

Ticket ID: 001

Issue: App crashes when uploading a file

Resolution: Crash caused by unsupported format. Only .jpg, .png, and .pdf are supported.

Ticket ID: 002

Issue: Password reset email not received

Resolution: User was advised to check the spam folder. Email was re-sent manually.

Ticket ID: 003

Issue: Login fails after recent update

Resolution: User was using an old version of the app. Instructed to update to the latest version.

Ticket ID: 004

Issue: Payment page not loading

Resolution: Identified a server-side timeout issue. Fixed backend timeout configuration.

Ticket ID: 005

Issue: Unable to delete account

Resolution: Bug found in delete account API. Hotfix applied and user deletion processed.

Ticket ID: 006

Issue: Notifications not showing on Android

Resolution: App did not have proper permissions. User instructed to enable notification settings.

Ticket ID: 007

Issue: Error 502 while accessing dashboard

Resolution: Load balancer misconfiguration fixed. Issue resolved after cache clear.

Ticket ID: 008

Issue: Uploaded documents not visible

Resolution: File sync service was down. Restarted service and documents appeared.

Ticket ID: 009

Issue: Unable to change profile picture

Resolution: Image format was not supported. Advised to upload PNG or JPG only.

Ticket ID: 010

Issue: Frequent logout from app

Resolution: Session token was expiring too early. Increased expiry time to 7 days.

Ticket ID: 011

Issue: Cannot download invoice

Resolution: PDF generation service was failing. Temporary link provided while bug fixed.

Ticket ID: 012

Issue: App freezing during search

Resolution: Unindexed database queries were optimized to improve performance.

Ticket ID: 013

Issue: MFA code not working

Resolution: User's device time was out of sync. Instructed to sync time with network.

Ticket ID: 014

Issue: Dark mode not applying correctly

Resolution: CSS override in user preferences fixed. Update pushed to UI.

Ticket ID: 015

Issue: Incorrect timezone in reports

Resolution: Reports defaulted to UTC. Added timezone setting based on user profile.