

Professional Competence



What to do if your Kaizen form won't save

Here are the steps to take

- Log in to Kaizen
- Navigate to settings: <https://kaizenep.com/#/settings/offline>
- Reset your data as shown in the below screen shot:

The screenshot shows the 'Local data awaiting synchronisation' section with a 'Review' button. Below it is the 'Application version' section showing 'Frontend: 2.20.1 (9 Mar, 2022 9:03)'. The 'Troubleshooting' section contains the text: 'If you allow it to, Kaizen stores data on this device to offer a better experience. In some unusual cases you may need to update this data manually or clear it in the event of a problem.' Below this text are 'Update' and 'Clear' buttons. A red box highlights the following text: 'To completely remove all Kaizen data from your browser use the reset button below. Please note that any data created offline that is waiting to sync to your account will be removed.' Below this highlighted text is a 'Reset' button. At the bottom of the screenshot is a 'Hide advanced' link with an upward arrow.

- Refresh your browser and try filling in the form again.
- If this does not work, clear the browser cache and try again

If you are still having issues after following these steps contact us by email to professionalcompetence@rcpi.ie