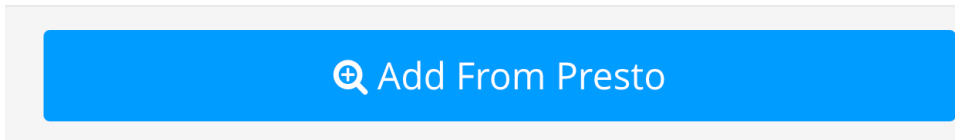


# Newsletter Troubleshooting Tips

If you're using a storyline to curate a newsletter, here are some things to check for if you run into issues with your newsletter not working as expected:

1. **Make sure you remove old items first, then use the "Add from Presto" option when updating the items in the storyline list.**

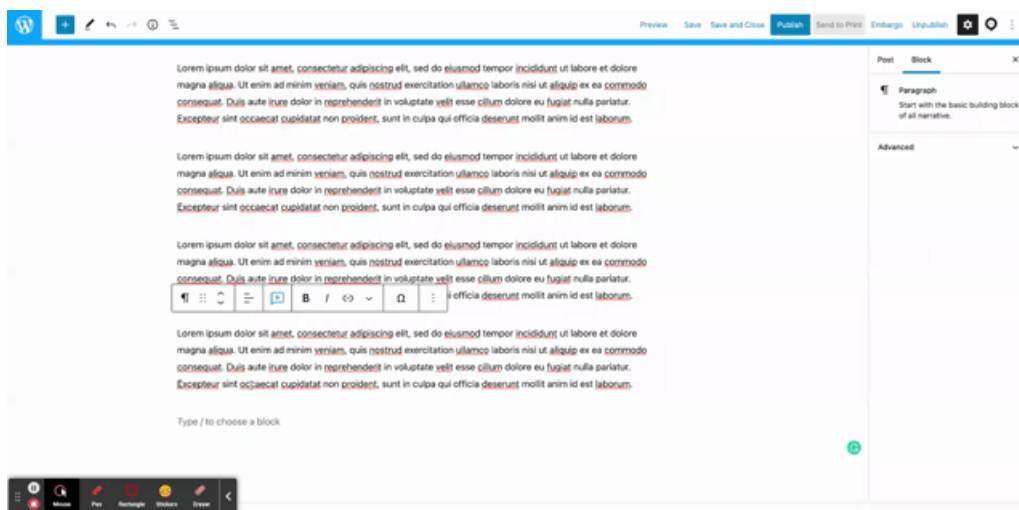


If you instead edit the Headline, URL, and Summary field on existing items, it will not work properly.

2. **For newsletter greeting stories, make sure there are no broken links in the story.**

If any of the links in your greeting story go to 404 or error pages, the newsletter will not load your greeting.

3. **Make sure there are no empty lines or paragraphs at the end of your greeting story.**



Empty line breaks or paragraphs at the end of your story will cause it to fail to load into the newsletter.