Troubleshooting & FAQ

Support and Policies · https://mriacrm.com/docs/troubleshooting-and-faq/

If you have any questions not covered by this documentation, feel free to reach out to our support team via the Mria Corp Help Center.

Mria CRM: Frequently Asked Questions

Q: Where is my data stored, and is it secure?

A: Mria CRM runs on Atlassian's Forge platform, so the CRM records the app stores — Leads, Deals, Contacts, Companies, Products, their activities, and your Settings — are held in Atlassian's cloud infrastructure rather than on our own servers. That data is encrypted in transit and at rest under Atlassian's policies, and follows the data residency of the host product. See Data & Security for the detail.

Two optional features deliberately move data outside that boundary, and neither is on unless you turn it on:

- **Email connectors.** The Gmail and Outlook connectors are separate apps that sign in to your Google or Microsoft account. Mail is sent and synced through that provider, so message content and addresses pass through Google or Microsoft under their terms, not Atlassian's.
- **Teamwork Graph.** Connecting Teamwork Graph & Atlassian Search replicates CRM records into Atlassian's shared index so they can be found from other Atlassian products. The install dialog states that Atlassian may in turn make that data available to connected MCP clients.

On compliance: Forge gives us Atlassian's platform-level controls, and Mria Labs Inc. is the data processor for what the app stores. Whether a particular deployment meets GDPR or another regime also depends on which integrations you enable and on your own lawful basis for the contact data you load into the CRM — it does not follow from the platform choice alone. Our Privacy Policy sets out what we collect and your rights.

Q: I installed the app, but I can’t find it in Jira – where do I access it?

A: If the app isn’t visible after installation, it’s likely an **access permission** issue. Many Forge apps require certain global permissions for users to see or use the app’s features. Ask a Jira administrator to check **Global Permissions** (under **Jira Settings > System > Global permissions**) and ensure the permission for the app (often named after the app) is granted to the appropriate user groups. Once the admin updates the global permissions to include your user group, the app’s entry (for example, an item under the **Apps** menu or a project page) should become visible. If you still cannot find the app after adjusting permissions, please contact our support for further help.

Q: Will I lose any data if I uninstall and reinstall the app?

A: Yes — uninstalling a Forge app can lose data. Atlassian deletes data an app stored once the app is uninstalled, in line with its current Forge data retention policy. Reinstalling gives you a clean state; the previous records and configuration do not come back. If you have data you care about, do not uninstall to troubleshoot.

> **There is no backup or restore in Mria CRM. Export CSV** in Data Administration is a partial data export, not a backup. It writes one file per entity containing that entity's records with the default columns. It does **not** capture your configuration (pipelines, custom fields, roles, tags, lead statuses and sources), the links between records, links to Jira or Confluence, activity history such as notes, emails, meetings and tasks, or file attachments. Exporting before an uninstall will not let you rebuild the workspace.

Email templates are the one exception: the **Export** button on Email Templates writes a file that **Import** can read back.

Q: Mria CRM reloaded by itself — why?

A: Mria CRM was updated while your tab was open. A tab still running the previous version reloads itself the next time it talks to the CRM, so you are never working against an outdated app — which used to show errors such as `failed to fetch` until you refreshed by hand.

- It comes back to the page you were on.
- It waits for a save in progress to finish, and does not reload while you are in the middle of typing.

- A tab in the background is left alone until you return to it.
- It happens once per update.

This is separate from the **New app version is available — manual update required** banner, which asks a Jira administrator to approve a major update in Manage apps.

Q: I have a question or issue not covered here – how can I get help?

A: If you need more assistance or have any other questions, please reach out to our support team. The best way is to create a ticket through our **Help Center** portal: Mria Corp Help Center. Our support team will be happy to help with any problems or additional inquiries you have.