

Bugs & Issues - Please report here

Posted by Markz - 28 Sep 2016 02:57

Ok guys this is a serious thread

I have a close rapport (*shuychus* in yiddish) with **the.guard** and the tech support team, and he requested that if anyone has any issues, they should please post it on this thread, and I will try pass it on promptly

1. **Important:** Please specify the 'bug' with as much detail as possible. e.g. what device you are using, where you see the issue ~~what mood you were in, which bug spray did you try~~, and so on. E.g. "Chat on my Mobile Device (Specify what model) there's this blue chat circle..."

Warning: Spoiler!

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2. **Update:** Reply here after you see the issue is resolved on your end. So I can report that the bug is successfully [vanquished](#)

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Re: Bugs & Issues - Please report here
Posted by Shmuel - 03 Jul 2022 15:36

Do you have data in how many users are on mobile vs desktop?

?And how many of the mobile users would be app users if there was one?

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Re: Bugs & Issues - Please report here
Posted by MenachemGYE - 03 Jul 2022 18:29

Among users of the forum, during the last 3 months: 31.16% mobile vs. 68.84% desktop.

Regarding the second question, it's hard to know...

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Re: Bugs & Issues - Please report here
Posted by Zedj - 03 Jul 2022 18:43

Thank you to the gye team for all your hard work! The website is looking really cool and I love the interactive aspect.

I don't know if I'm the only one but my clean day count does not reflect the same on my dashboard. Also, my cumulative days are not accurate.

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Re: Bugs & Issues - Please report here
Posted by Avrohom - 04 Jul 2022 02:30

Thanks for all the work towards the new site! I hope it can help many more people!

Is the "update your clean day count" removed in the new site? Is the only way to update by going to the 90 day chart?

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Re: Bugs & Issues - Please report here
Posted by MenachemGYE - 04 Jul 2022 08:14

The search page is a bit messed up.

What do you mean by this? Could you describe a bit or share a screenshot?

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Re: Bugs & Issues - Please report here
Posted by MenachemGYE - 04 Jul 2022 14:52

In the coming days there will be an easy way to do it on the homepage.

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Re: Bugs & Issues - Please report here
Posted by Looking_to_improve - 04 Jul 2022 19:44

Pressing the forum menu button (the 3 horizontal lines) doesn't work, and trying to press the gye button to return to the home page gives this message: Sorry, external links are not available on the mobile version of the site

The top of the forum page looks like it might be missing a border.

When you post, the minimize/maximize button for previous posts (the + and -) is very hard to

see, it's white on a light blue backgroundAlso, I've received some badges, but can't see what they are actually for. Can you press them to see more info?

(This is all on mobile)

Looking forward to making use of this big update!

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Re: Bugs & Issues - Please report here
Posted by Gevura Shebyesod - 04 Jul 2022 21:18

Updated my clean days today, took a while to find where to do it, it's not on the bottom of the forum pages anymore, only on the dashboard. My cumulative days are wrong, it should be 4000 as of today but it only shows 3612.

Also I often use the site on incognito so I need to log in each time. On the old site you could go directly to the forum and there was a login on top of the page, now when I click on the 'mentchie" to log in it takes me to the dashboard.

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Re: Bugs & Issues - Please report here
Posted by MenachemGYE - 07 Jul 2022 11:18

Hi Gevura, please check again - it should all be good now.

General update:

Any active 90-day chart (and wall of honor) members* will now see a "Quick Check-in" feature on the dashboard that allows you to easily update your status on the 90-day chart.

Other users see a "Success Tracker" feature which has a few differences compared to the "Quick Check-in" / 90-day chart.

1. The Success Tracker - lets you update your info about *each day* - for guys who are not yet stable, this will give a more accurate view of what is actually happening.
2. The Success Tracker doesn't focus very much on streaks (though if you have good ones, it will get displayed). Instead, it highlights the success rates as well as trends that are displayed as a graph.

Currently, info collected by the Success Tracker is not displayed on the forum near your name on the forum, or on the 90-day chart. But that will change in the near future.

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* I.e. This includes members that are either on the Wall of Honor, or have updated the 90-day chart within the last 14 days (as of today), or have more than 150 cumulative clean days.

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Re: Bugs & Issues - Please report here
Posted by MenachemGYE - 07 Jul 2022 11:25

Pressing the forum menu button (the 3 horizontal lines) doesn't work

Could you try again? It's working by me - today at least.

trying to press the gye button to return to the home page gives this message: Sorry, external links are not available on the mobile version of the site

Can you clear your cache and try again?

When you post, the minimize/maximize button for previous posts (the + and -) is very hard to see, it's white on a light blue background

Where are those buttons located?

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Re: Bugs & Issues - Please report here
Posted by Shtarkandemotional - 07 Jul 2022 13:01

[MenachemGYE wrote on 03 Jul 2022 12:21:](#)

Please report anything relating to the mobile view of the site - the are programmers who are actively working on it.

However, fixing bugs on the app itself is not yet on the agenda.

How do we change time zones on the mobile version ?

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Re: Bugs & Issues - Please report here
Posted by Markz - 07 Jul 2022 13:40

Hi Menachem,

A SUPERB UPGRADE ALL OVER.

Here is another thing if you can look into on Mobile view (perhaps it's also an issue on PC).

On the onboarding page, When you get to the end it shows this but the continue button on the last page does not work

app.guardyoureyes.com/onboarding/step/6

Welcome to GYE!

Your GYE Welcome Pack is on it's way to your inbox. Click below to access the members-only dashboard.

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Re: Bugs & Issues - Please report here
Posted by Looking_to_improve - 07 Jul 2022 14:35

[MenachemGYE wrote on 07 Jul 2022 11:25:](#)

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The first 2 work now.

When writing a forum post, underneath the textbox it says topic history of... In the top right corner of that box there's a minimize maximize button

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