



UpDox Form Error Troubleshooting Guide

A common, vague error is: "We're sorry, something went wrong. Please try again."

Simple, possible easy mistakes that can occur:

Make sure that you answer each required question. It is easy to accidentally miss one.

Try to answer every question; put a period or n/a in each space that isn't relevant to you.

Answer all the questions in the form at one time; don't answer a few and then finish later.

If you experience this error, please try these steps:

1. Clear cache and cookies.
2. Completely close the browser.
3. Open a new browser and try again.

If this doesn't resolve the issue, there are a few additional steps to try:

Try a different browser (if you are using Safari, try Chrome, for example).

Try a different network (if you are using Wi-Fi, try your phone's hotspot).

Disable anything that could be blocking the form, like a VPN, firewall, or antivirus system.

You can turn it all back on after completing the form.

Fully update your browser and computer if any updates are due or pending.

Completely restart your computer.

If you continue to have issues, please reach out to our team. Please try to take screenshots of the error or the exact wording of the error code so we can reach out to our tech support and try to resolve the issue.