

When I log in, I am forced to “work-offline”



If you face the issue above, you are still entering off-line and operating in Spark. But if the reports are still empty once you get in, the most likely reason is that your IP is new and has not been whitelisted yet.

1. Check your internet connection and launch your VPN application if you have it. Then open again Spark.
2. If it is still not working, or you don't have a VPN, send your IP to support@athenasystems.com asking them to add it for you. You can check your IP [here](#).



CONTACT US

Email: support@athenasystems.com

Website: www.athenasystems.com

AMERICAS:

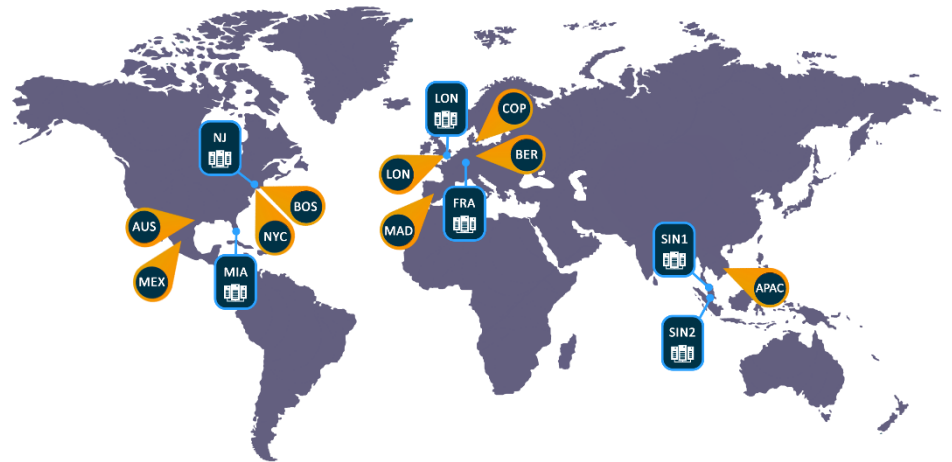
1411 Broadway, 16th Floor
New York, New York 10018, USA

UK, EUROPE & MIDDLE EAST:

Carrera de San Jerónimo, 17
28014 Madrid, SPAIN

APAC:

11 Doan Van Bo, 23rd Floor
Ward 12, District 4, 700000, Ho Chi Minh City, VIETNAM



[Visit the Spark Help Portal](#)