

# Troubleshooting Users Accessing The CrowdComms Platform

We recommend promoting the platform at least one week pre event. Promoting early ensures users are logged in and comfortable navigating the platform before the event begins.

Issues accessing the platform are rare and in most cases, quick to troubleshoot. Below you will find the most common challenges and solutions to help your users quickly get onto the platform.

- WiFi

- Advise the user to check other sites are working and if WiFi isn't the issue attempt refresh or failing that clear cache and try again.

- User is unable to login with their email: 'You are not registered to access this event, please contact an event organiser.'

- Check users are entering the correct email listed on the CMS, Libraries, People
- Recommend using the correct email listed on the CMS
- If user is not listed on the CMS, add the user to give them access. To do so, go to the CMS, Libraries, People, Add New Person

- User has forgotten their password

- Recommend using the 'Reset password' option on the login page

- Unsupported browser

- For any user who has issues accessing it is always worth sending supported browsers to ensure they are using a compatible browser -  
<https://docs.crowdcomms.com/books/platform-docs/page/device-compatibility-and-browser-requirements>

- Firewall stopping users from accessing the platform

- Some internal firewalls block unrecognised platforms. CrowdComms mitigate the request by ensuring all event URL's are https. In the event of the URL being blocked, the only solution is to get the relevant IT team to white list / approve the platform URL.

- User isn't receiving automated email alerts, reset password email or verification email

- Email communications sent from the CrowdComms platform are delivered from 'appconciierge@m.crowdcomms.com'. If you intend to use this functionality, please ensure this email address is white listed by relevant IT team to avoid emails being blocked or going to spam.

- Reporting an issue you can't resolve by checking off the above FAQ's

- If you have issues outside of the above and require further assistance, your allocated support contact or the wider support team at CrowdComms are contactable on below options:
  - CrowdComms UK (+44) 01258 863812
  - CrowdComms Ireland 00353 (0)65 6828919
  - Monday to Friday between 9am to 5.30pm
- In order to quickly replicate the issue and provide a solution, we will need the below information. Please provide this in the first communication of any issue where possible to speed up how quickly we can provide a solution.
  - User(s) email who is experiencing the problem
  - Browser & version
  - Device used
  - Screenshots
  - Steps taken to replicate the issue

**Please note:** CrowdComms provide support to organisers however CrowdComms do not manage the communications directly with end users unless show day allocated support is included with event package.

