

# Support Engineering Test

## Instructions

We have put together 4 example tickets, these are real tickets or examples that we see often that illustrate the kinds of problems you might see while working at Supabase.

For each ticket, digest what the customer is asking and write a response. You can aim to write a complete response and solve the issue, or if you are unsure or would ask the customer for more information you can do that too.

There are no right or wrong answers, we are looking to see how much you know about the Supabase platform, how much technical understanding you have of Supabase and your general approach to communicating with customers.

If you have any questions or want clarification it is fine to reach out and ask.

Please try and aim to return the test within 48 hours if possible - if you need more time just let us know.

## Ticket 1 - "login with access code"

Hello,

We're using supabase to manage authentication for a client and it would be super helpful to have some guidance from your side about an issue.

Our client wants to have a log-in system based on access code only. We went with the traditional email + password authentication. The passwords are generated automatically in the server by us upon sign-up.

We want to now log in users with just an access code (i.e. password generated by us and sent to them).

Could you give us some hints on how to achieve this with supabase?

We were thinking to look up a user in the database using the access code their provide and then logging them in using supabase client, but passwords are encrypted.

Is there perhaps some utility function we can use to encrypt passwords before searching for them in the database?

Thanks

## **Ticket 2 - “how to check and set Supabase Auth session”**

Hi there.

We use supabase-js client to auth user.

I think it saves access-token and refresh-token in local storage automatically.

I would like to check when it is expired, this is maybe 3600 second because I can see 'expires\_in' field in local storage, is it right?

And, I would like to change them if I can, but I can't find the information about that.

Could I get some information about checking and changing session's age?

## **Ticket 3 - "CORS issue"**

I am trying to use edge functions but I keep getting an error when I invoke one of my functions. In the browser console I can see an the the function “has been blocked by cors policy no 'access-control-allow-origin' header is present on the request”

How can I fix this? Why is my function not working?

Thanks in advance,

Adam

## **Ticket 4 - “Slow Query Performance”**

I have been using your platform for some time now, and I must say that i’m quite satisfied with the features and services that you offer. However, recently I have noticed that my queries are running much slower than usual and keep get "canceling statement due to statement timeout" error.

I have tried to optimize my queries and table indexes as much as possible, but I have not been able to improve the performance. What can I do to improve things? Why do I keep getting the statement timeout error? Can you help me identify the root cause or the issue.

Thanks,

Michel