

Troubleshooting access to Kontent.ai

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

Is Kontent.ai down?

One of the key features of Kontent.ai is stable availability. Based on your [subscription plan](#), you may also have an availability guarantee of Kontent.ai's uptime.

If there's any problem with our services, **see the [Kontent.ai status page](#) to check the availability** of Kontent.ai platform and its APIs.

[Open the status page](#)

Suitable browsers and devices

If you're having a problem working with the Kontent.ai 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.ai:



Google Chrome

[Latest version](#)



Mozilla Firefox

[Latest version](#)



Microsoft Edge

[Latest version](#)



Safari

[Latest version](#)



Opera


[Latest version](#)

- We recommend using a device with the Full HD resolution (1920x1080px) or higher. But you can access all functionality with a screen at least 1024px wide.
- To access all functionality of Kontent.ai, 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.ai 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.