

Understanding Society User Support - Support #2048

Code Creator

02/07/2024 09:42 AM - Martha Tindall

Status:	Resolved	Start date:	02/07/2024
Priority:	Urgent	% Done:	100%
Assignee:	Understanding Society User Support Team		
Category:	Code Creator		
Description			
Hi			
I am having issues when trying to use the code creator on your website. When I click save the save it does nothing and doesn't save the variable to the code creator on the right of the screen. I have tried different browsers, clearing my cookies and different variables but have no luck.			
Thanks Martha			

History

#1 - 02/07/2024 09:53 AM - Understanding Society User Support Team

- Category set to Code Creator
- Status changed from New to Feedback
- Assignee set to Understanding Society User Support Team
- % Done changed from 0 to 30
- Private changed from Yes to No

Hello Martha,

Which specific variables are you trying to use? I just did a similar exercise myself and everything appeared to be working correctly. Would you mind sharing the variables you're using so I can check if that's causing the issue?

I hope this information is helpful.

Best wishes,
Roberto Cavazos
Understanding Society User Support Team

#2 - 02/07/2024 09:57 AM - Martha Tindall

Hi Roberto

I have tried various variables including benbase4, sc_ghq1_dv and age_dv.

Thanks
Martha

#3 - 02/07/2024 10:16 AM - Understanding Society User Support Team

- File code creator (#2048).jpg added
- File MT-code creator (07Feb2024).txt added
- % Done changed from 30 to 50

Hello Martha,

I've completed the process to obtain the code and can confirm that it's working fine. I'm attaching the code in a text file for your reference. Additionally, I'm including a screenshot that illustrates the location of the saved variables after clicking the save button.

Please let us know if you need additional variables.

I hope this information is helpful.
Best wishes,

Roberto Cavazos
Understanding Society User Support Team

#4 - 02/07/2024 10:31 AM - Martha Tindall

Hi Roberto

Thanks for your help. I am still having issues but will edit the code you sent for now and hope it resolves itself soon.

Martha

#5 - 03/21/2024 04:31 PM - Understanding Society User Support Team

- Status changed from *Feedback* to *Resolved*

- % Done changed from 50 to 100

Files

MT-code creator (07Feb2024).txt	7.83 KB	02/07/2024	Understanding Society User Support Team
code creator (#2048).jpg	1 MB	02/07/2024	Understanding Society User Support Team