

Troubleshooting Guide

Common issues and solutions

Widget Integration Issues

Widget Not Displaying

Problem: The insurance widget doesn't appear on your page.

Solutions:

- Verify the script tag is placed before </body>
- Check your partner ID is correct (no spaces/typos)
- Ensure no ad blockers are interfering
- Clear browser cache and refresh
- Check browser console for JavaScript errors

Widget Loads Slowly

Problem: Widget takes too long to appear.

Solutions:

- Add async attribute to script tag
- Check your internet connection speed
- Contact support if issue persists > 24 hours

Dashboard Access Issues

Can't Log In

Solutions:

- Use "Forgot Password" to reset credentials
- Check if your email address is correct
- Clear cookies and try again
- Try a different browser

Data Not Updating

Problem: Sales or commission data appears outdated.

Solutions:

- Dashboard refreshes every 5 minutes - wait and refresh
- Check if there's a system maintenance notice
- Try logging out and back in
- Contact support if data is > 1 hour delayed

Payment Issues

Missing Commission Payment

Solutions:

- Verify your payout settings are correctly configured
- Check if you've reached the \$50 minimum threshold
- Review the payout schedule (weekly on Mondays)
- Check spam folder for payment notifications
- Contact billing@dailyeventinsurance.com

Customer Issues

Customer Can't Complete Purchase

Solutions:

- Have customer try a different payment method
- Check if all required fields are completed
- Suggest clearing browser cookies
- Direct to support@dailyeventinsurance.com

Priority partner support: partners@dailyeventinsurance.com | 1-800-DEI-HELP