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PLANCRAFT USER GUIDE

Troubleshooting

Resolve common login, save, access, scheduling, email, and technical issues before opening a ticket.

Start with these safe checks

1. Confirm you are using the correct PlanCraft account and email.
2. Refresh the page once. If needed, sign out and sign back in.
3. Retry in a private browsing window or a current browser with extensions temporarily disabled.
4. Capture the page name, exact message, time, and a screenshot before repeating the action.
5. If payment, privacy, or plan data may be affected, stop repeating the action and contact support.

Common issues

Plan did not finish saving After returning from account creation or login, go back to the builder and select Save & Complete again.	**Welcome PDF did not arrive** Check spam, confirm your account email, and verify that the plan appears in My Plans.
Paid but no access Do not pay twice. Confirm the checkout email, refresh access, and submit the payment details to support.	**Momentum sends you to checkout** Active members should normally go to the dashboard. Sign in again and report the mismatch if it continues.
Coach booking is not visible Scheduling happens on an external service and does not currently sync booking data back into PlanCraft.	**Profile changes will not save** Check required fields and formatting, then retry once and document the result.

What to include in a ticket

- A short subject that names the feature and problem.
- What you were trying to do and the result you expected.
- What actually happened, including the exact error message.
- The plan name or page involved, if relevant.
- Date, approximate time, browser/device, and a screenshot or safe attachment.
- For billing, include the payment email, date, and amount - never a full card number or password.

Ticket statuses

Open The ticket has been submitted and is awaiting review.	**In Progress** Support is actively investigating or working on the issue.	**Waiting for User** Support needs information or a reply from you.
Resolved A solution has been provided or the issue is considered fixed.	**Closed** The conversation is complete and no further action is active.	