

# Principled Innovation<sup>®</sup> Bot

## Troubleshooting Guide

### 1. Bot Isn't Responding

- **Check your connection:** Make sure you're connected to the internet.
- **Refresh/reopen:** Refresh the page or close and reopen the app.
- **Try again later:** If issues persist, the service may be temporarily down.

### 2. Bot Doesn't Understand My Question

- **Rephrase:** Use simpler wording or break your question into smaller steps.
- **Be specific:** Include context (e.g., "summarize this article" vs. "what does this mean?").
- **Avoid jargon:** Unless it's task-specific, stick to plain language.

### 3. Bot Gives the Wrong Answer

- **Double-check sources:** The bot may generate inaccurate information.
- **Ask follow-up questions:** Clarify or refine your request to narrow the response.
- **Use external verification:** This bot can't browse or search the web. Be sure to confirm important details with reliable sources.

### 4. Bot Repeats or Gets Stuck

- **Restart the conversation:** Clear the chat or open a new session.
- **Reframe your prompt:** Try a different approach.
- **Limit length:** If pasting long text, break it into smaller sections. If it's still too large, use the file uploader instead.

### 5. Bot Can't Do What I Ask

- **Know the limitations:** The bot can't provide professional legal/medical/financial advice, or perform actions outside its scope.
- **Ask for alternatives:** If it can't do X, ask how else it can help.

### 6. Technical Errors (freezing, crashing, or login issues)

- **Clear cache/cookies:** If using a browser, clear stored data.
- **Update software:** Make sure your app/browser is current.
- **Try another device/browser:** This can help rule out local issues.
- **Contact support:** If nothing works, reach out to [pi@asu.edu](mailto:pi@asu.edu) with error details and screenshots.