MACRO NAME

Sync Error: Workspace Fix

Macro ID 4471 · Personal macro: off · Active · Version 3

Applies to: Workspace | Channel: Email, Widget | Tier 1 approved

ACTIONS

Comment/description ▾

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Thanks for reaching out. This usually happens when your local cache is out of sync. Try:

1. Refresh the page.
2. Log out and back in.
3. Clear your browser cache for this site.

If the issue continues after these steps, reply here and we will take a closer look.

TICKET STATUS

Pending ▾

TAGS

sync-error × | workspace × | cache-clear × | + Add tag

INTERNAL NOTE (AGENT ONLY, NOT SENT TO REQUESTER)

If the requester has already tried all three steps and is still stuck, escalate to Tier 2 with the browser console log attached. This is the third most-used macro for the Workspace product area this quarter, most cases resolve on step one or two.

Save | Preview | Deactivate

Preview on a live ticket

Workspace looks frozen after switching projects
Ticket #18,204 · Requester: dana@brightfield.io · Priority: Normal — Open

DR Dana Reyes · 9:14 AM
Hey, my workspace has been stuck loading the old project for the last hour, tried reloading twice already.

EY Elan Yazzie (using macro: Sync Error: Workspace Fix) · 9:22 AM
Thanks for reaching out. This usually happens when your local cache is out of sync. Try: 1) Refresh the page. 2) Log out and back in. 3) Clear your browser cache for this site. If the issue continues after these steps, reply here and we will take a closer look.

Version history

VERSION	CHANGED BY	DATE	CHANGE
v3 (current)	Elan Yazzie	Aug 31, 2026	Added cache-clear tag, tightened closing line
v2	Dakota Nez	Jun 4, 2026	Reordered steps, refresh moved first
v1	Elan Yazzie	Mar 11, 2026	Macro created

USAGE THIS MONTH

340 times used, +12% vs. last month

71% resolved without follow-up

4.6 avg. CSAT after use

2m 40s avg. handle time



DETAILS

Created by	EY Elan Yazzie
Created	Mar 11, 2026
Last edited by	EY Elan Yazzie
Last edited	14 days ago
Category	Workspace
Position	3 of 58

RESTRICTIONS

Visible to	Support team
Group	Tier 1 Support
Brand	Hozo (default)

RELATED MACROS

Login Issue: General	61 uses
Browser Cache Troubleshooting	203 uses
Workspace Not Loading: Mobile	88 uses

LINKED ARTICLE

Help Center — Why is my workspace out of sync?