Troubleshooting access to Kontent

November 23, 2021 • Tomas Nosek • 2 min read

Are you experiencing any problems accessing the Kontent app located at app.kontent.ai ⧉ or with any API? Check the following tips that can help you troubleshoot this problem.

Is Kontent down?

One of our key features is Kontent's stable availability. Based on your subscription plan ⧉, you may also have an availability guarantee of Kontent's uptime.

If there's any problem with our services, **see the** Kontent status page ⧉ **to check the availability** of Kontent APIs and the app.

OPEN THE STATUS PAGE

Suitable browsers and devices

If you're having a problem working with the Kontent app, check the following advice to provide the best experience:

- To provide the best experience possible, we guarantee that the latest versions of the widely-used browsers are fully operational with Kontent:

Google Chrome	Mozilla Firefox	Microsoft Edge
Latest version ⧉	Latest version ⧉	Latest version ⧉

Safari	Opera
Latest version ⧉	Latest version ⧉

- We recommend using a device with the FullHD resolution (1920x1080px) or higher. But you can access all functionality with a screen at least 1024px wide.
- To access all Kontent's functionality, use a device with a mouse and a keyboard. You can do some authoring and editorial tasks with touch-first devices. In such a case, we recommend using the landscape mode.

- Even though we're trying to cover all situations when you experience Internet connection outages, you can only get the best experience with a stable connection.

Still no luck?

If you've checked the things above and you're still experiencing problems, we're happy to assist you using our support chat button. Here, it's located in the bottom right corner. You can also find the chat button directly in the Kontent app ⧉ in the bottom left corner.

> ☑ You can get different levels of our support based on your subscription plan. Check out how our Premium Support ⧉ works to get a guaranteed SLA for your questions.