

# Slowness

## Troubleshooting Steps For Technician:

Answer the following questions:

1. Which product?
2. Are you able to replicate?
  - a. If not, is it limited to one user on their account or everyone?
  - b. If one user, have they tried on another device?
  - c. Have they tried a different browser?
  - d. Have you verified their internet connection is sufficient?
  - e. Have you had them try on a different internet connection?
3. Is it overall slow or is it limited to a specific area in the program?  
If limited, which area does it occur in (or after performing which action does the slowness occur)?
4. Are there any error messages?
  - a. If so, please provide the error message in question.
5. Is the same slowness occurring on [beta.efilecabinet.net](https://beta.efilecabinet.net) ?
6. Is it transient (if you try a few minutes later, does the issue persist?)
7. Does using an incognito window make a difference?
8. Open up the dev console, network tab, and see time from request vs response (gives a good idea of timing).

**If all troubleshooting has commenced and the issue is still present (and determined to be on our end in some capacity), grab the following information for the escalated ticket:**

1. Provide answers to all of the above questions.
- 

Revision #1

Created 19 July 2022 13:47:44 by Bryce Holloway

Updated 19 July 2022 13:47:50 by Bryce Holloway