|  |  |
| --- | --- |
| **TEAM ID:** | NM2023TMID05840 |
| **PROJECT NAME:** | To create brand promo video |
| **DATE:** | 2 November 2023 |

**Exception handling**

* **Upload Errors:**
  1. **Exception:** You might encounter errors while uploading images or videos due to file format issues or size constraints.
  2. **Handling:** Check the file format and size requirements for Canva. Ensure your assets meet these specifications, and consider using image/video editing tools to resize or convert files if needed.
* **Slow Performance:**
  1. **Exception:** Canva might run slowly or become unresponsive, especially with complex projects.
  2. **Handling:** Close unnecessary browser tabs or applications to free up system resources. Consider simplifying your project or breaking it into smaller segments to improve performance.
* **Text or Element Misplacement:**
  1. **Exception:** Text or design elements may not align correctly, or they might shift unintentionally.
  2. **Handling:** Check your element positioning and ensure they're locked in place if necessary. Use Canva's alignment tools to maintain consistency.
* **Exporting Issues:**
  1. **Exception:** Exporting your video may fail or produce lower-quality results.
  2. **Handling:** Double-check your export settings, ensure your project is saved, and try exporting again. Adjust export settings for the desired video quality.
* **Browser Compatibility:**
  1. **Exception:** Canva's functionality may vary between different web browsers, leading to unexpected issues.
  2. **Handling:** Use a compatible browser, such as Google Chrome, for the best experience when working with Canva.
* **Login or Access Problems:**
  1. **Exception:** You may experience login or access issues to your Canva account.
  2. **Handling:** Ensure you're using the correct login credentials. If you're locked out of your account, follow Canva's account recovery process.
* **Audio Sync Issues:**
  1. **Exception:** Audio may become out of sync with your video during the editing process.
  2. **Handling:** Review the audio and video tracks to make sure they align correctly. Adjust timing as needed and ensure you're using a reliable internet connection to prevent lag.
* **Browser Extensions:**
  1. **Exception:** Browser extensions or ad blockers can sometimes interfere with Canva's functionality.
  2. **Handling:** Disable browser extensions that may be causing conflicts with Canva. You can re-enable them after completing your work.
* **Unsaved Work:**
  1. **Exception:** Accidentally closing the browser tab or experiencing a system crash may result in unsaved work.
  2. **Handling:** Save your work frequently, and consider enabling auto-save options if available in Canva.
* **Network Errors:**
  1. **Exception:** Connectivity issues, like network disruptions or server problems, can interrupt your work.
  2. **Handling:** Ensure a stable internet connection and try refreshing your browser if you encounter network-related errors.