CHAPTER

17

If something isn't working

This chapter is a reference for the moments when something does not behave as you expected. It is organised by area, from signing in to your plan's bill. Each entry starts with what you (or a learner) notice, explains why it happens, and says what to do. Many entries turn out to be RacingOwl working as designed; knowing why saves you a worried afternoon. If your problem is not here, the last section says how to get a person to look at it.

WHERE	FIRST STEP, ALWAYS	STILL STUCK	PLAN
Wherever the problem is; most fixes are under **Manage**	Note the exact words on screen, the page you were on and the time	**Ask RacingOwl**, bottom right of every Manage page, Monday to Saturday, 10 am to 6 pm IST	Every plan

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Before you look anything up

Help is built into the product first. Most pages under Manage carry a **?** beside the controls that need explaining, and the first time you open a page a short tour points out what matters. Both go quiet once you have seen them, and the compass button at the bottom right replays the tour. If something is confusing or missing, choose **Help make RacingOwl better** in your account menu and tell us; it reaches the RacingOwl team directly (see Ask RacingOwl).

Three habits solve a surprising number of problems:

- **Refresh the page.** Several messages say exactly this, such as "Your settings could not be loaded just now. Refresh the page." A page also only notices some changes (a lesson opening, a payment arriving) when it loads.
- **Read the message word for word.** RacingOwl's messages say what went wrong and usually what to do. The ones quoted in this chapter are the real words.
- **Look at it as your learner would.** Open your site in a private window, signed out, or ask the learner exactly which page they are on and what it says.

Signing in and your account

Q Every Manage page says "Confirm your email to continue".

Why: Until you open the confirmation link sent when you signed up, the whole Manage area is replaced by this screen. It comes first so that you are not stopped halfway through building a course, and because the address is how RacingOwl reaches you about your site.

What to do: Check your spam folder, or press **Resend the link**. Open the link wherever the email is, even on your phone; the screen on your computer notices within a few seconds and moves on by itself.

Q I have forgotten my password.

Why: One RacingOwl password works on racingowl.com and every site, so there is one place to reset it.

What to do: Press **Forgotten your password?** under any sign-in form. The emailed link works once, for one hour. If your account was made with Google, the email offers to set a password instead. Resetting signs you out on every other device.

Q I was signed out while I was working.

Why: In a web browser, a session ends when the browser is closed or after 12 hours without activity. In the last five minutes a bar warns you with a **Stay signed in** button. A password change, or pressing **Sign out** on any device, also ends every session everywhere.

What to do: Sign in again; everything you saved is safe. Save long pieces of writing before you step away. The sign-in page tells you which it was: "Your session ended because you were away, or the browser was closed." or "You were signed out on another device or tab."

Q My phone says "RacingOwl could not be reached".

Why: The phone woke up before its internet connection was back, or RacingOwl was briefly busy. You have not been signed out.

What to do: Wait for your connection, then press **Try again**.

Q A learner signed in on racingowl.com opens my site and it still shows "Sign in".

Why: On somebody's very first visit to a site, the first page they land on cannot yet tell who they are, so it shows them signed out. The next page they open checks with racingowl.com and shows them signed in.

What to do: Ask them to open any other page, or refresh. From then on your site knows them without asking for a password. Enrolling or buying from that first page works too.

Q A learner is told "Your RacingOwl account has been suspended. Contact support@racingowl.com if you believe this is a mistake."

Why: RacingOwl has banned that account across every site, usually after a serious report. A ban freezes the account; nothing is deleted.

What to do: You cannot lift a ban. The learner writes to support@racingowl.com.

Q I need to change my email address (or a learner needs to change theirs).

Why: The email is how the person signs in everywhere, so it is not editable on screen.

What to do: Write to RacingOwl through **Ask RacingOwl** and it is moved for you. A learner writes to support@racingowl.com.

Your site

Q My logo or banner will not upload.

Why: The file is too big (the message says, for example, "That file is 6.2 MB; the limit is 4.0 MB."), or it is not really the kind of image its name says. A file renamed from another format is refused with "It may have been renamed rather than converted."

What to do: A logo can be a PNG, JPEG or WebP up to 2 MB, a banner up to 4 MB. Resize the picture, or export a real PNG or JPEG from your image program rather than renaming the file.

Q My Google Analytics ID is refused, or Analytics shows fewer visitors than I expect.

Why: The box takes only the measurement ID, never a script: "A measurement ID looks like G-XXXXXXXXXX — copy it from Google Analytics exactly as shown." And visitors are only counted once they press **Accept** on the cookie bar; anyone who presses **No thanks** is not sent to Google.

What to do: Paste only the ID that starts with G-. Expect Analytics to show fewer people than your Learners page.

I want to change my site's web address.

Why: The address is in every link you have shared and printed on every certificate, so it is fixed once the site exists.

What to do: Write to RacingOwl through **Ask RacingOwl** if you really need it moved. You can change your site's name at any time in Settings.

I uploaded my photo but the top of the page still shows my initial.

Why: The account button in the dark strip always shows an initial, by design.

What to do: Nothing. Your photo appears on your course pages, your About page and beside your discussion posts (see Your instructor profile).

Manage shows "This site has been suspended".

Why: RacingOwl has suspended the site over its content or conduct. The reason is shown on the page and in the email you were sent.

What to do: Write to support@racingowl.com. This is different from a site that is read-only because its plan is unpaid (see Plan and billing below). See Notifications and keeping your site safe.

Courses and lessons

A published course is not showing in the marketplace.

Why: Only a course that is actually published appears. A draft, unlisted, private or archived course does not, nor one hidden by RacingOwl, nor any course on a suspended site.

What to do: Check the badge beside the course title in the editor. A lapsed RacingOwl plan does not hide the course; it blocks new purchases, so learners can see it but not buy it.

A learner says a lesson is locked.

Why: That lesson has a release rule: so many days after enrolling, or a date (a date opens at midnight IST). The course outline tells the learner when it opens. A page left open does not notice the moment itself.

What to do: Ask them to reload the page after the time shown. To open it now for everybody, press **Remove the rule** under the lesson on the Content tab. If the course page says **Rejoin to continue** instead, their membership has lapsed; paying again reopens the course where they left off.

A video lesson will not play for learners.

Why: Video lessons play from YouTube. A video set to Private on YouTube will not play for anyone but you. A link that is not a YouTube video is refused with "That does not look like a YouTube video link."

What to do: On YouTube, set the video's visibility to **Unlisted**, never Private. The "?" beside the video field has a step-by-step link.

Q I cannot find a Delete button for a course.

Why: **Delete** is only offered on a course nobody has ever enrolled in or paid for. Once anyone has, even somebody later refunded, a course cannot be deleted.

What to do: Press **Archive**. It hides the course from new learners and can be undone with **Unarchive**.

Q I deleted a module and learners were not told its live classes are off.

Why: Deleting a module deletes its lessons and its live classes with it, and sends no cancellation. The confirmation warns: "Nobody invited to a class is told. To tell them, cancel it on the Virtual classes tab first."

What to do: Tell your learners yourself through **Email learners**. Next time, cancel the classes on the **Virtual classes** tab before deleting the module.

Q I unpublished a course but enrolled learners can still open it.

Why: Unpublishing stops new people finding and joining it. People already enrolled keep their access, by design, because many of them paid.

What to do: Nothing, unless you mean to end their access, in which case a refund is the fair route (see Your dashboard and earnings).

Q People I do not know are joining a course I made "Unlisted".

Why: Unlisted only keeps a course out of your catalogue and the marketplace. Anyone who has the link can still enrol.

What to do: Press **Make private** and choose who can reach it on the Details tab. A person not on a private course's list who follows its link simply sees "not found".

Q My course disappeared and I was emailed "RacingOwl has hidden" it.

Why: Either RacingOwl acted on a report, or the automatic keyword filter matched something in the course's title, subtitle, descriptions, audience or outcomes. The email gives the reason.

What to do: Read the reason. If you think it was a mistake, or you have changed the course, say so in **Ask RacingOwl**. A restored course reopens to exactly the people it was open to before.

Quizzes, marking and assignments

Q A learner cannot complete a quiz.

Why: Check the pass mark and the attempts allowed. "You have used all your attempts at this quiz." is expected once they have used them up. If the quiz has a written answer, the learner sees "Your last attempt is still being marked." and nothing moves until you score it.

What to do: Mark the attempt under **Manage → Marking**. If you want them to try again, raise the attempts allowed under **Change the settings** on the quiz card; attempts already sat keep the result they were given.

Q A learner finished every lesson but the course is not complete (and there is no certificate).

Why: Completion needs every lesson marked done, including lessons not yet released and required assignments you have not marked, and every quiz set as required to be passed.

What to do: Look at the learner on **Manage → Learners** and at **Manage → Marking**. Certificates are only issued if the course's switch was on when they finished (see Certificates).

Q A learner submitted a timed quiz and scored zero.

Why: RacingOwl's own clock decides the time limit, not the countdown on the learner's screen. An attempt submitted after the limit scores zero and counts as one of their attempts.

What to do: If it was unfair, raise the attempts allowed so they can sit it again.

Q A learner cannot tick an assignment as done.

Why: "This assignment counts as done once your trainer has marked it." A required assignment is ticked by your mark, not by the learner.

What to do: Mark it under **Manage → Marking**.

Q A learner cannot hand in work and sees "Your teacher's site is out of space. We've let them know."

Why: Your site's storage is full. You were emailed that a learner could not hand in work.

What to do: Clear the files from marked work (open the assignment on the course's Content tab; the marks and feedback stay), delete files you no longer need (old lesson PDFs, pictures you have replaced), or move to a larger plan from **Manage → Your RacingOwl plan**. Videos are on YouTube and use none of your storage. Nothing already stored has been removed.

Q I gave a mark by mistake.

Why: A mark on a written quiz answer is final once saved. An assignment can be reopened.

What to do: For an assignment, open it from **Manage → Marking** and use **Change the mark** for a slip, or **Reopen for another try** if the work itself needs redoing; a certificate already issued stays the learner's. For a quiz answer, talk to the learner and, if needed, allow another attempt.

Live classes

Q A live class link does not work.

Why: RacingOwl only stores the link you pasted, and learners always join through your site, so a new link reaches them without a new invitation.

What to do: For a repeating class, use **Change the days, the time, the link or the last date** on the **Virtual classes** tab. For a single class, cancel it and add a new live class with the new link; learners are emailed the cancellation and the new invitation.

A learner presses Join and sees "The link opens shortly before the class starts".

Why: The joining link opens a little before the start time, not hours ahead. The message shows the time it opens.

What to do: Ask them to come back at that time.

A learner sees "The joining link is not ready. Your teacher has been told."

Why: The class has no joining link saved, or the learner is not enrolled on the course the class belongs to. On the Virtual classes tab, a class without a link says "This class has no joining link, so nobody can get in."

What to do: Cancel the class and schedule it again from the Content tab with a Meet, Zoom or Teams link you have created. Check the learner is enrolled.

The "joined" count on a class does not match who actually attended.

Why: RacingOwl counts who pressed Join, not who stayed in the meeting. It cannot see inside Meet or Zoom.

What to do: Treat "joined" as a guide. Take your own register if attendance matters.

Learners were not reminded before the class.

Why: The hour-before reminder is a WhatsApp message, sent only when your site has WhatsApp alerts for learners, the learner has verified their number, and the class reminder switch is on. There is no reminder email; the invitation email carried a calendar entry instead.

What to do: Ask learners to add the invitation to their calendar. See WhatsApp alerts for your learners.

Payments and refunds

Payments are not going through.

Why: Either your payments are not fully activated, or the learner's bank or UPI app declined the payment. When a payment fails, the learner is emailed that it did not go through and that nothing was taken.

What to do: Check that **Activate Payments** is complete on **Manage → Payments**. Ask the learner to try again or use another card or UPI app. If it still fails, write to RacingOwl through **Ask RacingOwl** with the time they tried to pay.

Learners see "This trainer has not activated payments yet."

Why: A paid course cannot be bought until payments are activated.

What to do: Complete **Manage → Payments** (see Setting up payments).

A learner paid but closed the window before it finished.

Why: Nothing is lost. RacingOwl hears about the payment from Razorpay itself, and checks again a little later.

What to do: The learner gets the course and the receipt on their own, usually within half an hour. If they paid for a course and still cannot open it after that, write to RacingOwl through **Ask RacingOwl** with the time they paid, and ask them to check they are signed in with the same email they paid with.

Q Earnings shows a payment "on its way to you".

Why: Razorpay could not pass your share on straight away. The learner already has their course; RacingOwl keeps retrying the transfer by itself.

What to do: Usually nothing. If it stays that way for days, check your Payments page and write to RacingOwl.

Q The amount that reached my bank is less than the course price.

Why: Razorpay's fee on each payment, 2% plus GST (2.36% in all), comes off before the money reaches you. RacingOwl takes no cut of your sales.

What to do: Nothing; your Earnings page shows each payment and what you received.

Q Learners see "This site cannot accept new payments right now."

Why: Your collections through RacingOwl have reached the GST registration line (just under ₹20 lakh) and no GSTIN is on file, so payments are paused. You were emailed a warning first.

What to do: Add your GSTIN on **Manage → Payments**. Payments resume.

Q I cannot refund a learner, or the Refund button is missing.

Why: Only the site's owner can refund; an instructor cannot. A free or fully discounted enrolment has nothing to refund. If Razorpay refuses a refund, its message is shown and nothing changes.

What to do: Sign in as the owner and refund from **Manage → Earnings**. Remember a full refund ends the learner's access to an unfinished course; a completed course and its certificate stand.

Q A learner asks when their refund will reach them.

Why: The refund goes back the way they paid, through Razorpay and their bank. RacingOwl records that it was sent and emails the learner a credit note, but does not see when their bank credits it.

What to do: Tell them it is on its way back to the card, bank account or UPI app they paid with. The refund email they received says it usually arrives within 5 to 7 working days, and UPI refunds are often quicker.

Memberships

Q A learner's course page says "Rejoin to continue".

Why: Their membership lapsed, so the unfinished courses they opened through it closed within the hour. Their progress is kept; finished courses, courses bought separately and certificates stay.

What to do: When they pay again, everything reopens where they left off. If they paid you in cash or by transfer instead, record it with **Record a payment you took yourself** on **Manage → Learners** (see Managing your learners).

Q A member says their auto-renew stopped.

Why: A card or UPI approval cannot move to a new amount, so on the day a new membership price takes effect, auto-renew stops for every member who set it up at the old price. Switching your site to pricing each course stops everyone's auto-renew. They were emailed "Auto-renew for your *site* membership has stopped", and their paid month runs to its end.

What to do: They turn it on again from the membership page with **Turn on auto-renew**, at the new price.

Q A learner's discount code is refused on the membership with auto-renew.

Why: "With auto-renew, a code can only make the first month free. To use a code that takes part of the price off, subscribe without auto-renew."

What to do: Ask them to untick **Renew automatically each month** for that payment.

Learners and invitations

Q Someone visited my site but is not in my Learners list.

Why: Browsing never makes anybody your learner. A person joins your site by acting: enrolling, buying, posting, writing a chat, or registering or signing in on your site's own form. Your counts only include people who have joined.

What to do: Nothing. Send an invitation if you want to bring them in.

Q My invitations are refused.

Why: Either your own email is not confirmed ("Confirm your own email address first."), or you have reached 200 invitations in a day, reminders included ("try the rest tomorrow").

What to do: Confirm your email, or send the rest the next day.

Q "Invitations from this site are paused for a day because too many recent ones bounced."

Why: Too many recent invitations went to addresses that do not accept mail. Pausing protects every email your site sends, including receipts.

What to do: Check the addresses marked as bounced on your Learners page, correct them, and try again the next day. The pause lifts by itself.

Q A learner says their invitation link does not work.

Why: An invitation link lasts a week and works once.

What to do: Press **Remind** beside their invitation: it sends a fresh link and a fresh week. If it says "They were emailed less than a day ago. Give it a day before reminding them.", wait a day.

Q A new learner sees "This class is full just now".

Why: Your site has reached its plan's learner limit. Everybody already with you keeps everything; only newcomers are turned away. They can press **Ask the teacher to make room for you**, and you are emailed.

What to do: Move to a larger plan, then open **Waiting to join** on your Learners page and press **Let them in**. The person is emailed that they can join now.

Q I added someone to a private course but they say they cannot see it.

Why: Nobody is notified when they are added to a private course, and it never appears in the catalogue.

What to do: Send them the course's link yourself, and check they are signed in with the same account you added to the course's list.

Emails

Q A learner says they never got an email from my site.

Why: It may be in their spam folder, or it may have failed. Your site's emails are sent as "*Your site* via RacingOwl".

What to do: Ask them to check spam. Look at your dashboard: if emails failed, a card says "*N* emails could not be delivered" and lists who. Fix the cause (usually a mistyped address) and press **Try again**. For a sign-up confirmation or a password reset, which RacingOwl sends itself, ask the learner to use **Resend the link** or **Forgotten your password?**, or tell RacingOwl through **Ask RacingOwl**.

Q Email learners says "You have sent 3 emails in the last day, which is the limit."

Why: Each site can send at most three of these a day, so learners are never flooded.

What to do: Try again tomorrow. For one learner, use **Chats** instead.

Q A member enrolled on a members-only course and nobody got an email.

Why: By design. Enrolment emails go when money changes hands for that course, or for a deliberate free signup. A course opened under a membership sends nothing either way; the membership itself was emailed when it was paid.

What to do: Nothing.

Q I get no email about new reviews, chats or discussion replies.

Why: By design. RacingOwl emails when money moves or you need to act; everything else goes to the bell and your phone alerts.

What to do: Switch on phone alerts (see Notifications and keeping your site safe).

WhatsApp

Q I get no WhatsApp messages about sales.

Why: Your own alerts only go to a number you have confirmed, and not while it is paused. A free enrolment is email only. Keyword filter holds and flags never come on WhatsApp.

What to do: Open racingowl.com → Your profile → Notifications. If there is no verified number, add one; if it says Paused, press **Resume messages**.

Q The WhatsApp verification code does not arrive, or has expired.

Why: Codes can take a moment. Asking again within a minute is refused with "We just sent a code. Give it a minute to arrive, then ask again." A code lasts ten minutes: "That code has expired. Ask for a new one."

What to do: Check the number (a plain 10-digit Indian mobile, or the country code for elsewhere), wait a minute, and ask again.

Q My learners are not getting WhatsApp messages.

Why: Learner messages need three things: the WhatsApp add-on switched on for your site, the learner's own verified number, and their messages not paused. Without all three they get email only.

What to do: Check Manage → Your RacingOwl plan → Add-ons, and ask learners to verify their number at racingowl.com → Your profile → Notifications. See WhatsApp alerts for your learners.

Q Learners reply to RacingOwl's WhatsApp messages and nobody answers.

Why: The WhatsApp messages are one-way alerts. A reply reaches nobody.

What to do: Tell learners to write to you through **Chats** on your site.

Plan and billing

Q My site is read-only, and learners see a notice that it is temporarily unavailable for new enrolments and purchases.

Why: Your RacingOwl plan was not paid by the end of its period, or its grace period after a failed charge ran out. Learners keep the courses they already have; new enrolments and purchases are refused; Manage sends you to the Choose a plan page to pay.

What to do: Pay your plan. Any successful payment reopens the site at once. Nothing you built is ever deleted.

Q I was emailed that my plan payment failed.

Why: The card or UPI your auto-renew charges was declined or has expired. Your site stays live during the grace period, and RacingOwl tries again by itself. A separate email says when the last attempt has failed.

What to do: Check the card or UPI account. If the card has changed or is expiring, use **Use a new card** on Manage → Your RacingOwl plan, and approve the new card; RacingOwl's next attempt then charges it.

Q Switching an add-on on asks for a new approval while auto-renew is on.

Why: Your auto-renew cannot collect more than you approved when you set it up. Switching an add-on off always goes through, and so does switching one on if the new total still fits under that amount. A switch that would take it higher needs your bank to approve the new amount first.

What to do: Follow the steps the add-on card shows and approve the new amount in the window that opens. Until you do, auto-renew carries on as it is and nothing changes. If the window will not open, write to RacingOwl through **Ask RacingOwl**.

Q I moved to a smaller plan but still have the bigger one.

Why: A move down takes effect at the end of the period you have already paid for. A move up is immediate.

What to do: Nothing; your plan page shows the date the change happens.

Q I was emailed that my site is "nearly at" or "has reached" a limit.

Why: RacingOwl emails once at 80% and once at 100% of each plan allowance: learners, courses, live classes or WhatsApp messages. Storage is different: there is no "nearly full" email, only one when a learner could not hand in work because the storage is full.

What to do: Compare plans on **Manage → Your RacingOwl plan** or racingowl.com/pricing. Moving up takes effect at once and you pay only the difference for the days left.

Notifications and phone alerts

Q I switched on phone alerts but nothing buzzes.

Why: Each device is switched on separately. If you once pressed Block, the browser keeps blocking. An alert older than an hour is not sent (it stays in the bell).

What to do: On the phone itself, open **racingowl.com → All my learning → Notifications** and check **Notifications on this device**. If it says the browser is blocking notifications, allow them for racingowl.com in the browser's site settings, then press **Turn on**.

Q On my iPhone there is no Turn on button.

Why: iPhones only allow notifications from an app on the home screen.

What to do: In Safari, tap Share, then Add to Home Screen. Open RacingOwl from the new icon and turn notifications on there.

When you need a person

If nothing here fits, write to RacingOwl through **Ask RacingOwl**, at the bottom right of any Manage page. A real person answers in the same window, Monday to Saturday, 10 am to 6 pm IST; outside those hours your message is safe and answered when the team opens. Help it go quickly by including:

- which page you were on, and what you pressed;
- the exact words of any message on screen;
- the learner's name or email, if it is about a learner;
- for anything to do with money, the date and time (IST) the payment was made or tried.

If you cannot reach Manage at all, write to support@racingowl.com.

Related: Ask RacingOwl, Notifications and keeping your site safe, Setting up payments, Choosing your RacingOwl plan.

THE REST OF THE GUIDE

This is chapter 17 of 17 of the RacingOwl Trainer's Guide. The full guide, every other chapter as its own PDF, and the online version are at racingowl.com/trainer-guide. Stuck? Press **Ask RacingOwl** at the bottom right of any Manage page.