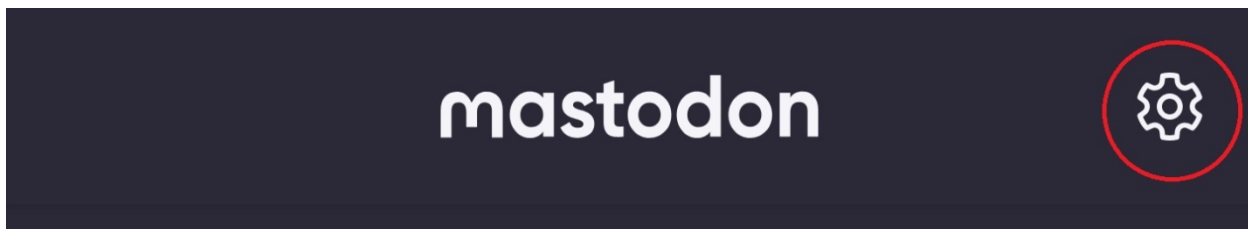


Troubleshooting Tips and Other Issues

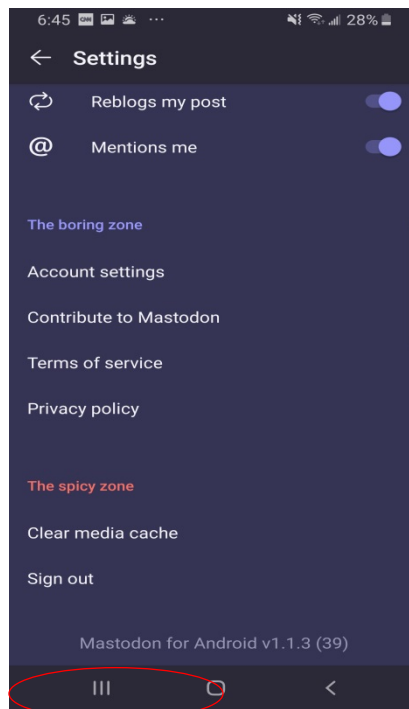
“Too many Requests” error: Occasionally this error will come up. The best way to resolve this is to clear the media cache. This can be done by clearing cache and cookies on whatever browser that’s being used, or from the official Mastodon App.

As browser settings and cache clearing sections can change with updates, please look at the most up to date browser documentation (through help or searching Google).

On the official app, click the gear icon on the top right:



Scroll down to “The Spicy Zone”. Click “Clear media cache”. It will flash and give a message “media cache cleared”.



Video loading/playing issues: Videos are not compressed (they are on Twitter), so they may be slower to load or view than you're used to. Workaround for now: Compress them before uploading, or alternatively provide links to YouTube or other media hosting services. Ceno and Satori are also continuing to investigate additional workarounds for smoothing playback...



Gifs : Android phone keyboards allow you to select gifs right from the keyboard. Unfortunately this doesn't work on iOS devices or the web interface yet. For now, a workaround is to copy links from a site like Giphy.com or use a gif site to build a library of gifs that you can attach like pictures (maybe a folder on your desktop).

Forgotten password: If you've forgotten your password, click "Forgot your password" (circled in blue below). You will get an e-mail with instructions on how to reset the password.

mastodon

E-mail address

Password

LOG IN

Sign up **Forgot your password?** Didn't receive confirmation instructions?

Finding Help/Additional Information: There is a lot of great information on the FediTips site: <https://fedi.tips/>.

Cenobyte and Satori can also be reached by tagging @cenobyte or @Satori either through a post or DM in Mastodon (or on Twitter!)