



COMPASS

Troubleshooting Compass

Quick fixes for the things that go wrong most often — editor hiccups, uploads, publishing, sharing.

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Most problems in Compass fall into a handful of patterns. If something's not working, skim the sections below — chances are the fix is here.

Editor issues

The slash menu won't show up

ADVISOR TIP

Quick fix: click inside an empty paragraph (not inside a list, heading, or callout), then type /. Slash commands only work at the start of a plain paragraph.

If it still doesn't appear, do a hard refresh (Cmd/Ctrl + Shift + R). The editor has a one-time JavaScript bundle that occasionally misses a browser cache miss on first load.

I can't move a block up or down

Every block has up/down/delete arrows in the gutter on the left edge. Hover the block to reveal them. If the arrows aren't doing anything, it usually means you're clicking inside a nested container (column, FAQ item) where the arrows would move the inner block, not the outer. Click outside the container first.

I typed / and got a weird menu in a list

Slash only works on empty paragraphs. Inside a bullet or numbered list, press Enter twice to exit the list first, then type /.

Upload issues

My image upload is stuck

1. Check file size. Max is 10MB per image. If yours is bigger, compress it — tinypng.com is free and quick.
2. Check the format. JPEG, PNG, WebP, and GIF are supported. HEIC (iPhone default) is not — convert to JPEG first.
3. Refresh the page and try again. Upload tokens occasionally expire on very long editor sessions.

IMPORTANT

Images are served from a public URL — anyone with the link can see them. Don't upload client passport scans, invoices, or anything else confidential. Describe what's needed instead.

The image is blurry

Source images at least 1600px wide for cover photos and 1200px for inline images. Compass generates smaller sizes automatically, but it can't make a small image larger.

Publishing and sharing

My public link shows a 404

Visibility must be set to Public —

Private/Team/Client guides have no public URL even if Status is Published.

Status must be Published — Draft guides never

have a working public URL.

Check both settings in the right-hand panel of the editor. If both look correct and the link still 404s, the slug may have been changed after the URL was copied — grab a fresh one from the top-right menu.

I unlisted a guide but Google still shows it

Unlisting a guide (Public but not on the resource index) immediately removes it from your index page and adds a noindex directive. But Google's cache can take days to weeks to catch up. If it's urgent, switch visibility to Team — that makes the URL itself return a 404.

Snippets and templates

I edited a snippet and nothing updated in my guide

Snippets update everywhere they're referenced, but the public page is cached for a few minutes after publish. If a snippet change isn't showing yet, wait 2–3 minutes and hard refresh.

I clicked a template and it used the wrong content type

Content type is set by the template you pick, but only until you save. After save, it's a property of the guide itself — changing it in one guide won't affect the template or other guides. You can change it anytime from the Settings panel in the editor.

Still stuck?

[Submit a ticket](#) and include:

- The URL of the page where the problem is happening
- What you were trying to do
- What happened instead (or what you expected to see)
- A screenshot if you can grab one — speeds up every ticket
- The browser and device you're on (e.g. "Chrome on MacBook" or "Safari on iPhone")

Nothing here is magic — if something's broken, tell us. The more specific, the faster we fix it.
