Troubleshooting Guide

TROUBLESHOOTING GUIDE

ACCOUNT ACCESS ISSUES

Problem: "Invalid credentials" error when logging in
Solution:
1. Verify you're using the correct email address
2. Check CAPS LOCK is off
3. Click "Forgot Password" to reset
4. Try incognito/private browser window
5. Clear browser cookies and cache
6. Try a different browser

Problem: Account locked after multiple login attempts
Solution:
1. Wait 30 minutes before trying again
2. Check your email for account security alert
3. Click the link in the email to unlock your account
4. If still locked, contact support@company.com

Problem: Email verification not received
Solution:
1. Check spam/junk folder
2. Add support@company.com to contacts
3. Request new verification email
4. If still not received after 5 minutes, contact support

PERFORMANCE ISSUES

Problem: Website loading slowly
Solution:
1. Check internet connection speed
2. Restart your browser
3. Clear browser cache and cookies
4. Disable browser extensions
5. Try on a different device
6. Check our status page: status.company.com

Problem: File uploads failing
Solution:
1. Check file size (max 100MB)
2. Check file format is supported
3. Verify internet connection is stable
4. Try uploading from a different browser
5. If uploading large files, use desktop app instead

BILLING ISSUES

Problem: Unexpected charges on my account
Solution:
1. Check invoice details in Billing section
2. Compare to your subscription plan
3. Look for any add-ons or overage charges
4. Email billing@company.com with concern
5. We'll review and adjust if needed

Problem: Payment method declined
Solution:
1. Verify credit card is not expired
2. Check with your bank if there are restrictions
3. Try a different payment method
4. Contact your bank - they may have declined it
5. Try updating payment method in Settings

TECHNICAL ISSUES

Problem: API rate limiting errors
Solution:
1. Implement exponential backoff in your code
2. Reduce request frequency
3. Batch requests when possible
4. Upgrade to higher tier plan for higher limits
5. Contact support for custom limits

Problem: Data not syncing across devices
Solution:
1. Logout and log back in
2. Check all devices are on latest app version
3. Verify internet connection on all devices
4. Wait 5 minutes for sync to complete
5. Force refresh browser (Ctrl+Shift+R)
6. Restart the application

CONTACTING SUPPORT

If these solutions don't work:
1. Visit support.company.com
2. Email: support@company.com
3. Live chat available 9AM-5PM EST
4. Phone: 1-800-SUPPORT (1-800-787-7687)

Always provide:
- Your account email
- Description of the problem
- Steps you've already tried
- Screenshots if applicable
- Your browser/app version