

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 Markz - 07 Jul 2022 21:07

[Chalash wrote on 07 Jul 2022 19:59:](#)

Hi

I find the site very slow, also, why does every link open up in a new tab?

Thanks!

re: Slow - Is this something new? It was like that for a long time already.

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Re: Bugs & Issues - Please report here
Posted by wilnevergiveup - 08 Jul 2022 04:50

Is there a way to see my success tracker? My Dashboard only shows the 90 day chart. Clicking "my progress" used to bring me there and now it brings me to the 90 day chart.

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Re: Bugs & Issues - Please report here
Posted by Looking_to_improve - 08 Jul 2022 05:39

Have the new and old streak counters been combined? The site now says I have 900 cumulative days clean, but in the past I think it was in the low hundreds?

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Re: Bugs & Issues - Please report here

Posted by MenachemGYE - 08 Jul 2022 12:42

[Looking_to_improve wrote on 08 Jul 2022 05:39:](#)

Have the new and old streak counters been combined? The site now says I have 900 cumulative days clean, but in the past I think it was in the low hundreds?

They weren't combined - the low hundreds was your longest streak. While 900+ is the total days clean since you started tracking a few years ago.

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Re: Bugs & Issues - Please report here

Posted by Looking_to_improve - 08 Jul 2022 12:56

[MenachemGYE wrote on 08 Jul 2022 12:42:](#)

[Looking_to_improve wrote on 08 Jul 2022 05:39:](#)

Have the new and old streak counters been combined? The site now says I have 900 cumulative days clean, but in the past I think it was in the low hundreds?

They weren't combined - the low hundreds was your longest streak. While 900+ is the total days clean since you started tracking a few years ago.

Halevai that was my longest streak, I've never reached 90.

I think I used to use the old streak system and then switched to the new one. When the site was down for maintenance I went back to the old one for a few days. I think maybe it assumes that all the days in the interim(when I was using the new system) are clean

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Re: Bugs & Issues - Please report here

Posted by MenachemGYE - 08 Jul 2022 13:12

[Chalash wrote on 07 Jul 2022 19:59:](#)

Hi

I find the site very slow, also, why does every link open up in a new tab?

Thanks!

Both of these issues are being worked on.

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Re: Bugs & Issues - Please report here

Posted by MenachemGYE - 08 Jul 2022 13:14

You can find out (and fix it) in the 90-day chart diary

- guardyoureyes.com/tools/90-day-chart/90-day-log?view=diary&start=0

Or if you'd like, I can switch you back to the new system.

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Re: Bugs & Issues - Please report here

Posted by MenachemGYE - 08 Jul 2022 13:18

[wilnevergiveup wrote on 08 Jul 2022 04:50:](#)

Is there a way to see my success tracker? My Dashboard only shows the 90 day chart. Clicking "my progress" used to bring me there and now it brings me to the 90 day chart.

The dashboard currently has two modes that work differently. A few days ago, all active users of the 90 day chart system were switched to Legacy Mode which is a more simple system, but also more similar to the old GYE site. For more info about both modes, see this post in the F2F Hub: <https://hub.guardyoureyes.com/c/announcements/confused-about-the-dashboard>

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Re: Bugs & Issues - Please report here
Posted by Looking_to_improve - 08 Jul 2022 13:32

Please switch me back to the new system

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Re: Bugs & Issues - Please report here
Posted by MenachemGYE - 10 Jul 2022 10:53

[Looking_to_improve wrote on 08 Jul 2022 13:32:](#)

Please switch me back to the new system

Done.

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Re: Bugs & Issues - Please report here
Posted by Looking_to_improve - 10 Jul 2022 10:55

[MenachemGYE wrote on 10 Jul 2022 10:53:](#)

[Looking_to_improve wrote on 08 Jul 2022 13:32:](#)

Please switch me back to the new system

Done.

Thank you

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Re: Bugs & Issues - Please report here
Posted by tzitzis dude - 10 Jul 2022 12:48

Can I please also be switched back to the old system?

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Re: Bugs & Issues - Please report here
Posted by MenachemGYE - 10 Jul 2022 15:19

[tzitzis dude wrote on 10 Jul 2022 12:48:](#)

Can I please also be switched back to the old system?

Done. If anyone else wants to switch please email me at menachem@guardyoureyes.org.

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Re: Bugs & Issues - Please report here
Posted by I am great - 11 Jul 2022 01:28

Is the option of private chat not avv on the new system?

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