

Why can't I see a feature or open an item?

Provide a decision tree for availability, permissions, organization mismatch, sharing, team access, and stale sign-in.

Missing navigation and access errors usually come from organization context, feature availability, permissions, or resource sharing. Use the checks below in order so you do not request broader access than the work requires.

1. Confirm the organization

Check the organization shown in Vibework. Memberships, files, projects, knowledge, agents, connections, and workflows are isolated by organization. A link from another organization may look valid but still be unavailable to you.

2. Check whether the feature is available

Some product areas are enabled only for selected plans, organizations, roles, or staged rollouts. If the entire navigation item is missing, ask an organization administrator whether the feature is enabled for your organization and whether your role can use it.

3. Check the resource's sharing rules

- Confirm that the item still exists and has not been archived or removed.
- Ask the owner to share it with you, an appropriate team, or the organization at the minimum needed permission.
- If the item belongs to a project, confirm that you are a member of that project and that project access is still active.
- For an agent or workflow, check access to its required knowledge, connection, model, or related tool as well as the top-level item.

4. Refresh your membership state

1. Open the organization switcher and select the intended organization again.
2. Refresh the page after an administrator changes your role, team, or sharing rule.
3. Sign out and back in if the new membership or role still does not appear.
4. Retry the original link rather than navigating from an old browser state.

5. Collect useful support details

If the problem remains, record the full page URL, your organization name, the time and time zone, the item or run ID if visible, what you expected, what happened, and the exact error text. Redact customer data and never send passwords, access tokens, API keys, or authentication codes.