

FAQ



Frequently Asked Questions

Why I can't see the images on the page?

You may see broken images on the page due to several reasons:

- Image was not uploaded into a Confluence page, but instead a link to the image was inserted. If the source of the image is no longer available you will see a broken image. That often happens when you copy images from Google Drive documents.
- The internet browser you are using cannot display the image. To fix this, clear your browsing data; you need to clear only cached images and files, if that option is not available clearing all browsing data will also help.

How do I search information?

You can search for documents using the search bar on the [main page](#) or use the search bar in the top right corner, located on the Confluence menu.

How to get training on Confluence?

Visit [this page](#) to find out more about training possibilities.

How do I create a page?

If you are a contributor, use the "Create" button on the Confluence menu.

[blocked URL](#)

Who can I contact about PSL space?

Please open a [Freshdesk ticket](#).

How can I change the status of a page to Published?

Use the [approval workflow](#) to have the page approved and change the status to Published.

Who can approve pages?

Users in groups *sbsptp-reviewers* and *sbsptp-approvers* can give their approval on different stages. Read more about the [approval workflow](#).

There are some pages which are not published, how do I know when they will be published?

On the top right corner of the page, there is a "Watch" button; use it to get notified about the changes to the page.

I don't quite understand the specific procedure, is there someone who can help me?

Check who was the last person to update the page, they may be able to help you out. Alternatively, ask a specialist in your team or your manager, they will guide you to the correct person.






How can I add page numbers to my document?

Confluence pages are web pages and you can't add page numbers to a web page, as it has no pages, like your regular Word of Google document has.

If your document has too much content, split it up into several Confluence pages.

I don't understand a term on a page, where can I look it up?

Terms can be looked up in the [glossary](#). To see term description on a page, use the glossary button on top of the page, above the title. It will highlight the terms from the glossary in blue and will show an explanation when you point the mouse at them.

[Dashboard](#) / ... / [Accounts Payable](#)      113 view(s)

Who can add terms to the glossary?

Anyone can add terms to the glossary.

I have a page that is not published and want to move it to Obsolete, how can I do that?

If you are included to the *sbsptp-approvers* group apply label [obsolete](#) to the page and the workflow will allow you to change states without having to publish the page, If you are not part of the *sbsptp-approvers* group, open a [Freshdesk ticket](#) .