



# Product Feature Support Troubleshooting

Use this template to document troubleshooting for your product or feature and information your team will need to walk your customer through this process. [Learn more](#) about this template.

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This card covers [x] troubleshooting issues that may arise with [product/feature]:

- Issue 1
- Issue 2

^ (Expert tip: you can use a markdown block to create heading anchors within your Card. Click the edit icon to see these markdown blocks. [Learn more on anchoring.](#))

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## Issue 1 Title

Post a quick summary of the issue here.

Post error code here, or specific error message, or scenario where error occurs.

### Solution:

- Create a bulleted list of options or workarounds for solution, or
  1. Write out a numbered, step-by-step process to fix it

Make sure to provide your team with the right language they should use to help the customer solve this problem.



## Issue 2 Title

Post a quick summary of the issue here.

Post error code here, or specific error message, or scenario where error occurs.

### **Solution:**

- Create a bulleted list of options or workarounds for solution, or
2. Write out a numbered, step-by-step process to fix it

Make sure to provide your team with the right language they should use to help the customer solve this problem.