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Please click below to sign in again" I am following the following steps: Step#1:going into the " " Step#2:Click on "Continue with Email" Step#3:Using the registered Uiptah mail which I used for uipath tutorial academy Step#4:Choose an Organization as which I mentioned in my registered Uipath mail id Result- Getting an error message "Oops! Something went wrong Please give it a try later or contact UiPath Support for help. Please click below to sign in again" Please help me on this so I can move forward to install Studio. Thanks Shailendra Jyoti Hi @shailendra.jyoti Does it help if you try on an incognito tab? Thanks for giving an attention. Could you please describe in detail steps. Thanks and Regards, Shailendra Depending on your web browser, there will be an option to run an incognito tab / window which is a "clean" space where you can test out if the issue is not related to some sort of cache that causes this issue. Hi Maciej, I tried the same but not getting fruitful result. Getting same error window message. I am struggling with this issue last 3-4 days and unable to proceed further. Please help me to resolve this issue, so that able to move forward and able to download and install Studio. Just adding I am using Microsoft Edge and Chrome Browser. Thanks and Regards, Shailendra Could you maybe open a web browser console (CTRL+SHIFT+I) on the Console tab and then go to cloud.uipath.com to see if there are any errors in there? (feel free to share a screenshot) The same goes for the Network tab afterwards. Hi, Could you please help me to resolve this issue. Please suggest me anything which need to be share related to this issue,which can help you guys to analyse this issue more. Waiting for your input. Thanks Shailendra Hi @shailendra.jyoti Could you please check if your system clock is correctly set with the correct timezone? Thanks Maciej. It was my system time issue which was not correct. After setting the correct time, issue has been gone. Now it's working and I am able to move forward. Thanks a Lot for your Kind support. Shailendra Awesome, thank you for reporting back This topic was automatically closed 3 days after the last reply. New replies are no longer allowed. There can be a number of different reasons as to why the text "Oops, something went wrong" appears. However, it is most often a network problem that causes this alert to appear. Check your Internet connection. Do other pages load in the web-browser? Reconnect the Wi-Fi or mobile data. Are you still experiencing problems? Contact us at feedback@spond.com. Still got questions? Contact us NEW YORK — Cable television network HBO announced today that they are changing their longtime slogan from "It's not TV, it's HBO" to "It's not TV, it's — Oops! Something went wrong. Try restarting your HBO Max app." "The media landscape is ever-evolving and we need to keep up with the newest trends in television. That's why we felt like it's time to lean into what makes HBO HBO: having an app that doesn't work," said HBO CEO Richard Plepler. "One great way to tell fans that you're serious about evolving your business is by rebranding, and that's why we wanted to bring our famous slogan into the modern age. Because HBO has always been about being different from TV, but what does that mean in a world where TV barely exists anymore? HBO now, and for the foreseeable future, is about user experience. Specifically, an awful one." Longtime fans of the cable network have been receptive to the change so far. "HBO has been my favorite network for a long time because it really does have all the hits. I've just been so frustrated with it lately because the app barely works. It's nice to know that they're doing something about it, even if it's just leaning in," said HBO viewer Lyla Grey. "Now instead of being confused and annoyed, I can be pretentious about it. Like when I talk to my friends about TV, I'll say 'oh my god you haven't watched Succession yet?! It's nearly impossible to watch, you absolutely must!' I haven't worked out all the details yet, but I'll find a way to use this to feel superior to people." At press time, HBO announced the slogan would actually officially be changing next week, after the servers failed during the first attempt. xSorry to interruptCSS Error espite our well-crafted plans, sometimes things just don't go as expected. This is when having an alternative helps. If a perfect black party dress is way out of our monthly budget, we save towards it or go with the red one. We have a backup plan even for day-to-day activities. Then, should we build products without accounting for errors?Image Courtesy: Pablo Stanley product teams spend all the time an efforts to conceive a perfect product and tend to ignore the error instances. We, as product builders need to understand that errors are an inevitable aspect of any product. They might seem trivial but the user experience of a product is severely hampered if we do not account and design for errors.Imagine, you are stuck in a situation and don't know how to come out of it!How many times have you encountered an error while filling up a visa application form or submitting a research paper on the last day of the deadline?You are about to win a game and the product crashed! Now you have to figure out what went wrong and also find a solution. Very frustrating, isn't it?This is exactly how users feel when the interface throws an unexpected cryptic error.Source: perception of a product depends on the emotion it elicits. Every product interaction has an emotional quotient associated with it. Our brain is wired to remember instances that are highly charged with emotions. That is why it is rightly said,"You can do 99 things right and all they'll remember is the one thing that went wrong."We all know that errors are unavoidable. But if product teams and designers are cognizant and responsibly handle them, they would be less destructive.Designing for errors can be tricky. One needs to handle errors with precision. These are the fundamental pointers to be considered while designing:The copy must be tailored around the actual error. Do not be generic and vague while communicating about errors.We should make sure that that the tone of the message is neutral. Do not imply that the user is at fault.Do not anchor on the problem. Instead, be constructive and suggest steps to rectify the setback.These are some of the generic considerations which most of us are well-versed with. However, the rationale behind designing an error depends on its type. The approach, structure, placement, messaging, look, and feel are largely governed by the type of error. Based on the error type, we can come up with guideline/formula which will be useful while incorporating a new error. The designer doesn't need to start from scratch. They can identify the error type and simply refer to the guideline.On an uber level, an error can be classified into two types:Manual errorAutomated errorManual error is triggered by the user while an automated error is not in their control. In a nutshell, it is a manual error if the user makes a mistake while it is an automated error if the product makes a mistake. Let us understand the design guides associated with these errors.Manual error is simply a reaction to the user's interaction. It is the mismatch between the user's input and the expected input. An incorrect password, invalid username, incorrect date are some of the examples of manual error. In most cases, a manual error can be addressed and rectified quickly by the user himself. Hence, the level of anxiety or frustration is low.Placement:The placement of an error message is crucial. Displaying a popover with a list of errors is not just frustrating but makes it extremely difficult for the user to locate and address that error. Popover or modal is intrusive and it should be used when the product demands 100% attention. Since the manual error is context-dependent, it sits with the relevant field. Displaying an error under the input field makes it easy to associate the actual input with the expected one and rectify an error.However, a lengthy form with sensitive fields is more prone to error. Highlighting errors across multiple fields will alarm the user. Condensing errors right at the top of the application and navigating to a specific one would be the way to go. Inline validation should be incorporated to fill out such extensive form. This will spot an error in real-time than clicking on 'Submit' or 'Save' and then know about them.Message:It is confusing when an error doesn't offer any clarity as to what exactly is wrong. Aim to remove the ambiguity and be specific to the user's task. Focus on proposing a solution than pressing on the error. Do not make the user feel that they are at fault. Try to avoid words like incorrect, wrong, invalid instead be constructive and positive.Exception: It is true that an error message should be specific to the error but there are a few exceptions here. This logic does not work while dealing with sensitive information. One of the most common examples is Login Error. We often come across 'Username or Password invalid' error where the user has to figure out if they entered the wrong username or password or both. In such cases, it is essential to be vague for privacy and security reasons.Go with the color that is a stark contrast against the background. An error should be easily noticeable amongst the other distractions. Red is the standard conventional color used for error messages. However, red should be used with moderation. We need to convey the gravity of the situation without alarming the user. In some situations, orange is also used as red color can be stressful. Be mindful of venturing too far from the styles the user is familiar with.People with color vision deficiency or those with low vision might have difficulty distinguishing colors with insufficient contrast. We should use icons along with colors to make errors easily noticeable.Lastly, it is necessary to understand that an error should be displayed only when an action has been triggered.We should not introduce an error without the user input or when they are typing. An error is the result of incomplete or inaccurate input.Automated error is a system-generated error. We all have been helpless and encountered these errors at some point in time. Some of the common examples would be an abrupt system failure, technical problem, flaky network connection, etc. Usually, a user does not have control over these errors and they might not be resolved instantaneously. Since a user's task is hampered with no fault of theirs, the level of anxiety and frustration is high when compared to the manual one. Hence, we need to be extra vigilant while designing for automated error.Placement:Automated error demands complete user's attention. Since there is nothing or very little a user can do when greeted with this error, it is typically presented in a modal. A modal avoids unnecessary distraction and restricts the user from interacting with the underlying content. An independent page can also be used to communicate errors like 'page not found', 'no connectivity', etc.Messaging:Focusing on both, the user's state of mind and the context of the error is essential. It is crucial to state what went wrong but make sure not to press the panic button for the user.The error message should communicate:What has happened?Why has this happened?What is the consequence?What should the user do next? Does a user need to take any action?Should each error be in red? No, not really. Red is an ideal color to highlight an error, specifically the inline one. However, a modal or an error page interrupts and gets the desired attention. Hence, it is better to limit the usage of red and not overwhelm the user. The user is already stressed and red will aggravate it more. A neutral(black or grey) color with an error icon, a combination of red with another can be used.While it is true that an error is a disappointment and frustration for the user but we can not only help them resolve an error but also see it as a potential opportunity.Can we think of error beyond a mistake or flaw? Can we use error to educate about the product? Can we encourage the user to try out a new feature?Here is a great example of Facebook.If there is an error while signing in, Facebook just doesn't notify the user righteously but it also encourages signing up for a new account.Similarly, Google also educates its users about Google Drive when they are unable to locate a document. Displaying contextual and relevant information on an error page is a great way to tell more about the product.Let's be fair, errors are bound to happen. They are an inevitable part of a product. However, we can prevent an error by offering a suggestion or a prompt. We can educate a user well in advance about a complex task. Anything that they need to know to perform a task should be communicated upfront. For example, if a form has certain mandatory fields, it needs to be explicitly specified. We should include the descriptions, tips that will assist the user and avoid errors.Designing for error can get us an edge over others. To start with, think about all the interactions in your product that could need assistance or go wrong. Once you have identified these error scenarios, then start designing and drafting messages. Do make sure to test your messages with the actual users. Setting up measures and analytics will help us discover new caveats and continuously improve the user experience of a product.The UX Collective donates US\$1 for each article published in our platform. This story contributed to Bay Area Black Designers: a professional development community for Black people who are digital designers and researchers in the San Francisco Bay Area. By joining together in community, members share inspiration, connection, peer mentorship, professional development, resources, feedback, support, and resilience. Silence against systemic racism is not an option. Build the design community you believe in.

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