Walchem Fluent™ Troubleshooting Guide

User did not receive an invitation email	
Username is a good email address but email was blocked by spam filter	Look in spam folder
Username is a NOT good email address	Have the Global Admin invite the user with a real email address. User menu, + New User button

User followed the link in the invitation email, gets "Invalid Action, User already signed up" or "Unable to fetch user invitation detail" error	
User has already accepted the invitation	Go directly to Fluent.Walchem.Com and Login
The invitation has been re-sent and the user is responding to the first invitation email	Respond to the second email

User logs into Walchem Fluent and can't see all the customers they had in VTouch	
Customers that do not contain any active controllers are not migrated to Walchem Fluent	If they really need them, they must add them back using the Create Process menu
User is restricted to certain accounts	Ask them to look in My Account to see their role. If they are not a Global Admin, they need to ask the Global Admin to give them access to those accounts (By going to the User Menu click on the user, click the icon next to "Visible to User" switch on the customer, and click Manage Visibility to select Facilities under that Customer).
The missing account is a large, global water treatment Client, and was intentionally left out of the migration	Assuming the user is a Distributor, they will be able to transfer controllers to the Client once the Client has been migrated
The migration process improperly failed to migrate all active accounts	Contact Walchem Fluent technical service; they may need to add it back using the Create Process menu

User logs into Walchem Fluent and can't edit anything	
User's role is either Technician or View Only	Ask them to look in My Account to see their role. If they believe they should have editing capability, they must contact their Global Admin.

User logs into Walchem Fluent and just sees a spinner	
User still has Internet Explorer as a browser	Use a currently supported browser