Common Issues and Solutions for Drilling Best Practices Web Application

## 1. Problem:

I can't login to the Drilling Best Practices application. I see an error: "Your password is expired."

## Solution:

Please use the password update webpage to reset your password. Once updated, try accessing the application again. Let us know if the issue persists.

## 2. Problem:

After submitting a best practice, I get an error: "File size exceeds the limit."

## Solution:

Ensure attachments are under the 10MB limit. Compress large files or split them into smaller documents before uploading.

## 3. Problem:

The application page is stuck loading indefinitely.

## Solution:

Clear your browser cache and cookies, or try accessing the application in an incognito/private window. If the issue continues, contact support with a screenshot.

## 4. Problem:

I submitted a lesson learned, but I did not receive a confirmation email.

## Solution:

Check your spam/junk folder. If no confirmation is received within 10 minutes, contact the support team to verify submission status.

## 5. Problem:

I can't see the "Submit Best Practice" button.

## Solution:

Ensure you have the correct user role (Contributor). Contact your administrator to check your access rights.

## 6. Problem:

When trying to edit a previous submission, I get "Access Denied."

## Solution:

Editing permissions are limited to the original submitter or administrators. If you need changes, contact support with the submission ID.

## 7. Problem:

Search results are not displaying relevant best practices.

## Solution:

Use broader or alternative keywords. If the issue persists, clear your search filters and try again.

## 8. Problem:

Error "Session Timed Out" while filling out a submission form.

## Solution:

For security reasons, sessions expire after 30 minutes of inactivity. Save your draft frequently or complete your submission within the session period.

## 9. Problem:

The system shows "Duplicate Submission Detected."

## Solution:

Check if a similar best practice or lesson learned has already been submitted. If it's a different case, modify the title slightly and resubmit.

## 10. Problem:

Unable to upload images in the submission form.

## Solution:

Ensure the image format is JPG or PNG and under 5MB. Convert unsupported formats and try again.

## 11. Problem:

I can't access the application from my mobile device.

## Solution:

Ensure you're using the latest version of Chrome, Safari, or Edge on your mobile device. Clear cache or switch to a desktop if the issue continues.

## 12. Problem:

I receive "Internal Server Error (500)" when submitting data.

## Solution:

This could be a temporary server issue. Wait for a few minutes and retry. If the problem remains, contact support with the timestamp and screenshot.

## 13. Problem:

I forgot my password and can't login.

## Solution:

Use the "Forgot Password" link on the login page to reset your password. Check your email for reset instructions.

## 14. Problem:

I can't download attached documents from submissions.

## Solution:

Verify that your browser allows downloads from the site. If using a corporate network, check if firewall restrictions apply.

## 15. Problem:

The date picker in the submission form doesn't work.

## Solution:

Refresh the page or try using another browser. If the issue persists, contact support specifying the browser and version you're using.

## 16. Problem:

I accidentally submitted an incomplete lesson learned.

## Solution:

Contact the administrator or support team with the submission ID to request an update or deletion.

## 17. Problem:

The application displays "Browser not supported."

## Solution:

Ensure you're using a supported browser (Chrome, Edge, Firefox, Safari) with the latest updates. Avoid Internet Explorer.

## 18. Problem:

Auto-complete suggestions do not appear in the "Category" field.

## Solution:

Confirm that you're typing at least three characters. If still not working, refresh the page or try another browser.

## 19. Problem:

Submitted content appears misaligned or with formatting issues.

## Solution:

Use the formatting toolbar in the text editor. If copying from Word or other tools, paste as plain text to avoid hidden formatting.

## 20. Problem:

I receive "Insufficient Privileges" when trying to access the admin dashboard.

## Solution:

Only users with Admin roles can access this section. Contact your administrator if you believe you should have this access.