

Why won't my Attendee App save?

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HOW-TO:

A common cause of this error is missing/incorrect information in the Details tab, often due to the app being cloned. The other major cause is problems with images in the Builder tab.

You may need to check both.

Online panel > Attendee App

Check for missing items or incorrect dates in the Details tab:

1. Check that the Event App Code is unique (and has no spaces)
2. Check the Availability Dates (Live Between Dates) are valid
3. Check all mandatory fields (red asterisk) have been complete
4. Check App Data Refresh settings and dates

App Refresh can be set to manual while you're building, so you can control when any changes you make are updated in the app. Later, you can set refresh to automatic. This will update the app almost immediately (within 15 minutes) whenever you make any relevant changes, anywhere in EventsAir. Note that the automatic refresh dates must be very close to your event dates (if they're too far outside this date range, the app won't save).

5. Save

Whether using manual or automatic refresh, you can force an update by selecting "Save" when in the App builder.

Missing or broken images under the Builder tab:

1. Select cog beside Advertising element
2. Expand Banner by clicking the arrow to the right
3. Make sure an image has been uploaded and it's not 'broken'
4. Do the same for the Static Content element if using this in your app
5. Save

An image may 'break' if it doesn't upload correctly (possibly due to the size of the image or multiple files) or the connection to the original file breaks. You should be able to simply reload the image to fix this, although check to make sure the file is still available and not too big. (Under 10MB is recommended.)
