

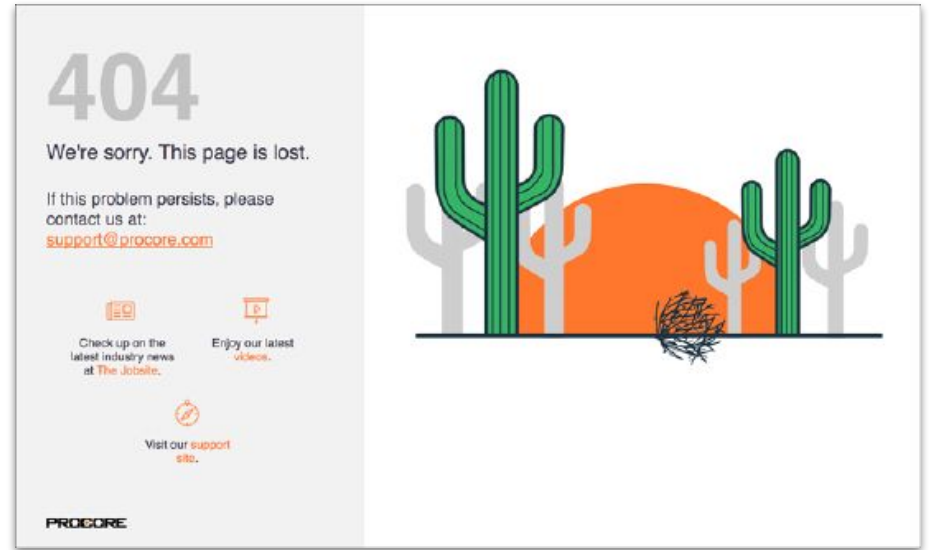
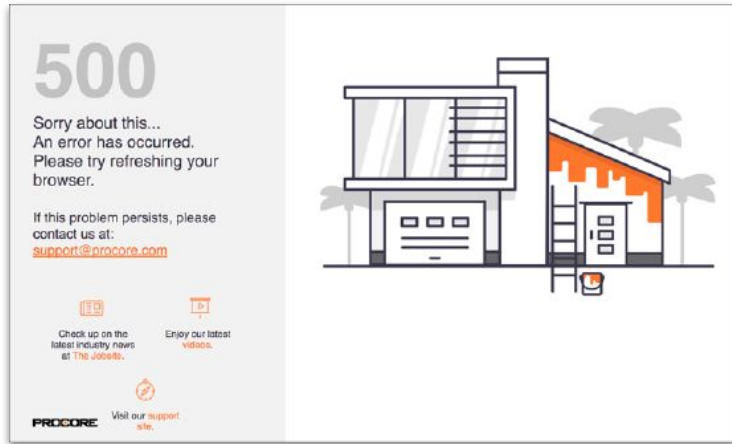
# Error Pages Redesign

---

Q1 2021

# What are error pages?

Standard full-page system errors:  
404, 500, Outage, etc



Why are they important?

Incidents > New Incident

## New Incident

### Incident Information

<b>Title:</b> *	<input type="text" value="test"/>	<b>Distribution:</b>	<input type="text" value="Search people"/>
<b>Location:</b>	<input type="text" value="Select an item"/>	<b>Event Date:</b> *	<input type="text" value="01 / 07 / 2021"/>
<b>Event Time:</b> *	<input type="text" value="9"/> <input type="text" value="47"/>	<b>Time Unknown:</b>	<input type="checkbox"/>
<b>Recordable:</b>	<input type="checkbox"/>	<b>Private:</b>	<input checked="" type="checkbox"/>
<b>Description:</b>	<input type="text" value="Describe the general incident here. Specific Injuries, Near Misses and more are documented in the Incident Records section."/>		
<b>Attachments:</b>	<input type="text" value="Attach File(s) or Drag and Drop"/>		

### Investigation Information

<b>Hazard:</b>	<input type="text" value="Select..."/>
<b>Contributing Condition:</b>	<input type="text" value="Select..."/>
<b>Contributing Behavior:</b>	<input type="text" value="Select..."/>

Incident Records, Witness Statements, and Actions can be added after the Incident has been created.

\* required fields

Cancel

Create

Help

# 500

Sorry about this...  
An error has occurred.  
Please try refreshing your  
browser.

If this problem persists, please  
contact us at:

[support@procore.com](mailto:support@procore.com)



Check up on the  
latest industry news  
at [The Jobsite](#).



Enjoy our latest  
[videos](#).



Visit our [support](#)  
[site](#).

**PROCORE**



500 error

[Web](#)[Mobile](#)[Windows](#)[Integrations](#)[Portfolio Financials](#)**Project Tool**

Select Project Tool

**Company Tool**

Select Company Tool

## QUICK SELECT



Submittals



RFIs



Drawings



Bidding



Daily Log



Punch List

**Getting Started**

New to Procore? No problem. Use these resources to start your onboarding process.

- + [Getting Started with Procore](#)
- + [Get Procore Certified](#)
- + [Live Training Webinars](#)
- + [Procore Learning Paths](#)

**What's New?**

Learn about the newest features to the Procore platform and get a sneak peak about what's coming soon.

- + [What's New in Procore](#)
- + [Product Releases](#)
- + [Monthly Product Releases](#)
- + [Advanced Training](#)

**Resource Center**

Use the links below to access our most popular resources.

- + [User Permissions Matrix - Web](#)
- + [Interactive Workflow Diagrams](#)
- + [FAQs](#)
- + [Procore Custom Solutions](#)
- + [Construction Basics](#)
- + [COVID-19: Procore Best Practices](#)

## FOR YOUR REFERENCE

**General**[System Status and Metrics](#)**Learning**[Procore Certification](#)**Procore**[App Marketplace](#)

[Home](#) > [FAQ](#)

## Tried to log in, but received an error message

Last updated: Dec 22, 2020



### Background

If you received an error message while using Procore, see below for possible causes and resolutions to solve the problem.

Feedback

### Error Messages

There are several different types of error messages that you might have received. Although it can be difficult to know why you received a particular error, the following page describes possible causes and resolutions.

- [404 - File not found](#)
- [408 - Request Timeout](#)
- [422 - Bad Request](#)
- [500 - Internal Server Error](#)
- [Account Locked](#)
- [Scheduled Maintenance](#)
- [Permission Denied](#)
- [Website Under Heavy Load](#)

### FAQs

- [What is Procore's current uptime?](#)
- [Are these error messages related to Procore's growth?](#)

Processing request...

 LIVE CHAT

## 500 - INTERNAL SERVER ERROR



- **Possible Causes**

- An unexpected condition occurred.

- **Possible Resolutions**

- If the cause is not on the server-side (i.e. Procore's responsibility to resolve), you may be able to resolve the problem on your own by:
  - Refreshing your web browser's window/tab
  - Clear your web browser's cache and delete any cookies associated with <https://app.procore.com> ([View Instructions](#))

## ACCOUNT LOCKED

You have tried to log in to Procore three times unsuccessfully and see a message that your account has been locked.

Your account has been locked due to 3 failed login attempts. To unlock your account, either:

- reset your password or
- contact your account administrator

If the Procore account for the company you are attempting to log in to enforces a lockout policy, you will be locked out of your account after three failed login attempts. To unlock your account, you will need to reset your password or contact the company's Procore account administrator to have them unlock your account. See [How do I reset an unknown password?](#) and [Unlock a User Account in the Company Directory](#).



# 500

Sorry about this...  
An error has occurred.  
Please try refreshing your  
browser.

If this problem persists, please  
contact us at:

[support@procore.com](mailto:support@procore.com)



Check up on the  
latest industry news  
at [The Jobsite](#).



Enjoy our latest  
[videos](#).



Visit our [support](#)  
[site](#).

**PROCORE**



# Research

"[Tickets about error pages] are often the most time consuming, both for agents and SME team members. They can result in jiras that keep cases active or backlogged for weeks, if they're not related to outage type incidents...[Each ticket takes about] an hour each on average, some far more and some far less."

- Maggie Hahn  
Customer Support Representative

# Research

There were **1352** slack messages mentioning 404, 500, and 422 errors in Customer Support channels in the first 2 weeks of Jan 2021.

## Let's do some math...

CS reported about 10 calls per month per agent that last about an hour total for each ticket.

So, doing the math, and combining it with the average hourly salary of a CS agent and the number of agents we had at the end of 2020, **we spend about \$473,280 per year answering questions about error pages.**


# Procore's current error pages

**408**

Sorry about this...  
Your request has exceeded the maximum time allowed.  
"What happened?" [Learn more](#)

If this problem persists, please contact us at:  
[support@procore.com](mailto:support@procore.com)

Check up on the latest industry news at [The Jobsite](#).  
Enjoy our latest [videos](#).  
Visit our [support site](#).




**500**

Sorry about this...  
An error has occurred.  
Please try refreshing your browser.

If the problem persists, please contact us at:  
[support@procore.com](mailto:support@procore.com)


Check up on the latest industry news at [The Jobsite](#).  
Enjoy our latest [videos](#).  
Visit our [support site](#).



**Scheduled Maintenance**

Just taking a look under the hood.

Check up on the latest industry news at [The Jobsite](#).  
Enjoy our latest [videos](#).  
Visit our [support site](#).




**404**

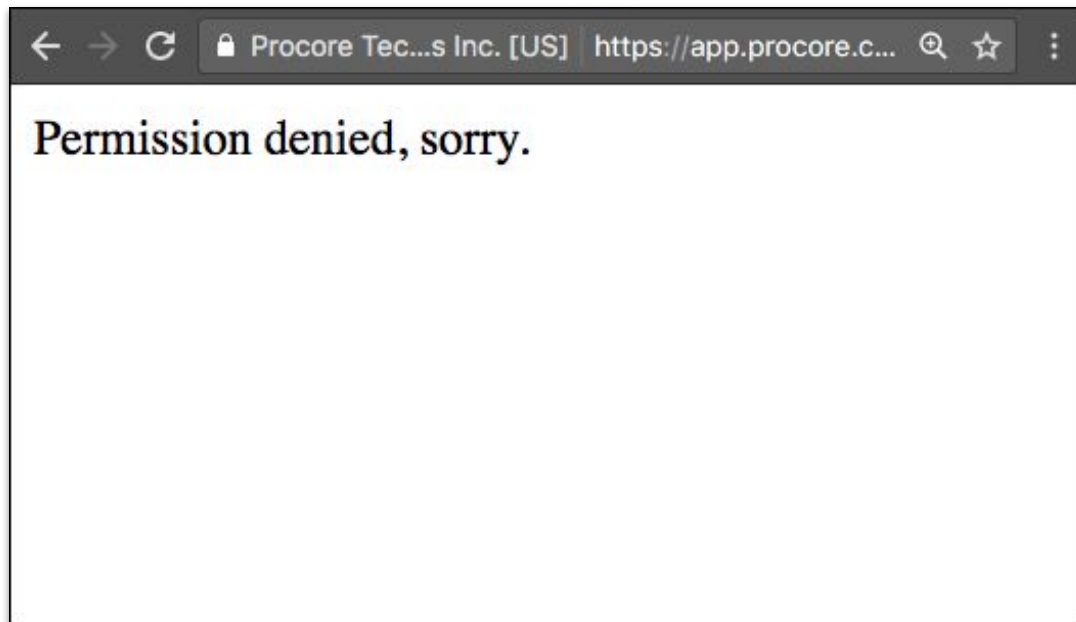
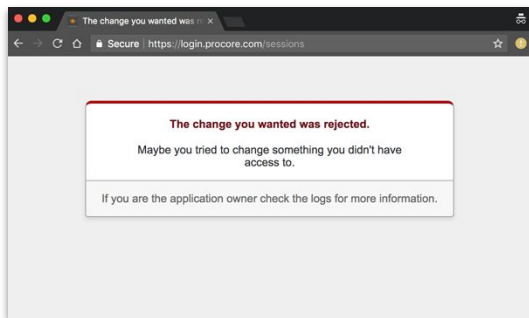
We're sorry. This page is lost.

If this problem persists, please contact us at:  
[support@procore.com](mailto:support@procore.com)

Check up on the latest industry news at [The Jobsite](#).  
Enjoy our latest [videos](#).  
Visit our [support site](#).



# Procore's current error pages

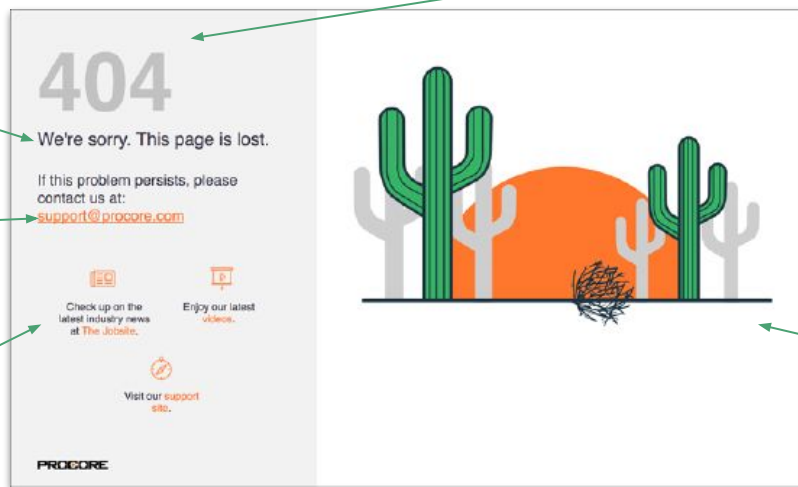


# Problems with our current error pages

No explanation of what happened leaves users with more questions than not

No helpful solutions other than to reach out to support. Support often can't help with system errors. Bad user experience.

Additional calls to action are not relevant to the user's goals when they receive the error. More marketing than helpful.



Biggest text on the page is the number 404, which doesn't mean anything to the average user

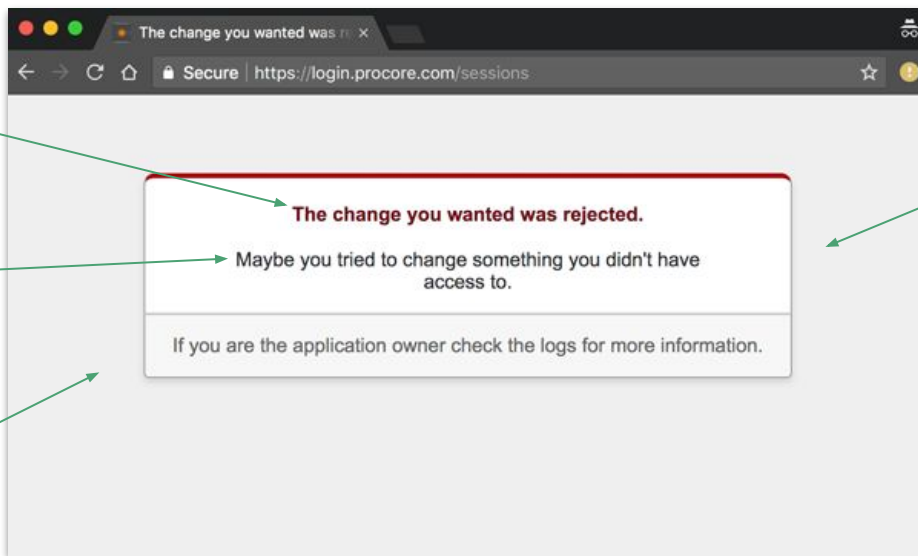
Illustrations don't match our brand colors, style, or industry

# Problems with our current error pages

Technical or vague header

Blaming the user for an error they unexpectedly encountered. This causes stress and distrust

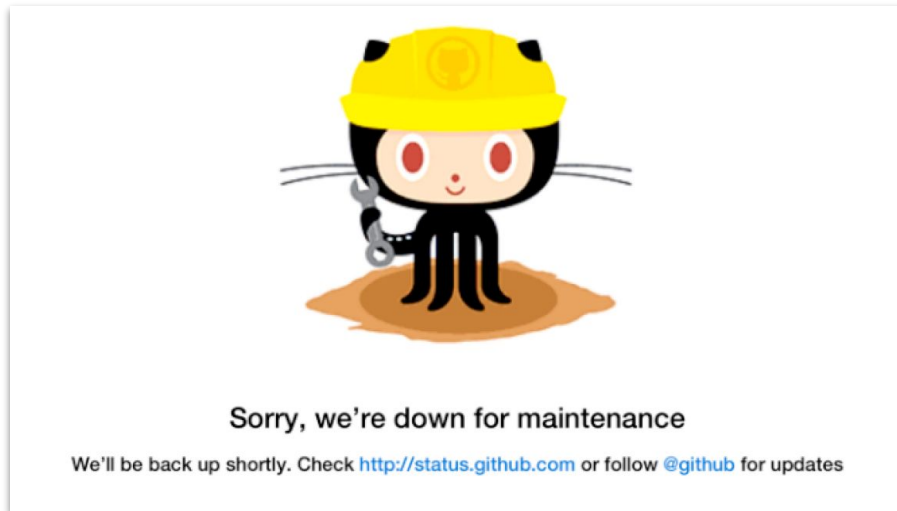
Vague calls to action that are unclear and hard to interpret.



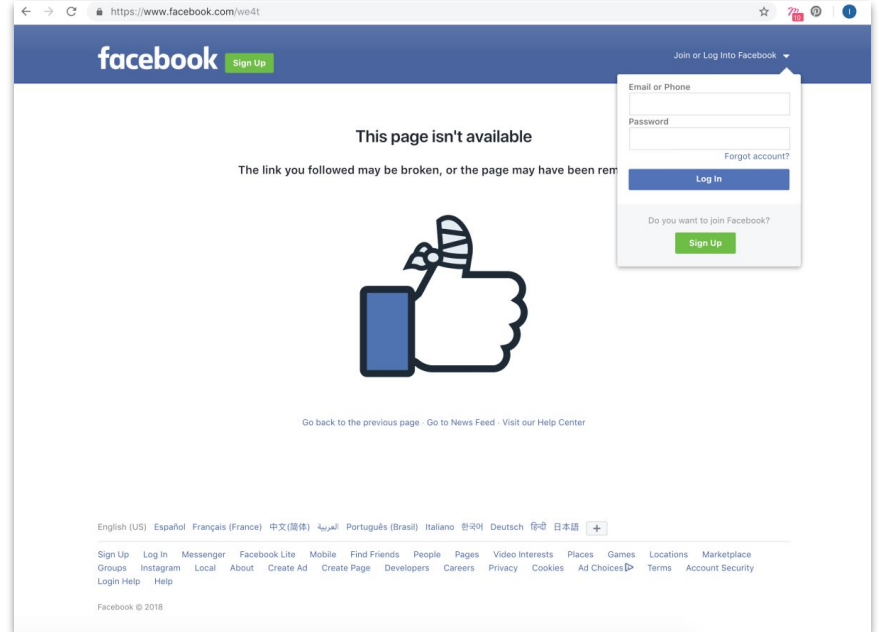
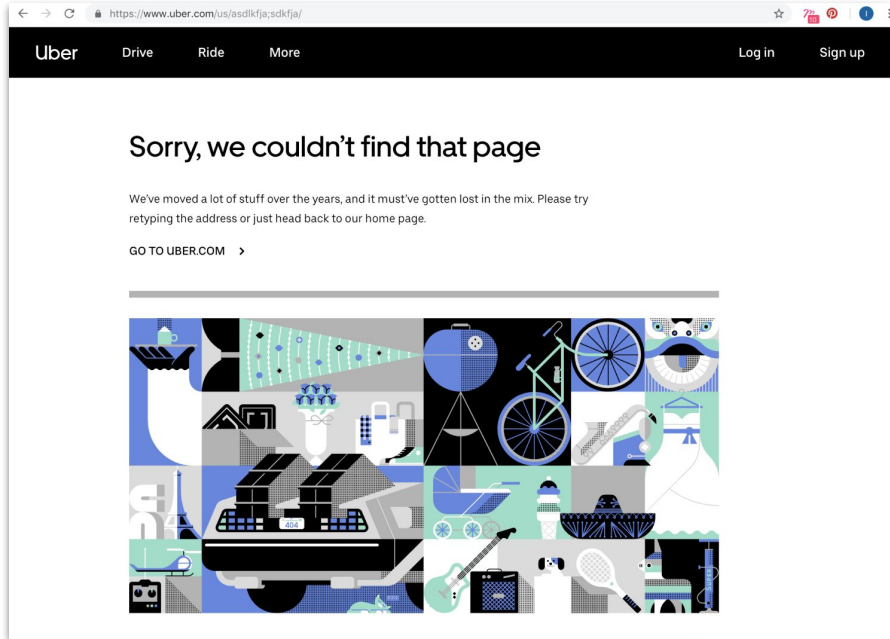
Colors don't match our brand, and the design doesn't help alleviate stress, in fact it may cause more stress than not



# Research



# Research



# Error message best practices

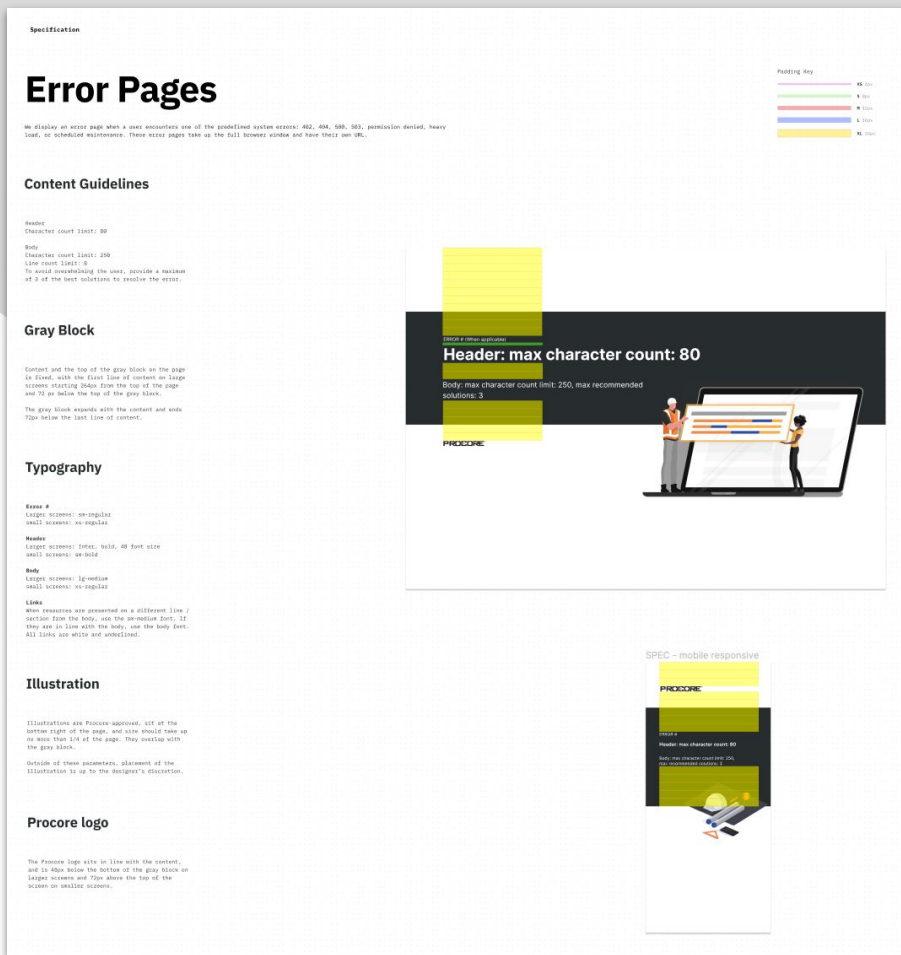
1. Explains the error in a way users will understand
2. Meets the user where they're at and guides them back to where they want to be
3. Present the user with solutions that may help them find what they're looking for
4. Content is concise and effective for the specific error and user
5. They align with the brand in both content and illustrations

# If we implement all of these best practices, we will...

1. Decrease the burden on support
2. Save the company money
3. Improve the user experience when users encounter these errors
4. Increase user trust in our product
5. Replace pages that don't reflect our brand from the product

# Proposed Designs

## Spec



# 500

Sorry about this...  
An error has occurred.  
Please try refreshing your  
browser.

If this problem persists, please  
contact us at:  
[support@procore.com](mailto:support@procore.com)



Check up on the  
latest industry news  
at **The Joelle**.



Enjoy our latest  
videos.

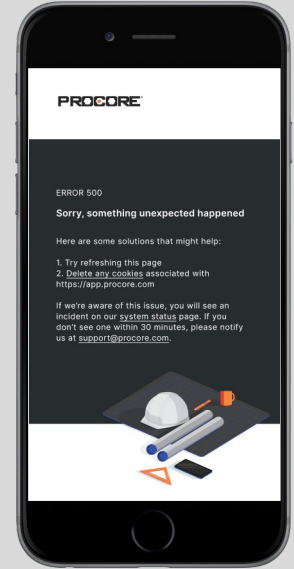
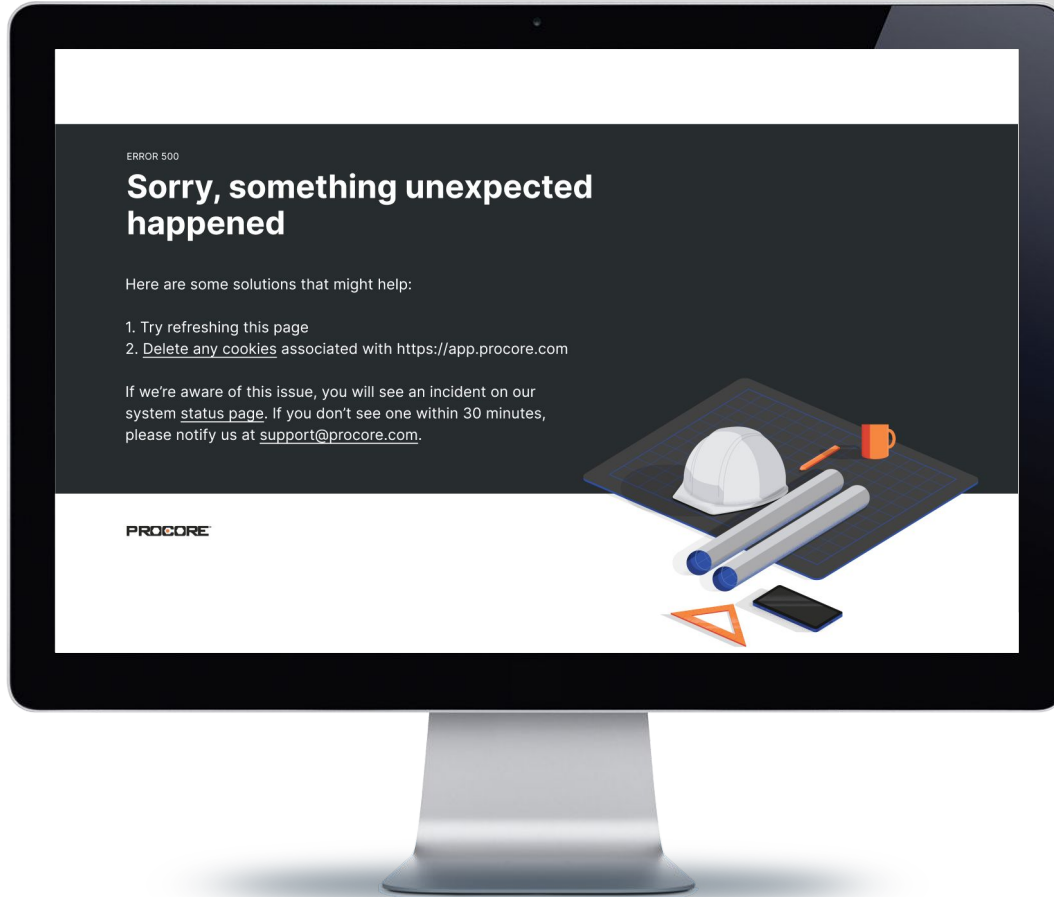


**PROCORE**

Visit our **support**  
site.



Error 500



Error 500

# 404

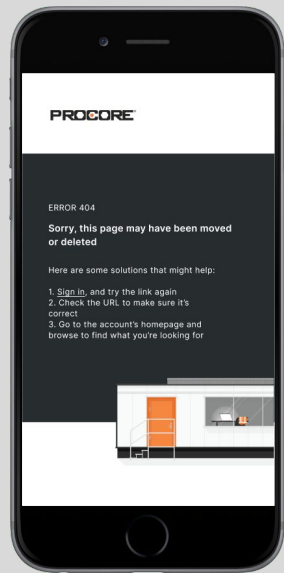
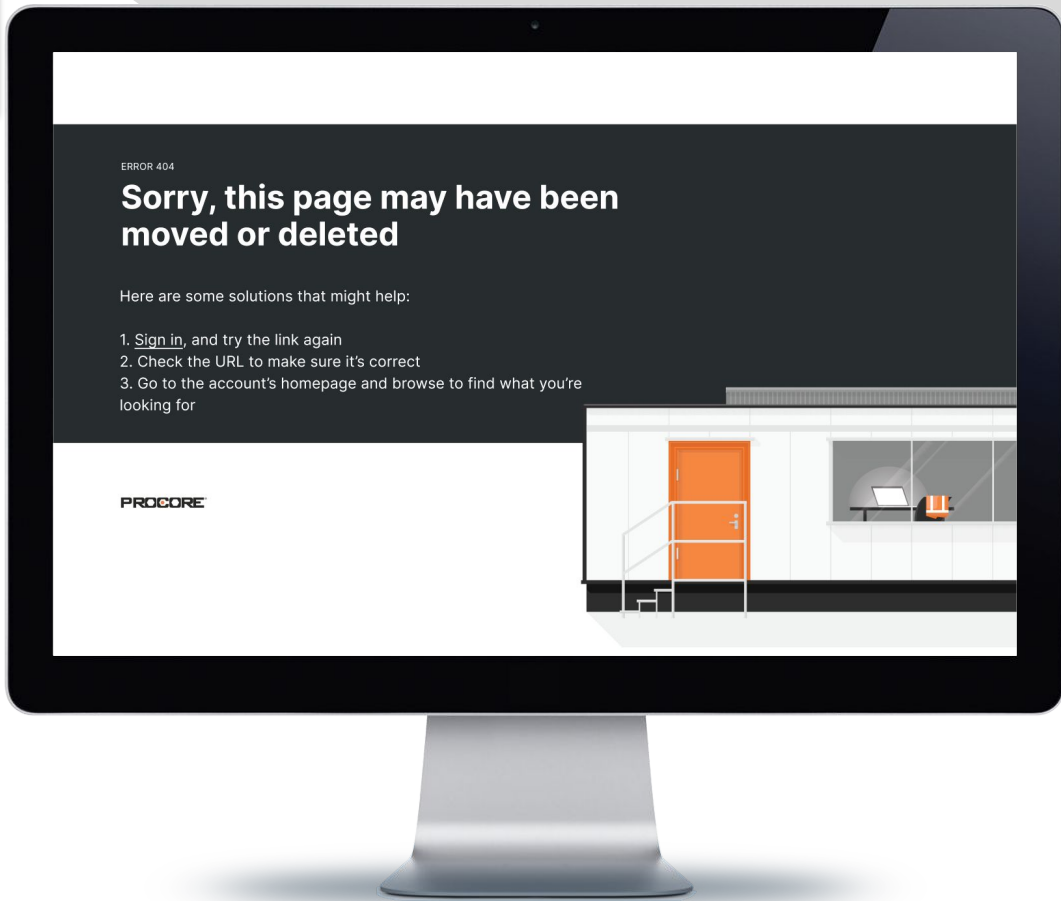
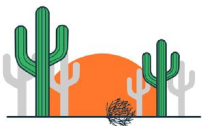
We're sorry. This page is lost.

If the problem persists, please  
contact us at:

[support@procore.com](mailto:support@procore.com)

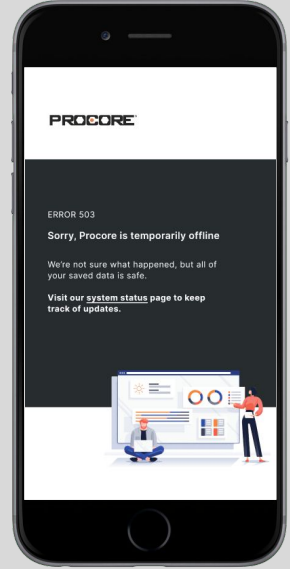
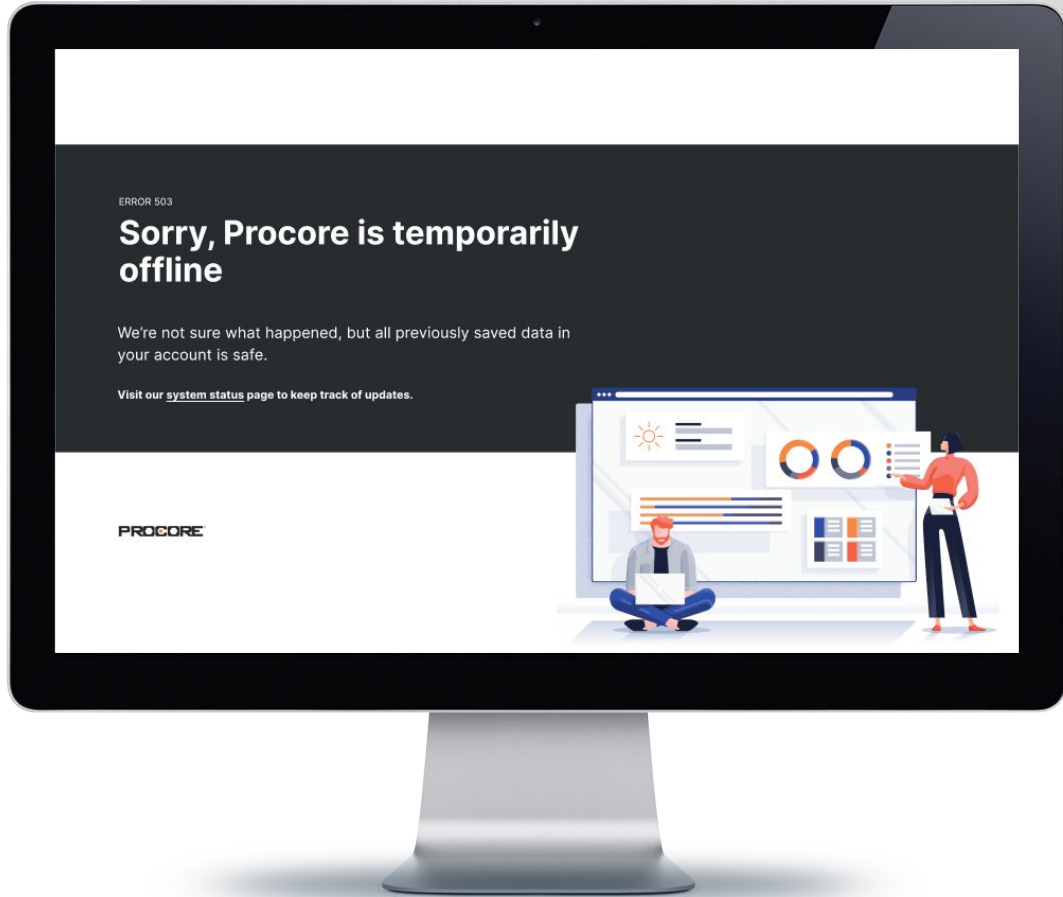
- Check for typos in the URL
- Check for typos in the link
- Verify the link is correct
- Verify the link is correct

PROCORE

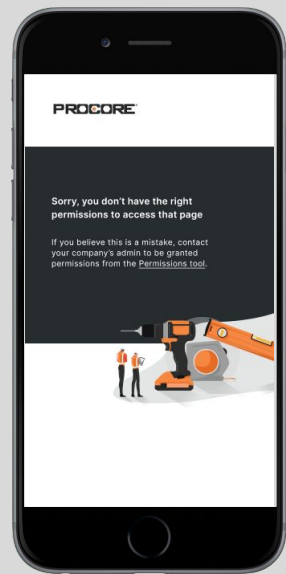
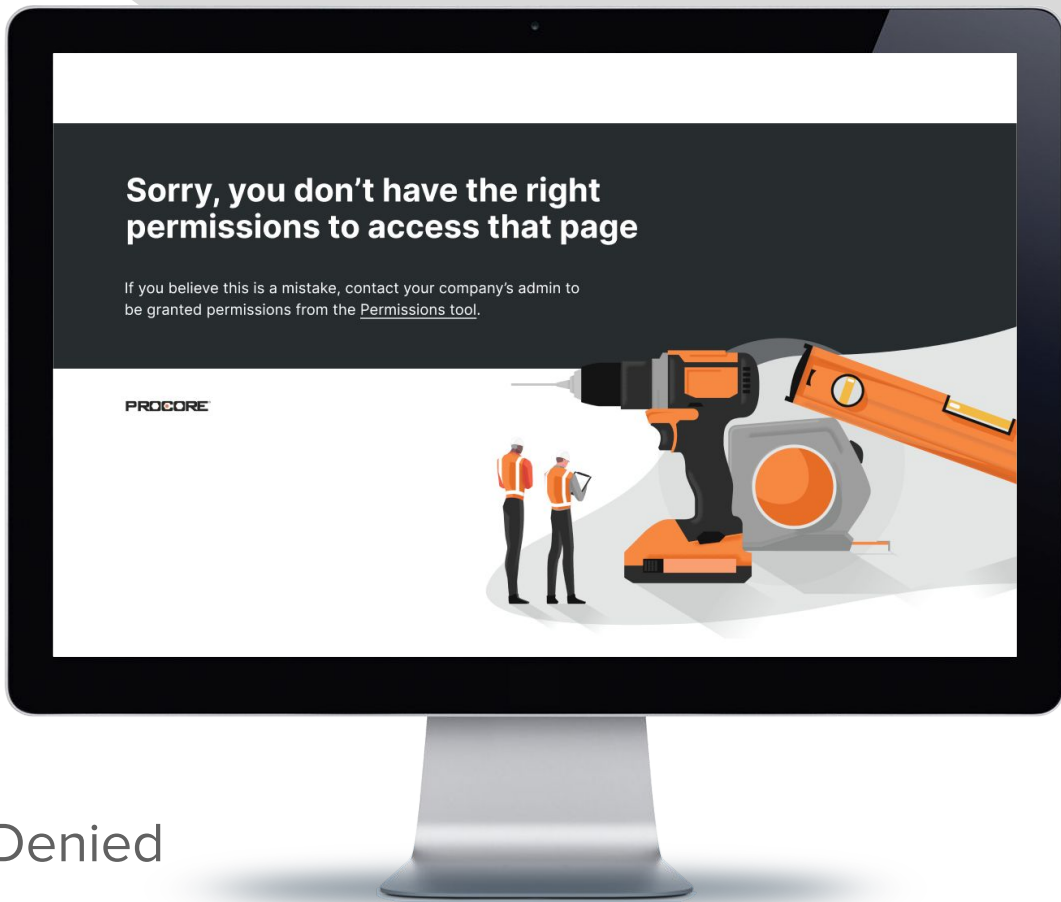
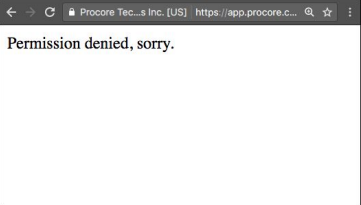


## Error 404





Error 503



Permission Denied

# 408

Sorry about this...  
Your request has exceeded the maximum time allowed.

"What happened?" [Learn more](#)

If this problem persists, please contact us at: [support@procore.com](mailto:support@procore.com)



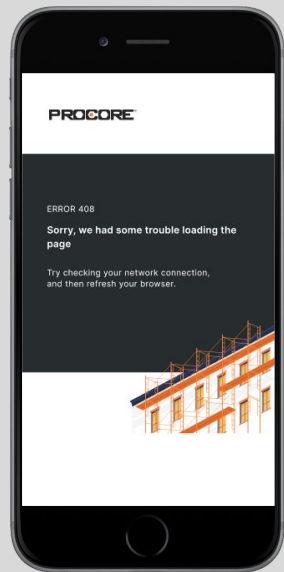
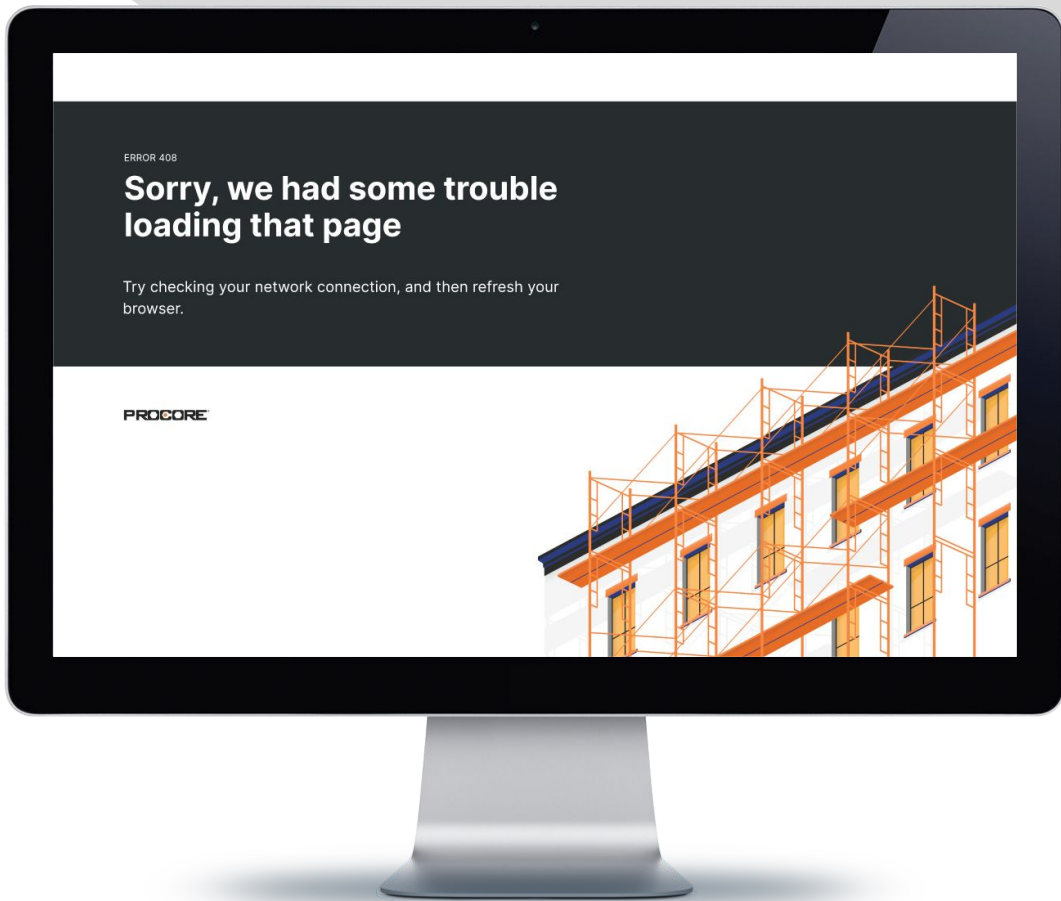
Check us on the latest industry news at [Pro Insights](#)



Enjoy our latest videos



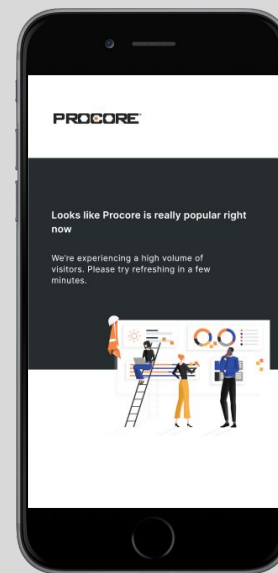
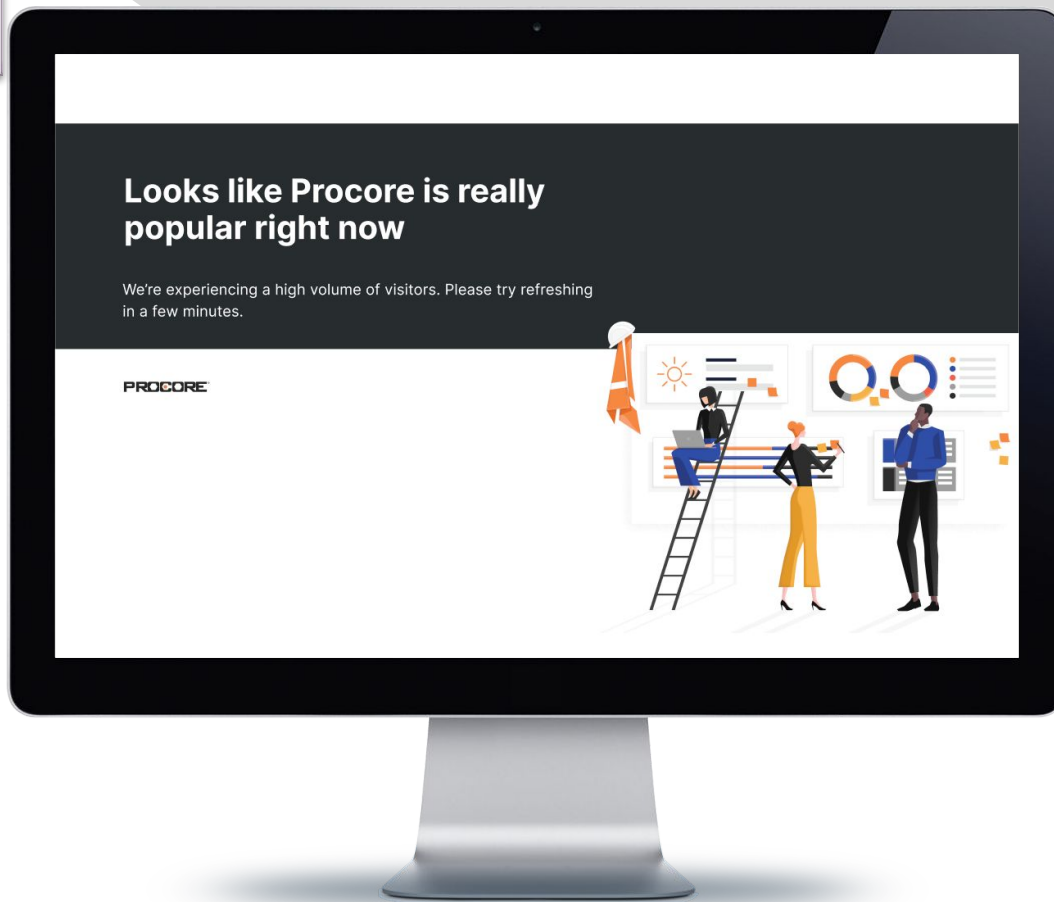
Visit our support site



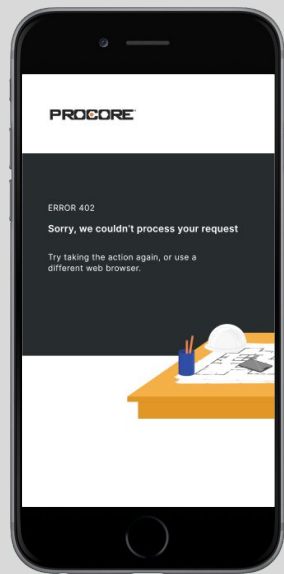
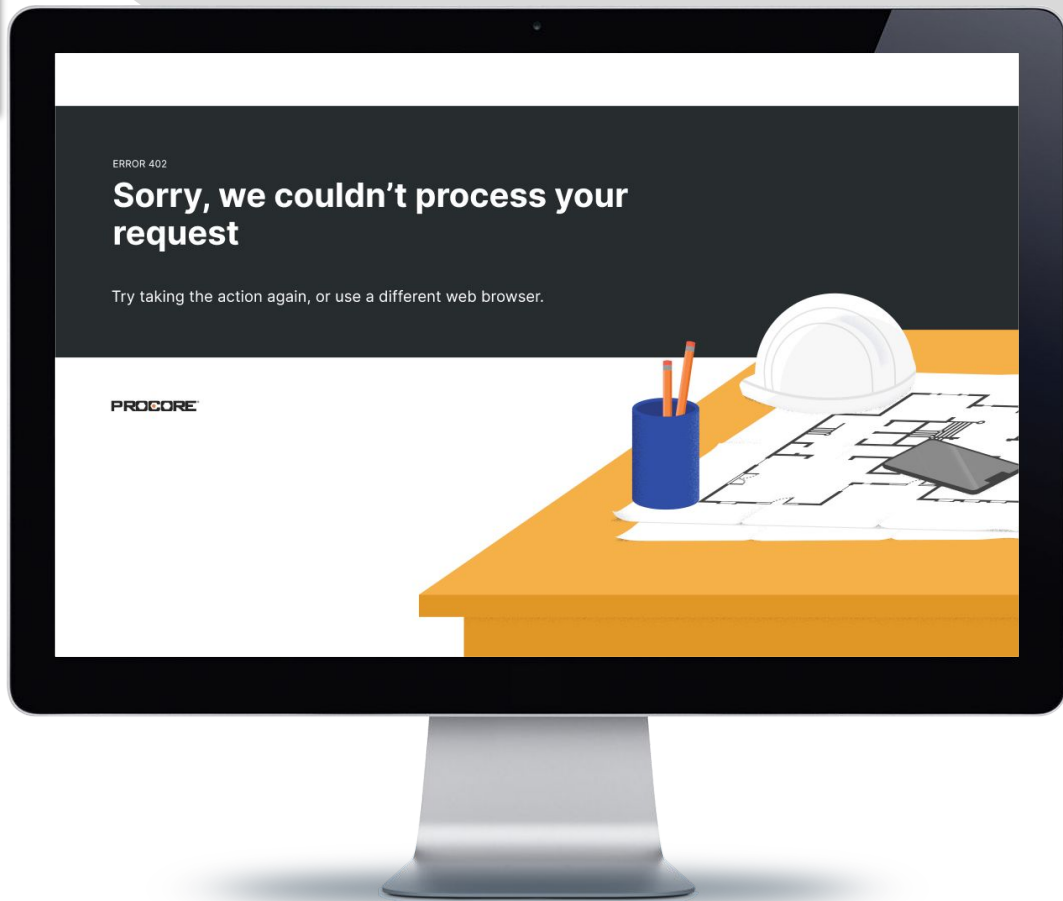
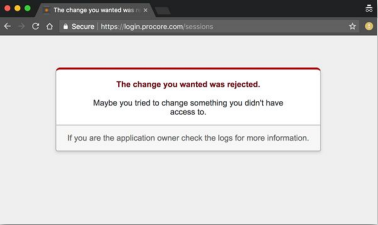
## Error 408

## This website is under heavy load

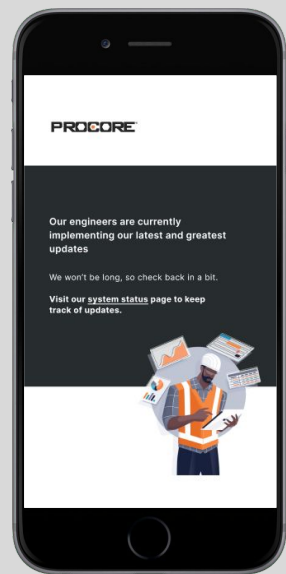
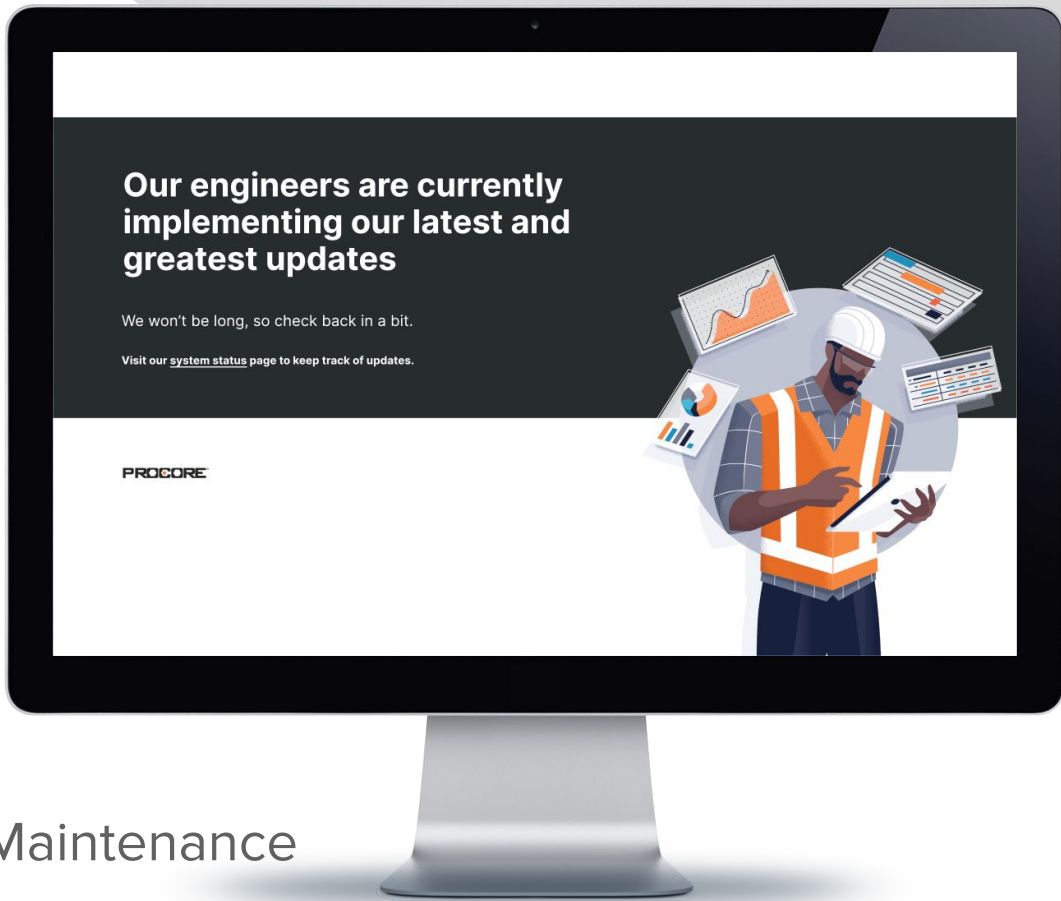
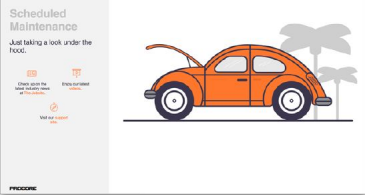
We're sorry, too many people are accessing this website at the same time.  
We're working on this problem. Please try again later.



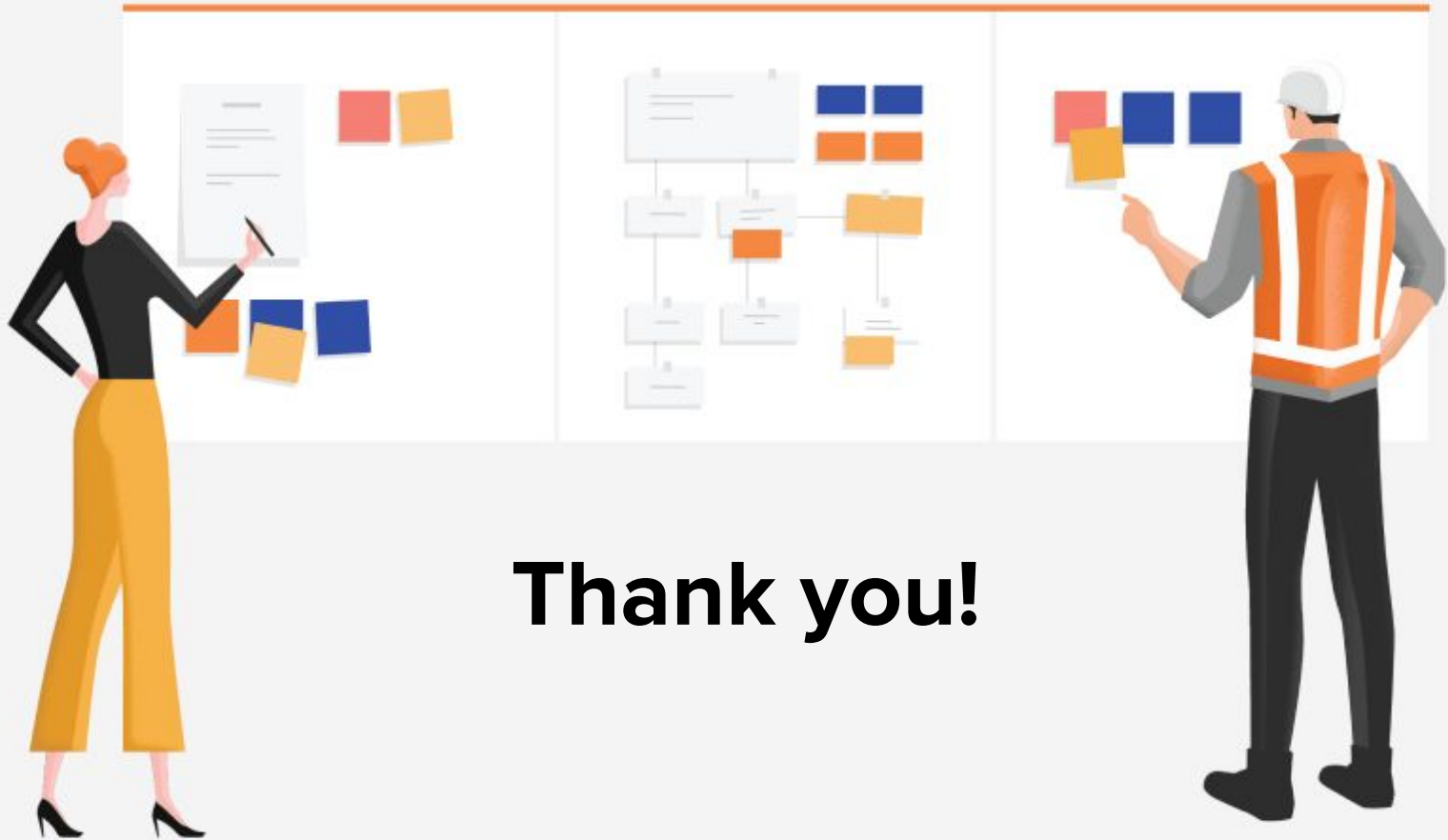
Heavy Load



Error 402



Scheduled Maintenance



**Thank you!**