Tayfusion Digital's Troubleshooting Guide for Our Clients

STOP! Is your platform down entirely? If so, please contact us directly immediately. Contact details can be found here.

Performing a Hard Refresh

Because modern browsers hold on to code – rather than downloading it anew every time – if we deploy a change to your platform, the old version can be served to you by your browser rather than the latest version. In an effort to alleviate this, when you have a problem on your web platform; you should navigate to the page on which you are having difficulties and perform a Hard/Forced Refresh. The manner for performing this differ by Operating System and Browser and can be found in the details below.

	Chrome (and other Chromium browsers e.g. Microsoft Edge)	Safari
Windows	CTRL + Click ↻ Whilst holding the Control key click on the reload button at the top of your browser bar. CTRL + F5	
Mac	SHIFT + Click ↻ Whilst holding the Shift key click on the reload button at the top of your browser bar. ⌘ + SHIFT + R	OPTION + ⌘ + E

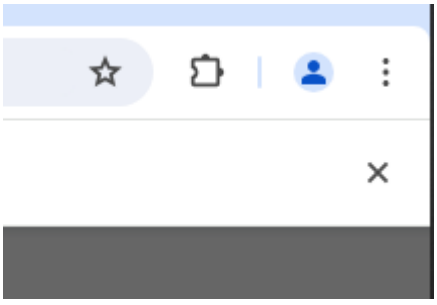
Clearing Your Browser Cache/History

If the problem remains intractable after attempting a hard refresh or if we advise you to ‘clear your cache/browsing history’, you can clear the cache of your browser with the guide below.

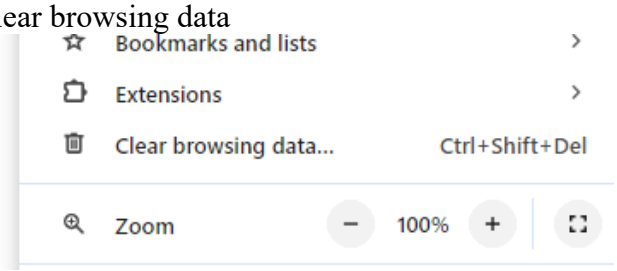
Chrome

Windows and macOS

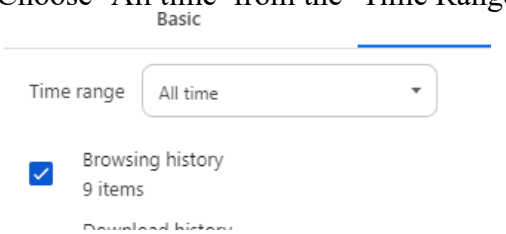
1. Click the three dots button (⋮) in the corner



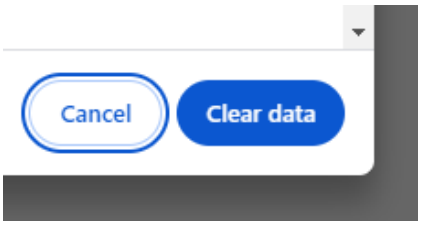
2. Click clear browsing data



3. Choose ‘All time’ from the ‘Time Range’ dropdown

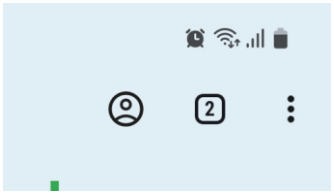


4. Click ‘Clear data’

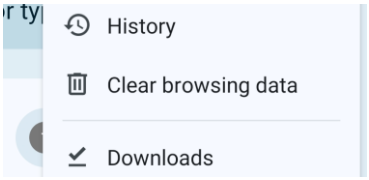


Android

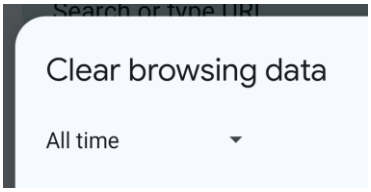
1. Tap the three dots button in the corner



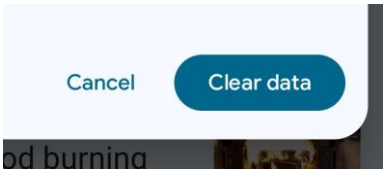
2. Tap ‘Clear browsing data’



3. Choose ‘All time’ from the ‘Time Range’ dropdown



4. Tap ‘Clear data’

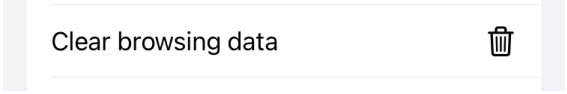


iOS

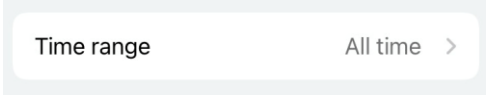
1. Tap the three dots button in the corner



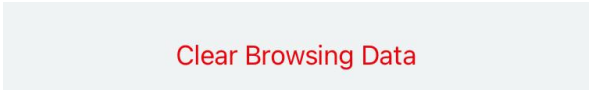
2. Tap ‘Clear Browsing Data’



3. Choose ‘All time’ from the ‘Time Range’ dropdown



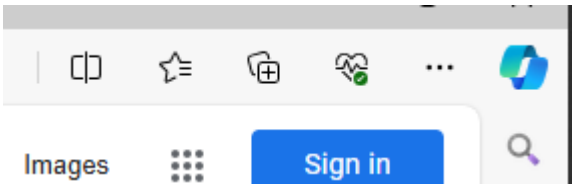
4. Tap ‘Clear Browsing Data’



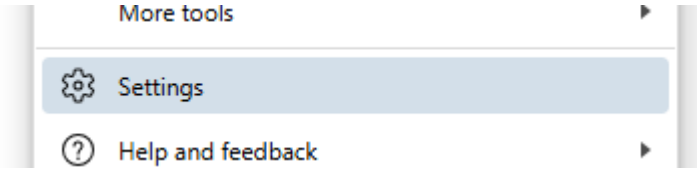
Further information can be found here.

Microsoft Edge

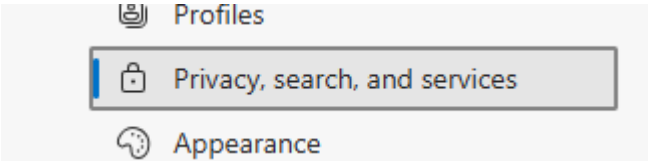
1. Click the three dots button in the corner



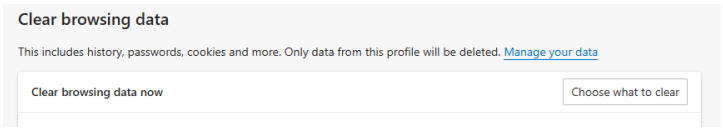
2. Click ‘Settings’



3. Click ‘Privacy, search, and services’



4. Under ‘Clear browsing data’, click ‘Choose what to clear’



5. Choose ‘All time’ from the ‘Time Range’ dropdown



6. Click ‘Clear now’



Safari

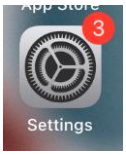
macOS

1. Click ‘History’
2. Click ‘Clear History’
3. Choose ‘All time’ from the ‘Time Range’ dropdown
4. Click ‘Clear History’

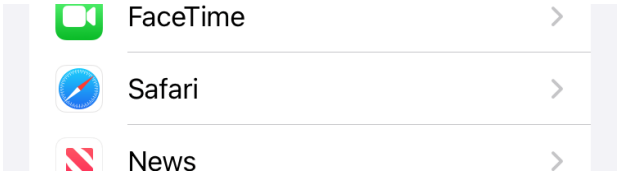
Further information can be found here.

iOS (iPhone & iPad)

1. Open the ‘Settings’ app



2. Tap ‘Safari’



3. Tap ‘Clear History and Website Data’



Further information can be found here.

Reporting a Problem to Us

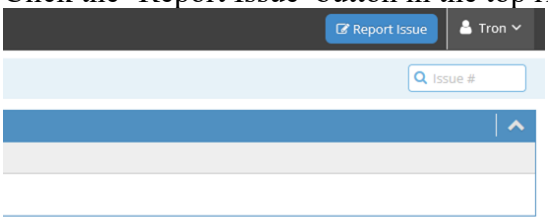
If after attempting the above troubleshooting procedures – and any guides specific to your project that we may have provided you with – you are still experiencing technical difficulties, we would like you to report this fault to us. To ensure that we able to get resolving issue as soon as possible, we request that you provide the below information.

- The steps that you would take to cause the issue to arise
- The frequency – does it happen every time or only sometimes, specific times of day, etc.
- Some details about your device
  - Your model of device (only important for mobile devices)
  - The operating system (Windows 10/11, etc.)
  - Which browser you are using (Chrome, Edge, Safari, etc.)
- If you are logged in with a platform account, the email/username of that login
- If you are able to provide screenshots of the problem, that would greatly assist us

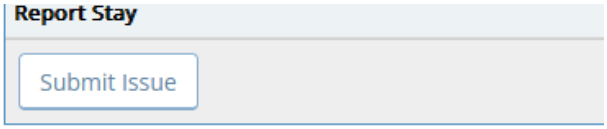
Submitting a Ticket to TF Support

We provide a portal for tracking the issues on your project. For reporting a fault or issue to we would like to follow the guide below submit a ticket on TF Support – the credentials will be provided to you in a separately.

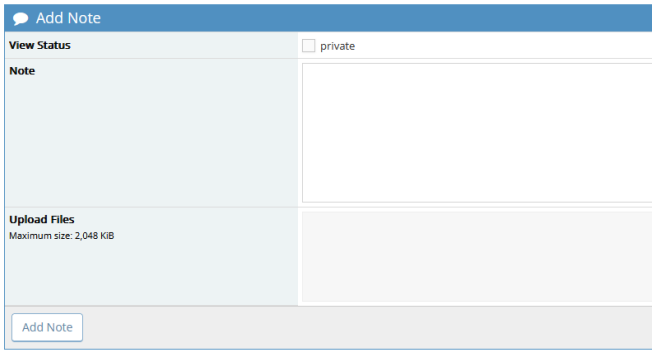
1. Click the ‘Report Issue’ button in the top right



2. Fill in the fields (advice for populating these can be found below) and then click the ‘Submit Issue’ button at the bottom

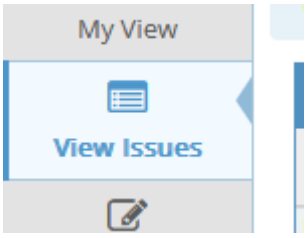


3. If, after creating the issue, you wish to add further information – you can add a note on the issue page

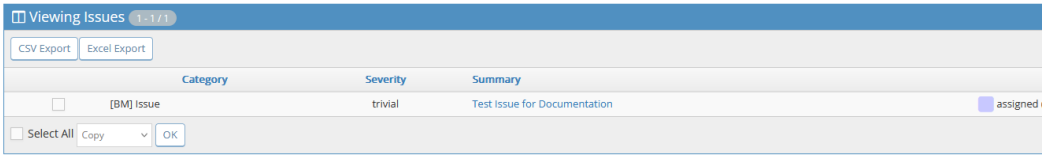


Now that you ticket has been submitted, you can monitor this to view updates and progress made in the resolution of the issue.

1. Click on ‘View Issues’



2. Find and click on the issue you wish to view in the ‘Viewing Issues’ panel



Issue Fields

- Category: This will differ by project but the usual the categories provided are -
  - Issues – Use this category for any bugs or faults preventing your platform from operating correctly
  - New Feature – This is to be used when requesting new features, extensions or alterations
  - General – If you cannot determine what category to use, please use this one
- Reproducibility: How often does this fault/bug occur (for new features set this to 'N/A')
- Severity: How the users of the platform are impacted by this issue
  - Feature – New feature request
  - Trivial – Few users will experience/notice the problem
  - Text – The issue relates to text displayed on the platform but does not hinder the actual functionality
  - Tweak – The issue may impact many or all of the users but does not prevent them from using the platform
  - Minor – The issue has a small impact on many users or a greater impact on fewer users
  - Major – The issue has a considerable impact on most users of the platform
  - Crash – Some users in the normal use of the platform are running into crash or error message that terminates their experience
  - Block – Central functionality of the platform is operating but a particular feature or mode of operation is being blocked by a fault/bug
- Priority: The level of importance you want to be given to this issue. We ask that you try limit the number of 'Urgent' and 'Immediate' priority and consider the 'Severity' selected above
- Select Profile: The device/system on which the reported issue occurred. If we have not provided any profiles in the drop-down, you can fill in the details yourself
  - Platform – PC/Tablet/Mobile; If entering Tablet or Mobile, please enter the exact device, e.g. 'Samsung Galaxy A71+', if known
  - OS – Windows/macOS/Linux etc. or Android/iOS for Mobile devices
  - OS Version – If the exact version is known, please provide that here
- Summary: A short easy to find name for the issue
- Description: A full description of the problem including what you had expected to occur and what occurred instead. Alternately, for new features, a stepwise breakdown of the action of the new functionality being requested
- Steps To Reproduce: For bugs and faults, please provide a full list of the steps to take to cause the same fault occur – screenshots and such can be provide in 'Upload Files' below
- Additional Information: Any further information that you believe will be pertinent to this issue
- Attach Tags: Not used
- Upload Files: Here you can upload any screenshots, erroneous output files or any other evidence of the fault that you wish to provide. For new features, you can upload examples and design documentation that might help indicate what your desired outcome will be
- View Status: Unless advised so please leave this as 'Public'. All of our projects are globally set as 'private' and only the staff at Tayfusion and the other reporters that have been added by us to this project can view your issues
- Report Stay: Tick this if you wish to report more issues

Direct Contact Details

If you need contact us directly, either because the matter is urgent or your have another technical support question not handled in the documentation you currently have access to, you can contact the Tayfusion Digital office via the means below or, alternatively, you can get in touch with your Primary Contact (details provided elsewhere).

Telephone: 01382 523 315

Email: support@tayfusion.com