



Troubleshooting Tips



Understand the Issue

Ask good questions

- What steps did you take leading up to the issue?
- Can you provide screenshots?
- How many times did this happen?
- Is this something multiple people are experiencing?



Recreate the Issue

- Attempt to recreate the issue
- Can't recreate?
 - Jump on a Zoom/screen share
 - Gather Info from user: browser, version, device
 - <https://supportdetails.com/>
 - Have user send results as .pdf



Isolate the Issue

Try isolating the issue by testing these different scenarios.
Does the issue still persist?

- Try logging in and logging back out
- Clear cookies/cache
- Check different browsers, different devices, and different users



Check for Workarounds

- Does an alternative browser work?
- Can you accomplish the same task a different way?

Suggest using the alternative browser or workflow until the current issue can be investigated further.



Need help?

Email Support@novologic.net

Include:

- Step by step instructions to reproduce
- Screen shots
- Browser, version, device info



Great customer support comes down to three things: it's got to be **clear**, **concise**, and **fast**.

- Support teams bring **clarity** to confusing situations.
- Support teams bring **concise replies** to complex problems.
- Support teams bring **fast answers** to waiting customers.