

Common questions and troubleshooting

Answers to common questions and the quickest routes to fixing things.

No Notion source appears in the builder

- Is a **YOOtheme Pro template** active? Without YOOtheme there is no builder source.
- Is the plugin *System - Notion Source* enabled under *System → Plugins*?
- Is a **token** entered? Without a token the source is not loaded.

The database selector is empty

- Is the token valid (starting with `ntn_` or `secret_`)? An invalid format is reported by the plugin when saving.
- Have you **shared** the databases with the integration? That is the most common reason — see [Setting up the Notion integration](#).
- Save the plugin again to rebuild the schema.

A new Notion property is missing in the builder

The schema is read when the plugin is saved. After changes in Notion (new column, rename, newly shared database) **save the plugin once more** — the new fields are available afterwards.

A field stays empty

- Does the field belong to the **selected database**? The builder shows the fields of all databases together; a field from elsewhere returns empty.
- For filters, is the **property name** exactly right (capitalisation, spaces) and does the chosen **property type** match the field in Notion?

Changes in Notion appear with a delay

The API responses are cached for the configured *cache lifetime* (default 5 minutes). For faster updates lower the value; for an immediate test you can set it to 0 briefly (not recommended permanently on production sites).

The update is not found or fails

- Click *Check for Updates* first to refresh the cache.
- Is the **download key** entered at the update site — and **without spaces** at the beginning or end? A space copied along with it leads to "Package download failed".
- If need be, download the new version manually and install it via *System* → *Install*.

An image from Notion stops being displayed after a while

URLs hosted by Notion for uploaded files are time-limited. For permanent images use an external URL in Notion or the Joomla media manager.

Applies to version 1.2.3.

[Deutsche Fassung](#)

Revision #6

Created 2026-08-16 12:56:36 UTC by Norbert Graup

Updated 2026-09-07 18:23:50 UTC by Norbert Graup