When something breaks: errors, downtime and what we handle

Troubleshooting · https://schoolyland.com/docs/when-something-breaks/

Something on your platform stopped working: an error message, a blank page, or the whole site down. On a managed platform, most of what breaks at the infrastructure level is **ours to fix**.

What we handle for you

These are never your problem to solve. If you hit any of them, open a ticket and we take it from there:

- **The site is down or shows a "critical error"**, including the automated "your site is experiencing a technical issue" email WordPress sends.
- **A plugin asks for a license key, or an update fails with a license error.** The premium plugin licenses that ship with your platform are included in your plan and managed by us. You never need to find, enter or renew a key.
- **Server-level anything**: PHP versions, caching services, security modules, SSL, DNS for a domain we connected, storage limits.
- **Email from your platform not arriving** (deliverability): we run the sending infrastructure.
- **Backups and restores**: automated backups twice a day, with 14-day retention, are part of your hosting. You hold full server access, so you can roll back yourself from your server control panel; if you would rather we did it, say so in the ticket and we will, within the response times in the Terms of Service.

The two-minute check before you write in

1. **Is it everyone, or just you?** Open the page in a private/incognito window or from your phone on mobile data. If it works there, it's usually a browser cache or a logged-in-only issue, worth

mentioning in the ticket.

2. **Is it one page, or the whole site?** "The checkout is broken" and "the site is down" are different problems with different fixes.
3. **Did anything change just before?** For example, a plugin you added, a page you edited, or something your AI assistant did on your behalf. Tell us even if the change was yours: it's the single most useful fact for a fast fix.

What not to do

Generic WordPress advice on the internet will tell you to connect via FTP, rename plugin folders, edit wp-config.php or poke the database. **Please don't.** On a managed platform those "fixes" usually make diagnosis slower, and none of them are ever required from you. If an instruction involves server files, license keys or uploading plugin ZIPs, leave it to us.

How to report it so it's fixed fast

- The exact error text (copy it, or screenshot it).
- A link to the page where it happens.
- What you expected, and what happened instead.
- What changed recently, if anything.

Send that in a ticket or from the Support tab in your customer portal. Site-down situations are treated as urgent. You don't need to do anything special to flag them beyond saying the site is down.