

Trouble Shooting

Issues and Solutions



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# Introduction.

Below will be a document containing a list of helpful tips to possible errors that may occur during your project and hints relating to how to trouble shoot the issue or fix it, some of the tips are not completely related to the Cards but are from my own web development experience however they are useful to keep in mind anyway.

Trouble Shooting, Hints & Tips

# Troubleshooting:

# Issue: Not Receiving Confirmation Email

**Solution:** Many email providers and websites support email aliasing with a plus sign (+), allowing unique aliases like user+example1@email.com or user+example2@email.com for different sites. **CARRD does not support this**, and using such aliases on CARRD may result in you not receiving the account confirmation email.

Solution: recheck that You inserted the right email.

Solution: Check your Spam.

-Ahmed.

# Issue: Unfinished Element Error

**Solution:** There is probably a placeholder element that is unused. An image placeholder with no image or a video holder with no video. Clicking the "Go to first element" button should take you to the placeholder that is empty; either filling it or deleting it should solve this.

# Issue: Buttons or Links Not Working

**Possible Cause:** The navigation buttons or links may not be properly configured.

**Possible Solution:** Ensure that each button or link is correctly linked to its respective page or section.

* Each button's label should be updated to match the intended section, and the URL should include the '#' followed by the name of the page (ensure the URL is all lowercase).

# Issue: Image Not Displaying Properly 40646515

* Solution: Check that Images are in a supported formats (Like JPEG or PNG) and are optimized for web use, ensure that each image URL or file path is correctly linked and, refresh the browser cache if necessary.

# Issue: Slow Page Loading 40646515

* Solution: Large files, like high resolution images or videos, may be causing delays, optimize media files for web use, minimize Animations, and use lazy loading for a better performance.

# Issue: Content Not Updating After Publishing 40646515

* Solution: this could be due to caching issues, clear the browsers cache and check if the hosting server’s cache also needs refreshing.
* Solution: ensure that all paths are well laid out and working
* Solution: ensure that you’re naming your elements according to what you’re using as in if you name a textbox name input ensure that when you’re calling it again in the forms to submit name input that you’ve called it name input again and not any other variation such as (Name-Input, name\_input, name).

# Issue: Fonts Not Displaying Correctly 40646515

* Solution: verify that web-safe fonts are used and that any custom fonts are loaded properly from a reliable source such as google fonts or adobe fonts, check the fonts file path is implemented correctly if using personally created fonts from local hosting.

# Issue: Accessibility Features Not Functioning (Screen Reader). 40646515

* Solution: Ensure that when Adding an image, you also add the alt text which is used to describe what the image is in the case that it doesn’t load which could be caused by the file path being wrong or not formatted according to what’s acceptable, the image no longer being available at the old URL it was in, or the image file location Is changed.

Hints and Tips:

# Saving as a Draft:

Saving as an "offline" draft allows you to save your work to your account without publishing it to the greater web. To save an offline draft, follow these steps:

1. Go to the publish section.
2. Select "Save as an offline draft."
3. Your draft will then be saved to your account's dashboard for future editing and publishing.

# Undocumented Issues: 40646515

If you end up running into an issue that is not documented on this PDF, please do check online resources for the solution and keep a copy of this document so that you can update it as you go in case you encounter any of these issues in the future.