Troubleshooting Checklist for Photo Uploads

1. Photo and File-Related Issues

- **Check the photo's file type.** The website only accepts specific JPG, JPEG, or PNG. If the photo is in a less common format (like HEIC from an iPhone), the system might not be able to process it, leading to an error.

    o **Solution:** Convert the photo to a compatible format. This can be done with a photo editor or a free online file converter.

- **Review the photo's file size.** Large, high-resolution photos can "time out" during upload, especially with a slow internet connection. The website has a file limit of 1 gigabyte, for others to see photo, please keep file size to 2mb if possible.

    o **Solution:** Reduce the file size. This can be done by compressing the image or by resizing it using photo editing software.

- **Check the file name.** File names with special characters ($%^&*) or long strings of text can sometimes cause issues with a website's code.

    o **Solution:** Rename the file to something simple, using only letters, numbers, and hyphens (e.g., my-fishing-photo.jpg).

- **Ensure the photo is not corrupted.** A file that is corrupted can fail to upload.

    o **Solution:** Try opening the photo in a different program on your computer or mobile device. If it won't open, the file may be corrupted. Try using a different photo.

- **Avoid using photos from social media.** Photos copied from sites like Facebook or Instagram are often low-quality and have a different format that can cause issues.

    o **Solution:** Use the original photo file taken from your camera or phone.

2. Browser and Computer-Related Issues

- **Try a different web browser.** Sometimes, a specific browser can have a conflict with a website.

    o **Solution:** If the user is using Chrome, suggest they try Firefox or Safari, and vice-versa.

- **Clear the browser's cache and cookies.** Outdated cached data can sometimes interfere with a website's functionality and prevent a new upload from being processed correctly.

- o **Solution:** In the browser's settings, find the option to clear browsing data and clear the cache and cookies for a specific time range.

- **Disable browser extensions.** Certain extensions, especially ad-blockers or privacy extensions, can sometimes block scripts that are essential for the upload process.

  - o **Solution:** Temporarily disable all browser extensions and try the upload again.

- **Restart the computer or phone.** A simple reboot can often resolve minor software glitches that may be causing the issue.

3. Network and Connectivity Issues

- **Check your internet connection.** A slow or unstable internet connection can cause the upload to fail, especially with larger files.

  - o **Solution:** Run an internet speed test to check your upload speed. If it's very low, try moving closer to your Wi-Fi router or restarting it. Try checking the website with speedtest.net

- **Switch networks.** If possible, try uploading the photo using a different Wi-Fi network or by switching to your mobile data. This will help determine if the issue is with your local network.

By following these steps, users can often resolve the white-screen error and successfully upload their photos.