

Tile not Showing up outside Solvay VPN connection

When any user reports the tile is not showing up in their homepage when connected outside the Solvay VPN network.

It could be the reason the tile is not accessible outside the Internet.

The tiles will set as "Accessible from Internet?" to "Blank" which mean if visitor access from outside of Solvay Network, the tile will not show by default.

To fix the issue, open the tile in Form View and check the option Accessible from Internet

If it is marked as Blank or No, we need to change it to Yes

[blocked URL](#)

Make the Accessible from Internet as "Yes" as shown in the below screenshot

[blocked URL](#)

And then publish the tile in Live/Staging depending on the need.

Reference ticket

<https://sbs-support.solvay.com/a/tickets/4460861>