

Sunday, January 12, 2025

Support and Assistance Guide

If you encounter any issues while using our services, follow these instructions to troubleshoot or get help.

Wi-Fi Connection Issues

If the website you are trying to access does not load, check the following:

1. Ensure that mobile data is enabled or that you are connected to Wi-Fi.
2. Open the control panel by swiping down (or up, depending on your phone model).
3. Verify that the Wi-Fi icon shows your network's name. If not, check that mobile data is enabled.

Note: Steps may vary slightly depending on your phone model and firmware version.

Adding the Website to Your Home Screen

Tired of typing the website's name every time? Save it to your home screen for quick access:

1. Open the website in your browser.
2. Tap the share button and select "Add to Home Screen."
3. A link to the website will appear on your home screen like a regular app.

Note: This shortcut requires an internet connection to function.

The exact steps may differ depending on your device model and software version.

Redirected to an Error Page?

If you clicked a button and were redirected to an error page (e.g., `error.joanan.repl.co`), this could be due to:

- A problem with the website.
- Ongoing maintenance.

- A broken or outdated link.

What to do:

- Try accessing the page later.
- If the issue persists, use an alternative method to reach your destination and report the problem for resolution.

Cursor Visibility Issues

Lost sight of the cursor while hovering over a button? Some websites temporarily hide the cursor over specific elements.

- **Solution:** Move your mouse, and the cursor will reappear. Links and buttons can still be clicked even when the cursor is hidden.

Resolving Slow Website Loading

Experiencing slow performance? Try these steps:

- Switch to a different Wi-Fi network or enable mobile data.
- Close unnecessary apps running in the background.
- Restart your browser or device.

Updating Your Browser

Some features may not work properly in outdated browsers. To update:

1. Open your browser's menu.
2. Select "Help" > "About [Browser Name]."
3. If an update is available, follow the prompts to install it.

Printing a Web Page

Need to print a webpage for reference? Follow these steps:

1. Open the webpage you want to print.
2. Press **Ctrl+P** (Windows) or **Cmd+P** (Mac) to open the print menu.

3. Adjust settings as needed and click "Print"

Encountered an issue or have feedback?

Please submit an issue via GitHub. We aim to respond as quickly as possible, though we cannot guarantee immediate resolution or the implementation of suggestions. To submit an issue to this website's repository, go to <https://github.com/joanalnu/joanalnu.github.io/issues> and click to create a new issue.

Additional Issues You Might Encounter:

- **Broken Links:** Ensure the link URL is correctly typed or report any broken links.
- **Browser Compatibility:** The website may function better in certain browsers. If you encounter issues, try using another browser.
- **Page Loading Errors:** Clear your browser cache or cookies and refresh the page.
- **Accessibility Problems:** Let us know if you encounter difficulties using assistive technologies on the site.

We value your input and strive to provide the best possible experience.

Support website: joanalnu.github.io/help