

# Admin portal training guide: M2 troubleshooting guide

Quick fixes for common issues.

## ✓ Login problems

Can't access Admin Portal?

- Check you're using the correct email address
- Use "Forgot Password" link if needed
- Look for **Switch to Admin** button in left sidebar after logging in

## ✓ File upload issues

Documents won't upload?

- Check file is CSV format
- Make sure file is under 10MB
- Try refreshing page and uploading again

## ✓ User management problems

CSV file not working?

- Verify all email addresses are complete and correct
- Make sure you're using the downloaded template
- Check that roles are spelled exactly: "Teacher," "Student," "Admin"

Users not receiving invitations?

- Check their spam/junk folders
- Confirm email addresses have no typos
- Wait 24 hours for system processing

## ✓ Dashboard data issues

Not seeing activity or usage numbers?

- Data updates can take up to 24 hours
- Refresh your browser page
- Check that teachers are actually logging in and using M2

## ✓ When to contact Swivl

Email [support@mirrortalk.ai](mailto:support@mirrortalk.ai) for:

- Technical errors or system crashes
- Data that looks incorrect after 24+ hours

Include in your support email:

- Your organization name
- Screenshot of the issue, if applicable
- What you were trying to do when the problem happened

Contact [success@swivl.com](mailto:success@swivl.com) for:

- License questions or expansions
- Advanced customization needs