FAQ: Problem Solving

Problem Solving · https://wppopupmaker.com/docs/problem-solving/faq-problem-solving/

Short answers to common questions about troubleshooting popups that won't open or behave as expected. Click the links in each answer to dive deeper. Looking for a different topic? Browse all Frequently Asked Questions. If any terminology is confusing, check our Popup Maker Glossary of Terms.

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Why Doesn't My Popup Open (How Can I Troubleshoot Popups)?

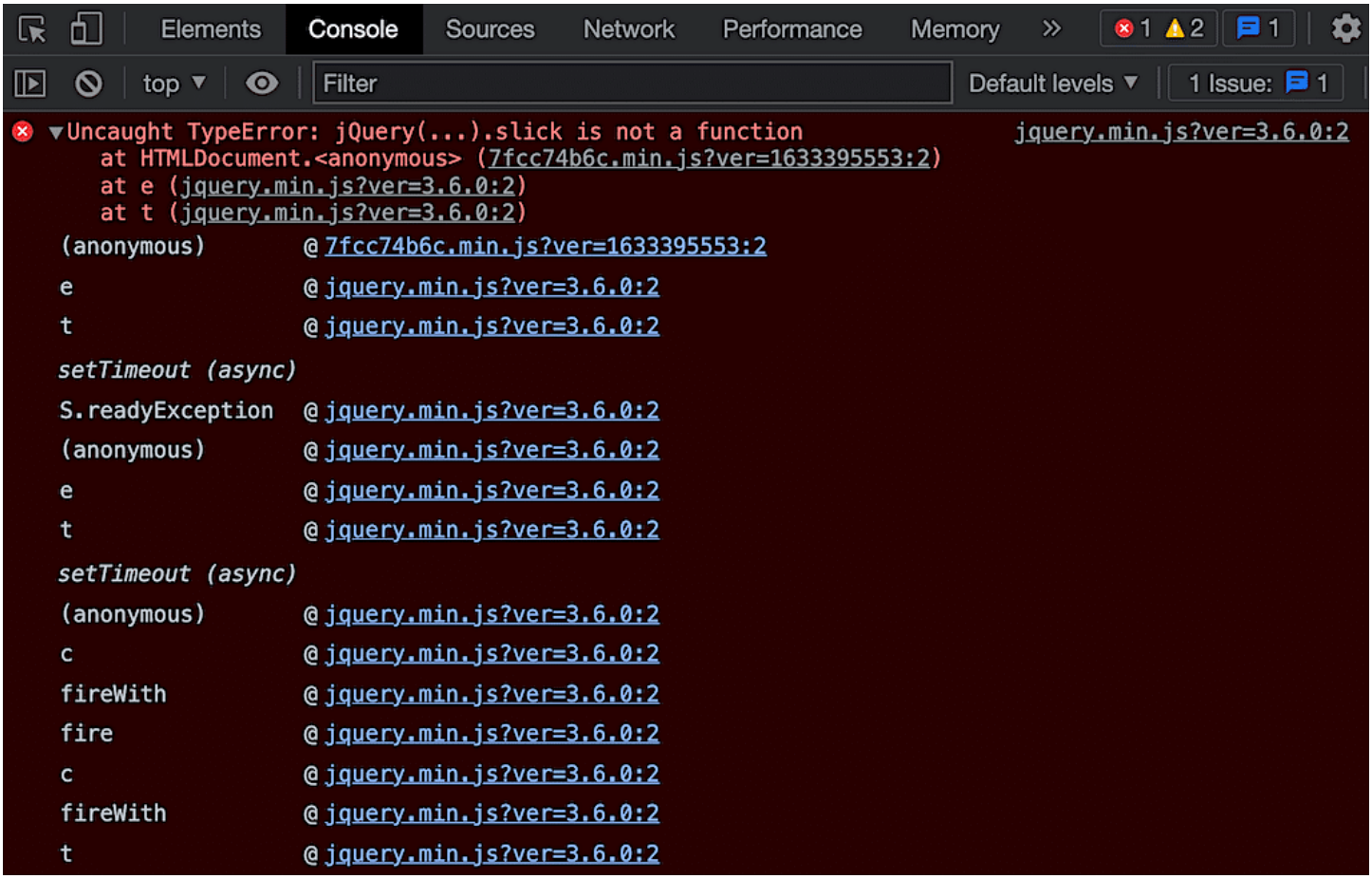
There are several reasons your popup doesn't open. Check these common culprits:

- Is your popup actually published and turned on?
- Did you remember to add a trigger?
- Are there any targeting conditions blocking it?
- Could there be a pesky CSS conflict? (Also see our display and scrolling FAQ.)
- Have you cleared your browser, WordPress, or server cache?
- Are there any JavaScript errors in your browser console?
- Might another plugin or your theme be causing a conflict?
- Is a cookie preventing the popup from showing? See how to check for one.
- Is the popup disabled for mobile or tablet?

Read our Troubleshooting Your First Popup guide to tackle each of those issues.

How Can I Check for JavaScript Errors?

Open your browser's developer console and look for any error messages. If you see something like the example below, take a screenshot or copy the error and ask for help.



Sharing a screen capture or the exact error message will help your web developer (or our support team) figure out what's going wrong.

You can also follow the plugin and theme conflict troubleshooting steps we cover in our Troubleshooting Your First Popup guide.

Why Doesn't My Popup Form Submit?

Usually because the popup's form shares an ID with a copy of that same form already on the page. Most form plugins expect each form on a page to have its own unique ID, so the second copy won't submit.

Fix it by giving the popup its own copy of the form:

1. In your form plugin, create a second form with the same fields but a new, unique ID.
2. Keep the original form shortcode in the page or post editor.
3. Add the new form's shortcode to the popup editor instead.
4. Publish or update the popup, then test that both forms submit.