THE NOTION TROUBLESHOOTING FIELD MANUAL

Find the problem. Follow the fix. Get back to work.

A practical, plain-English guide to diagnosing common Notion problems, fixing what you can, and preventing the same issues from returning.

Use this manual when a formula errors, a view shows the wrong items, a relation looks empty, an automation does not run, or a page seems to have disappeared.

A companion bonus for Notion 101: Organize your personal & work life with ease

Beginner-friendly explanations • Practical checks • Step-by-step fixes

Welcome: Start With the Symptom

Notion is flexible, which is one of its strengths. But when a page, database, formula, or automation does not behave as expected, it can be hard to know where to look first.

This manual helps you troubleshoot systematically instead of randomly changing settings. It complements your Notion course with a repeatable method for finding the likely cause and choosing the next useful step.

> **Change one thing at a time. If you change five settings at once, you will not know which change fixed—or worsened—the problem.**

The 5-step troubleshooting method

Step	What to do
1. Describe	Write down what you expected and what actually happened.
2. Narrow	Check whether the issue affects one page, database, view, person, or the whole workspace.
3. Inspect	Check properties, filters, permissions, connections, and the exact error.
4. Test	Make one small change and test on a safe example or duplicate when possible.
5. Prevent	Record the fix or add a simple check so the issue is easier to solve next time.

Before changing anything

[ ] Copy the exact error message somewhere safe.

[ ] Check whether you have permission to edit the page or database.

[ ] Confirm you are in the correct workspace, page, database, and view.

[ ] If data is important, duplicate the page or record the current settings before structural changes.

[ ] Check official Notion help for current feature details and plan limits.

Quick-Find Troubleshooting Index

Symptom	Start here
Formula error or blank result	Section 1 — Formula problems
Task appears in the wrong view	Section 2 — Filters and views
Relation or rollup is empty	Section 3 — Relations and rollups
Automation does not run	Section 4 — Automations and buttons
Page or database cannot be found	Section 5 — Missing content and permissions
Template duplicates incorrectly	Section 6 — Templates and duplication
Integration is not syncing	Section 7 — Integrations
Mobile/offline behavior differs	Section 8 — Mobile and offline
Workspace is slow or cluttered	Section 9 — Performance and clutter

If the problem persists

Stop repeating the same action. Record what you tried, the result, and any exact error. That makes the next step—or a support request—much more effective.

1. Formula Problems

Symptoms: a formula displays an error, returns a blank or incorrect result, or works for some rows but not others.

Try these checks in order

[ ] Read the error message in the formula editor.

[ ] Check every property name, including spaces and punctuation.

[ ] Check property types: dates, numbers, text, checkboxes, and relations behave differently.

[ ] Check parentheses, quotation marks, commas, operators, and function names.

[ ] Test a simpler expression, then add complexity one step at a time.

[ ] Inspect rows with empty dates, missing numbers, or blank relations.

Example: progress = Completed divided by Goal

If Completed is 3 and Goal is 5, the expected progress is 60%. If Goal is empty or zero, the formula may fail or produce an unintended result. Add a deliberate check before dividing.

Example pattern (adapt property names to your database):

```
if(prop("Goal") > 0, prop("Completed") / prop("Goal"), 0)
```

> **Formula syntax and available functions can change. Verify current syntax in Notion's formula editor and official documentation.**

If it still fails

[ ] Copy the exact error into a note.

[ ] Temporarily remove one function or condition and test again.

[ ] Check access to any referenced database or property.

[ ] Use the official Common Formula Errors guide linked at the end.

2. Filters and Database Views

Symptoms: a task appears in the wrong view, a due-today task is missing, a view is unexpectedly empty, or items are sorted strangely.

Step-by-step checks

[ ] Confirm you opened the intended view.

[ ] Read every filter condition carefully.

[ ] Check AND/OR logic: AND requires all conditions; OR allows any matching condition.

[ ] Inspect the actual property value on the task itself.

[ ] Check whether the filter uses a date, formula, or different property than you expected.

[ ] Review sorts and groups; an item may be lower down or inside a collapsed group.

[ ] Simplify one filter at a time to identify which condition excludes the item.

Example: a task dated yesterday appears in a Today view

Possible causes include a different date property being filtered, another date property being today, a formula returning an unexpected result, or an OR condition allowing the task through.

Safe test

Create a temporary test task, set its date deliberately, and observe whether it appears. Change only the date or filter you are testing, then remove the test task.

> **Do not rebuild the database just because a view looks wrong. Start by inspecting filter logic and the underlying property values.**

3. Relations and Rollups

Symptoms: a related page is missing, a rollup is blank, the wrong value appears, or connected databases do not update as expected.

Check the relation first

[ ] Confirm the relation points to the correct database.

[ ] Check that the intended related item has actually been selected.

[ ] Confirm whether one or multiple related pages are allowed.

[ ] If the relation is two-way, inspect the related property in the other database.

[ ] Confirm you have access to the source database and relevant pages.

Then check the rollup

[ ] Confirm the rollup uses the correct relation property.

[ ] Select the property you want to summarize from the related database.

[ ] Check the calculation setting, such as count, sum, average, or earliest/latest date.

[ ] Make sure the related records contain values in that property.

[ ] Temporarily display the relation itself to confirm the connection is populated.

Example: a project total is blank

If a Projects database should total hours from related Tasks, first confirm the tasks are linked to the project. Then confirm the Tasks database has values in its Hours property. Finally, set the project rollup to use the Tasks relation, select Hours, and choose Sum.

> **A rollup cannot summarize information that is not connected or has no usable values. Check the relation before changing the calculation.**

4. Automations and Buttons

Symptoms: an automation does not trigger, runs only sometimes, pauses, or fails to update a property.

Use this checklist

[ ] Confirm the automation is enabled and belongs to the correct database.

[ ] Check the trigger type and exact conditions.

[ ] If several edit triggers are configured, verify their timing and logic.

[ ] Check each action and target database/property.

[ ] Verify the automation has permission to edit the target pages and properties.

[ ] Look for missing values or formulas that return the wrong type.

[ ] Test using a new record or deliberate change that matches the trigger.

Common causes

Possible cause	What to inspect
Trigger too specific	Test with a value that clearly matches the trigger.
Target page cannot be edited	Check sharing, permissions, and whether the page is private or shared in a way that blocks the action.
Formula returns wrong type	Confirm the formula returns the expected type, such as a date or text.
Required value is empty	Add a condition or safe fallback for missing dates, people, or other properties.
Feature or plan limitation	Check current Notion help for availability and plan requirements.

Buttons versus automations

A button is useful when a person should deliberately initiate an action. An automation is useful when a configured trigger should initiate an action. If the workflow needs human judgment, a button may be safer.

> **Test changes on a harmless example first. An automation can run successfully and still update the wrong records if its conditions are too broad.**

5. Missing Pages, Databases, and Permissions

Symptoms: a page seems to have disappeared, a colleague cannot see a view, or a formula cannot access a related database.

Try these steps

[ ] Use Notion search and check the correct workspace.

[ ] Look in the page's parent location and check whether it was moved or renamed.

[ ] Check sharing settings and permissions inherited from parent pages.

[ ] Ask a member with appropriate access to check whether the page is visible to them.

[ ] If a view depends on a property someone cannot access, test a view that does not depend on that restricted property.

[ ] If you suspect accidental deletion, check current trash/recovery options before recreating content.

When content exists but you cannot access it

A missing page and an inaccessible page can look similar. Before recreating content, check permissions and search results. A replacement may create duplicates and make the original harder to find.

6. Templates and Duplicated Content

[ ] Confirm you duplicated the intended page or template.

[ ] Inspect database relations after duplication; relationships may not behave exactly as expected.

[ ] Check whether linked database views still point to the intended source database.

[ ] Check formulas and rollups for references to properties or databases that were not copied.

[ ] Test a template by creating one sample page before using it for real work.

7. Integrations and Syncing

Symptoms: information is missing from another app, a connection has stopped working, or a workflow only works intermittently.

Troubleshooting sequence

[ ] Confirm the integration is connected to the correct account.

[ ] Check that it has permission to access the relevant workspace, page, or database.

[ ] Identify the sync direction: which app is the source of truth?

[ ] Test with one simple new item and allow for expected delays.

[ ] Check the external service for errors, expired authorization, changed fields, or plan limits.

[ ] Avoid repeatedly reconnecting or recreating the integration before recording its current settings.

Prevent duplicate or conflicting data

Choose a source of truth for each kind of information. If two systems can overwrite the same field, document which one should win and test with a sample record.

8. Mobile and Offline Differences

Symptoms: a page looks different on a phone, a control is missing, or a page is unavailable without a connection.

Check these first

[ ] Confirm you are using the Notion app or browser version you intended.

[ ] Check whether the page or database was downloaded for offline use.

[ ] Remember offline availability has limitations; not every feature or nested page is necessarily available offline.

[ ] Try the same workflow while connected to the internet.

[ ] For frequently used mobile pages, simplify the layout and put important information near the top.

9. Slow, Cluttered, or Hard-to-Use Workspaces

Symptoms: your dashboard feels overwhelming, you cannot find information, or maintaining the workspace takes more time than using it.

The simple cleanup sequence

[ ] Remove dashboard sections that do not help you decide or act.

[ ] Archive or delete pages that no longer serve a purpose.

[ ] Reduce duplicate databases where a single source of truth would work.

[ ] Remove unused properties and views only after checking dependencies.

[ ] Keep one clear entry point for common tasks.

[ ] Freeze redesigns for two weeks and focus on using the current system.

> **A more complex workspace is not automatically a better workspace. Fix the friction you actually experience before adding another feature.**

10. The 60-Second Decision Tree

Question	If yes	If no
Can I find the page/record?	Inspect properties, view, or workflow.	Search workspace; check parent pages, sharing, and recovery.
Can I edit the content?	Check filters, formulas, relations, and triggers.	Check permissions and source database access.
Does it affect every record?	Inspect formula, view, or automation setup.	Compare a working record with a failing one.
Did it start after a change?	Review recent property, permission, filter, or integration changes.	Simplify the workflow and test one variable at a time.
Can I reproduce it?	Record the steps and isolate the cause.	Capture exact conditions and check intermittent/access issues.

My troubleshooting log

Problem: _____

What I expected: _____

What happened: _____

Exact error: _____

What I checked: _____

One change I tested: _____

Result / next step: _____

11. Prevent the Same Problem Next Time

A short note can save you from repeating the same troubleshooting next week. Record the symptom, cause, fix, and what to check before changing settings again.

Prevention checklist

[ ] Name database properties clearly and consistently.

[ ] Keep formulas as simple as practical and test blank dates or zero values.

[ ] Give views descriptive names and know what question each view answers.

[ ] Review automation conditions and target permissions after database changes.

[ ] Test templates, buttons, and integrations on sample content first.

[ ] Keep appropriate backups and understand the limits of exports.

[ ] Check official Notion documentation when an interface or feature differs from this guide.

Official Notion resources

Use these official help pages for current interface details and feature limitations. Links are clickable in the PDF.

Intro to formulas

Fix common formula errors

Relations & rollups

Database automations

Database property access

Back up your Notion data

Export your Notion content

Notion database help center

> **This manual is a troubleshooting starting point, not a guarantee that every issue can be fixed locally. Some problems depend on permissions, account plans, connected services, or changes to Notion itself.**

You don't have to know every answer. You need a calm, repeatable way to find the next step.