KNOWLEDGE BASE ARTICLE

Why Is Someone Missing from the Organizational Chart?

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Introduction

"The new colleague is not on the chart", "our department head shows up at the top level on his own", "half of the Sales team has disappeared" - questions like these are the most common reason to open a support ticket about the Vitextra Organizational Chart. In almost every case the chart is behaving exactly as configured: an account simply does not meet one of the conditions for being shown, or the directory does not contain the relationship the chart needs.

This article is a checklist, ordered from the most frequent cause to the rarest. Work through it from the top and you will usually find the answer within the first three steps. Each check tells you where to look and how to fix it.

Note

Most of the checks below refer to settings in the **web part** property pane. If you are not an editor of the page, ask the page owner or your **SharePoint** administrator to verify them. The settings are described in KB10233. How to Add and Configure the Organizational Chart Web Part.

1. The account has no Microsoft 365 license

By default the web part **excludes employees without a license** - the **Exclude Unlicensed Employees** toggle in the **Filter** group of the property pane is on. The purpose is to keep shared mailboxes, service accounts and test users out of the chart, but the rule also catches real people whose license has not been assigned yet - a typical situation for a new hire on their first day, or for a contractor who uses an unlicensed account.

How to check. Open the user in the Microsoft Entra admin center or the **Microsoft 365 admin center** and look at the **Licenses** section.

How to fix. Assign a license to the user, or - if unlicensed accounts should be shown - turn off **Exclude Unlicensed Employees** in the property pane and republish the page.

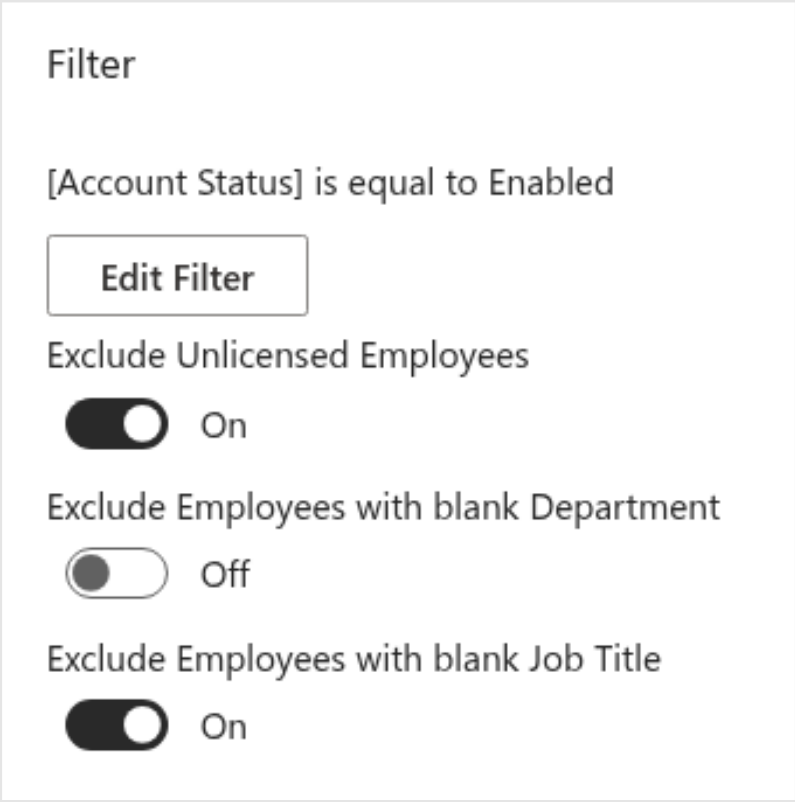
2. The Job Title field is empty

The second default exclusion is **Exclude Employees with blank Job Title**, which is also on out of the box. An account without a job title is usually not a real employee, so hiding it keeps the chart clean - but an incomplete profile of a real person is hidden in the same way. A related toggle, **Exclude Employees with blank Department**, is off by

default but may have been enabled on your page.

How to check. Open the user's profile in the Microsoft Entra admin center and look at **Job title** (and **Department**) under **Job information**.

How to fix. Fill in the missing field in the directory. Alternatively, turn the corresponding toggle off in the property pane.



The exclusion toggles in the Filter group

3. The account is disabled

The default filter of the web part contains one condition: **Account Status** *is equal to* **Enabled**. A disabled (blocked) account is therefore hidden even if everything else about it is in order. This is normally the desired behavior - people who have left the company should not stay on the chart - but it also hides an account that was blocked temporarily, for example during an extended leave.

How to check. In the Microsoft Entra admin center, look at **Account enabled** on the user's overview page.

How to fix. Re-enable the account if appropriate. Changing the property-pane filter cannot show disabled accounts: the Microsoft Graph request excludes them before filtering.

4. The person is a guest or an external user

The chart loads **member** accounts of your organization only. Guest users (#EXT# accounts invited from another **tenant**) and other external identities are never retrieved, regardless of the filter settings. If an external consultant should appear on the chart, they need a regular member account in your tenant.

5. The Manager field is not set - or points to the wrong person

The hierarchy is built entirely from the **Manager** attribute of each user in **Microsoft Entra ID**. Two situations follow from this:

- **No manager.** In the **Entire Company** mode, an employee with no manager assigned is treated as a top of the hierarchy and appears as a separate root next to the CEO. In the **Employees reporting to specific user** mode, such an employee is simply not part of any branch and does not appear at all - unless they are the selected root person themselves.
- **Manager outside the chart.** If an employee's manager is excluded by any of the rules above (unlicensed, blank job title, disabled, guest) or by a filter, the employee loses the connection to the rest of the hierarchy and disappears from the chart together with their whole branch. A classic example: the department head's account has no job title, so the entire department vanishes.

How to check. Open the user in the Microsoft Entra admin center and look at **Manager** under **Job information**. Then check the manager's own account against steps 1–4.

How to fix. Set the correct manager for the employee and complete the manager's profile. If your directory is synchronized from an on-premises **Active Directory**, make the change there and wait for the next synchronization cycle.

Tip

Keeping the manager attribute complete is the single most effective way to get a clean chart. See KB10238. Preparing Microsoft Entra ID Data for an Accurate Organizational Chart for guidance on maintaining the directory.

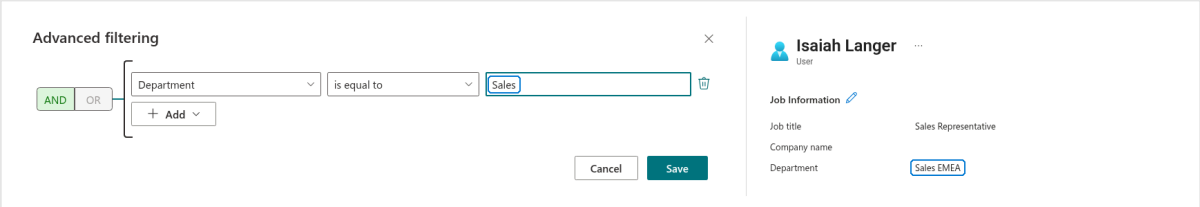
6. A filter on the page excludes the person

A page may be configured to show a single department, a country or an office, using the query builder in the **Filter** group. An employee whose profile does not match the

conditions - for example, whose **Department** reads *Sales EMEA* while the filter expects *Sales* - is not shown.

How to check. Open the property pane and look at the **Filter** group: if it shows conditions instead of *No filter applied*, compare them with the employee's profile attributes.

How to fix. Correct the employee's attribute in the directory to match your naming convention, or widen the filter - for instance, use *contains* instead of *is equal to*. Remember that the manager of the person must match the filter as well (see step 5).



A filter condition that does not match the profile attribute

7. The chart shows a different branch

In the **Employees reporting to specific user** mode, the chart contains only the selected person and the people who report to them at any level. Anyone outside that branch is not missing - they are simply not part of this page's scope. The same applies to a page that was filtered to one department.

How to check. Look at the **Chart Mode** and **Person** settings in the **Behavior** group.

How to fix. Use **Find me** or the search box on a page that shows the entire company, or ask the page owner whether the scope of the page is intended.

8. The branch is collapsed or beyond the displayed levels

The person may be on the chart but out of sight. The **Levels to Display** setting (3 by default) decides how many levels are expanded when the page opens; deeper levels are collapsed under their manager's card.

How to check. Type the person's name in the search box: matching cards are highlighted and their branches are expanded automatically. Or click **Expand all** on the toolbar.

How to fix. Nothing is wrong. If deeper levels should be open by default, increase **Levels to Display** in the property pane.

9. The data is cached

To keep the chart fast, the web part keeps a snapshot of the directory in the visitor's browser for up to 12 hours. A person added to the directory an hour ago is therefore not on the chart yet for a visitor who opened the page this morning.

How to check. Look at the **Last updated** time shown above the chart.

How to fix. Click **Refresh** next to the **Last updated** time. The snapshot is stored in this browser for this web part instance. Once it is more than 12 hours old, it is reloaded on the next page load.



The Last updated time and the Refresh link

Note

Changes made in an on-premises Active Directory reach Microsoft Entra ID only after the next synchronization cycle, and a newly uploaded photo can take a while to propagate within **Microsoft 365**. Allow for these delays before concluding that something is wrong with the chart.

10. Nobody is shown at all

If the chart is empty or shows an error instead of the tree, the cause is not an individual account but the connection to **Microsoft Graph** - most often the API permissions have not been approved yet. See KB10235. Microsoft Graph Permissions Required by Organizational Chart.

In the **Employees reporting to specific user** mode, an empty chart can also mean that the selected root person is themselves excluded by one of the rules in steps 1–4: the root must pass the same checks as everyone else.

Summary

Symptom	Most likely cause	Where to look
A new employee is missing	No license yet, or blank job title	Steps 1, 2
A person who left is still	Account not disabled, or	Steps 3, 9

Symptom	Most likely cause	Where to look
shown	cached data	
An employee sits at the top level alone	No manager assigned	Step 5
A whole team is missing	The manager is excluded or filtered out	Steps 5, 6
An external consultant is missing	Guest account	Step 4
People are missing on one page only	Chart mode or filter of that page	Steps 6, 7
The person is there but hard to find	Collapsed levels	Step 8
The chart is empty or shows an error	API permissions	Step 10

Learn more about the product: *https://vitextra.com/en/products/org-chart*

Terms

Active Directory
Active Directory (AD) is a directory service developed by Microsoft for Windows domain networks. It provides a centralized platform for managing and storing information about network resources, including users, computers, and services. Active Directory facilitates authentication and authorization, allowing administrators to control access to resources and enforce security policies across the network.

Microsoft 365
Microsoft 365 is a cloud-based subscription service that combines productivity apps such as Word, Excel, PowerPoint, and Outlook with cloud services such as SharePoint, OneDrive, Teams, and Exchange Online, together with advanced security and device management.

Microsoft 365 Admin Center
The Microsoft 365 admin center is the web portal where administrators manage users, groups, licenses, domains, billing, and services for a Microsoft 365 tenant.

Microsoft Entra ID
Microsoft Entra ID (formerly Azure Active Directory) is a cloud-based identity and access management service offered by Microsoft. It allows organizations to efficiently manage and secure their users' identities and access to a variety of resources, both internal and external. These resources include Microsoft 365, the Azure platform, and thousands of other software-as-a-service (SaaS) applications.

Microsoft Graph
Microsoft Graph is a REST API secured with Microsoft Entra ID (formerly Azure Active Directory) and OAuth 2.0. It provides a single endpoint for accessing data and services in Microsoft 365, such as SharePoint, Outlook, OneDrive, Teams, and others.

SharePoint
SharePoint is a web-based collaboration platform that provides content management, document management, workflow applications, search, and other tools that empower employees and teams to work together. SharePoint is also a secure place to store, organize, and access shared information.

Tenant

Terms

A Microsoft 365 tenant is a dedicated instance of Microsoft 365 services. The tenant holds the organization's information, such as users and domains (Microsoft Entra ID), configurations, subscriptions, and services. An organization receives a tenant by signing up for Microsoft 365 services.

Web Part
A web part is a primary building block of functionality or content placed on a SharePoint page. Some web parts support customization, such as configuring the web part or changing its appearance.