

Release note - error-alert notifications

08 April 2021

What's New

Whenever an interactive guide breaks on a regular basis in a specific step, an alert is triggered within your Portal.

From April 8th on, you will receive an update on this similar to this one:



Oops! This guide has triggered errors, check out the details below

Account: **#32114, Userlane Guides**

Chapter: **Guides Alerts**

Guide: **#4432, Step Alerts Release**

Step No.: **#5**

Read more about [how to identify errors](#)

Please review your guide to help your users complete their journey.

[OPEN MY DASHBOARD](#)

www.userlane.com

[Help us improve these error alerts for you](#)



Sent with ❤️ from the Userlane Team

support@userlane.com

[Update email notifications](#)

What is the benefit of having notifications?

It allows you to quickly review and update your guides to ensure your end-users can successfully complete a guide. Email notifications are also the fastest way to keep you informed.

What does the email include?

The email includes information on

- the account of the Guide
- the chapter

- the Guide
- the specific step number

How often will I receive this email?

The error-alert notifications are sent only when one step experiences multiple errors based on the threshold settings you have set up with your Customer Success Manager or our support team.

The threshold settings are based on the 'x' number of errors that have occurred during a time span of 'y'.

For example: if your property's threshold is set to **12 errors within 8 hours** then the below email will be sent to you every time a step within any guide faces 12 errors in the span of 8 hours.

Good to know:

- You can change whether you want to receive such notifications or not within your Userlane Portal under **Account > Personal Profile > Notifications**
- If you want to have your threshold changed, please reach out to your Customer Success Manager or our [support team](#).

What action do I need to take after receiving the email?

We recommend that you go directly to your Dashboard and review the mentioned step from the email. In a separate tab, you may also already open the Editor to easily update your Guide.

As errors can have various reasons, we have prepared an article on [how to ensure your Guides work fine](#).

Should you not be able to fix the issue, do not hesitate to [contact us](#).
