



TRIPS

Troubleshooting Trips

An index of every troubleshooting article in the Trips help library — what each one covers in one line — plus how to open a support ticket when the article does not fix it.

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When something in Trips is not behaving, start here. The list below covers every issue we have a dedicated article for. If none of these fit your symptom, the **Still stuck?** section at the bottom walks you through opening a support ticket that gets resolved quickly.

ADVISOR TIP

Match symptoms, not causes. Each article is titled by what you see (e.g. "*Client can't log into the portal*") rather than what is technically broken. Scan the list for the symptom that matches, not for the system you think is at fault — the actual cause is often somewhere unexpected.

Common issues

- **My custom domain won't connect** — CNAME wrong, SSL still issuing, Apple Pay not registered, or a conflicting DNS record. [Open article.](#)
- **Stripe payments aren't working** — onboarding incomplete, payouts paused, hosted-vs-embedded fallback, webhook drift, or wallet registration failed. [Open article.](#)
- **Commissions aren't posting to Books** — paused integration, unfinished mapping, archived account, transient outage, or wrong-org sanity check. [Open article.](#)
- **Emails not sending from my Gmail** — connection dropped, fell back to backup sender, Workspace admin block, threading, or daily limit. [Open article.](#)
- **My client didn't get their portal invite** — spam folder, wrong email on the contact, delivery block, or invite expired. [Open article.](#)
- **Client can't log into the portal** — magic-link expired, wrong email, cookie / browser issue, or auto-invite not on. [Open article.](#)
- **Client says they can't see my proposal** — share link not generated, proposal not published, access restricted, or wrong URL pasted. [Open article.](#)
- **My file won't upload** — file too large, MIME type rejected, virus scanner flag, or browser interruption. [Open article.](#)

Still stuck?

If none of the articles above match — or you have worked through one and the issue persists — open a support ticket at support@urtravelpro.com. We read every ticket personally; a fast response is normal during business hours.

Include these five things in your first message and we can usually diagnose in one round:

- **Your agency name** (or the org URL — e.g. `your-agency.urtravelpro.com`).

- **The exact URL** you were on when the problem happened. For a specific trip, copy the trip URL straight from the browser bar.
- **The exact error message** if there was one. A screenshot beats a paraphrase.
- **A screenshot or short screen recording** showing what you saw vs what you expected.
- **What you have already tried** — even just *"refreshed once"* helps us skip the obvious.

ADVISOR TIP

We see things you cannot. Support has an internal inspector for every org's live state — Stripe Connect status, custom-domain SSL, Books connection, email delivery logs, the works. Most tickets get a one-line diagnosis once we have your org name to look at.

Related

- [Trips — Getting Started](#)
- [My custom domain won't connect](#)
- [Stripe payments aren't working](#)
- [Commissions aren't posting to Books](#)