

Troubleshooting Guide






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1. Register for Account

Error Message	Possible Cause	Solution
User already exists	The email address you have entered is already registered to use with this app	Check that you have entered the email correctly. Login using the email address
Invalid data input	If any of the data is incorrect or missing.	There will be a marker  that indicates which information is required with a description of the remedy
Failed to connect to (will list a server name)	The server is under maintenance or is down	Please wait a few minutes, and try again


2. Login

Error Message	Possible Cause	Solution
Failed to connect to (will list a server name)	The server is under maintenance or is down	Please wait a few minutes, and try again
Invalid login credentials	If any of the data is incorrect or missing.	There will be a marker  that indicates which information is required with a description of the remedy
User does not exist	The email address you have entered is not registered to use with this app	Check that you have entered the email correctly. Register using the email address if you have not already

3. Account

Error Message	Possible Cause	Solution
Failed to connect to (will list a server name)	The server is under maintenance or is down	Please wait a few minutes, and try again
Account cannot be deleted an error occurred	The server did not respond to the request or is down	Please wait a few minutes, and try again
Account not found or An error has occurred. No changes were saved	The server did not respond to the request or is down	Please wait a few minutes, and try again
Invalid data input	If any of the data is incorrect or missing.	There will be a marker  that indicates which information is required with a description of the remedy

4. Menu & Cart

Error Message	Possible Cause	Solution
Failed to connect to (will list a server name)	The server is under maintenance or is down	Please wait a few minutes, and try again
Please add an item to your cart before clicking Checkout	There are no items in your cart	Add a menu item to the cart
There are no items in the cart to empty	There are not items in the cart to remove	Click the home button  to go back to menu
Cart failed to empty	The server did not respond to the request or is down	Please wait a few minutes, and try again
Item Failed to Delete	The server did not respond to the request or is down	Please wait a few minutes, and try again
There was a problem adding the item to cart	The server did not respond to the request or is down	Please wait a few minutes, and try again
There is not that quantity of the item in stock.	The café does not enough stock to fulfill your requested amount	Please check updated stock level on screen

5. Orders

Error Message	Possible Cause	Solution
Failed to connect to (will list a server name)	The server is under maintenance or is down	Please wait a few minutes, and try again
Payment failed	Incorrect or invalid card details. Loss of internet connection. Insufficient funds	Check your card details are correct & valid and that there are enough funds available for the purchase
There was a problem placing your order	The server did not respond to the request or is down	Please wait a few minutes, and try again
Delivery Failed	The server did not respond to the request or is down	Please ring the store to confirm your delivery