

HELP SECTION

General Errors

1. Unable To Create New Account

- If you encounter issues with account creation, ensure that you're not trying to register with an email address that is already associated with an existing account.
- Verify that you are typing the correct email address in the proper format (e.g., example@email.com).

2. Password Validation Error

- Make sure that your password meets the required validation criteria. Typically, passwords must be at least 6 characters long and may require a combination of letters, numbers, and special characters.
- If you're experiencing issues with password validation, double-check the requirements specified during the registration process.
- Passwords are case-sensitive, so check if your capslock is on/off before entering password.

3. Forget Password

- If you forget your password, click on the "Forget Password" link on the login page.
- You will receive a password reset link on your verified email address. Follow the instructions in the email to reset your password.

4. Graphs And Analytics Not Loading

- If graphs and analytics are not loading properly, ensure that you have a stable internet connection.
- Refresh the page or wait for the data to load, especially if you're experiencing slow network speed.
- If the issue persists, share issue with administrator to resolve issue of data loading.

5. Survey Not Activating On Desired Time Slot

- Double-check the timing format used for setting the survey activation time, Ensure it's in the correct AM/PM or 12-hour/24-hour format.
- If the survey still doesn't activate as expected, verify that the time zone settings are correct.
- Contact the system administrator if the issue persists after checking the timing format.

6. Unable to Use Template

- If you're unable to find saved template, ensure that you've previously saved template within your account.
- Navigate to the workspace to check for saved templates.

7. Editing Saved Questions

- If you need to edit a saved question within your template, select the question and choose the edit option.
- Make necessary modifications and save the changes. The edited question will now be part of your template.

8. Company Registration Failure

- If you encounter issues with company registration, ensure that all required fields are filled out correctly and that the provided information is accurate and you have required access rights for the same.
- Contact customer support if you continue to experience difficulties with company registration.

Surveyor Errors

1. Error : Unable to Create Survey

- Solution: Ensure that all required fields are filled out correctly when creating a survey. Check for any validation errors and correct them before attempting to create the survey again.

2. Error : Survey Not Saving

- Solution: Check your internet connection and try saving the survey again. If the issue persists, clear your browser cache and cookies, or try using a different web browser.

3. Error : Questions Not Displaying Properly

- Solution: Make sure that all question fields are filled out correctly and that the question types are supported by the survey platform. If the issue continues, contact customer support for assistance

Respondent Errors

1. Error : Unable to Access Survey

- Solution: Ensure that you are using the correct survey link provided to you. If you're still unable to access the survey, try opening the link in a different web browser.

2. Error : Survey Page Not Loading

- Solution: Check your internet connection and try refreshing the page. If the issue persists, try accessing the survey from a different network or report organization if issue still persists.

3. Error : Unable to Submit Responses

- Solution: Double-check that all required questions have been answered. If the issue continues, try clearing your browser cache and cookies, or try submitting the responses using a different web browser.

Super Admin Errors

1. Error : Unable to Access Admin Dashboard

- Solution: Make sure you are using the correct login credentials and that you have the necessary permissions to access the admin dashboard. If you're still unable to access it, contact the system administrator for assistance.

2. Error : Data Not Updating

- Solution: Check your internet connection and try refreshing the page. If the issue persists, there may be a problem with the database or server. Contact technical support for further assistance.

3. Error : Unable to Add/Edit Users

- Solution: Ensure that you have the appropriate permissions to add or edit users. Double-check the user information you're trying to add or edit for any errors. If the issue continues, contact the system administrator for assistance.