

Orthocare Client Portal - Bug #12549

Unable to proceed to next page I selected the main symptom as Shoulder, then in one of the Shoulder-related questions, I selected Arm. After that, in one of the Arm-related questions, I selected Shoulder again.

01/31/2025 11:34 AM - priyanka Sharma

| | | | |
|------------------------|---------------|------------------------|------------|
| Status: | Closed | Start date: | 01/31/2025 |
| Priority: | High | Due date: | |
| Assignee: | Shan UI Habib | % Done: | 0% |
| Category: | | Estimated time: | 0.00 hour |
| Target version: | | Spent time: | 0.00 hour |

Description

The screenshot shows a web browser window with the URL `orthocare.netlify.app/my-symptoms/details/1507`. At the top, a red error message states: "We have encountered an error in Speech Recognition Service, please try again. Error Code: 1002". The page content consists of a list of questions, each followed by a "No" response. The questions are: "Did the pain start after a fall or an injury?". The browser's taskbar at the bottom shows the system tray with a temperature of 66°F, a search bar, and the date/time 11:20 AM 1/31/25.

Microphone off We have encountered an error in Speech Recognition Service, please try again. Error Code: 1002

orthocare.netlify.app/my-symptoms/details/1507

← Assessment Details

Neck / Back of neck 31-01-2025 11:20AM

Questionnaire

Have you tried any of the following solutions? No

Did the pain start after a fall? No

Is there projection or circumcission towards fingers or shoulder? Yes

Did the pain start after a fall or an injury? No

Did the pain start after a fall or an injury? No

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Did the pain start after a fall or an injury? No

User email - aaryan@yopmail.com

Shoulders > Ques ~~Have you tried any of the following solutions?~~ > Select "No"
 Arm > ~~Did the pain start after a fall?~~ > Select "No" > Is there projection or circumcission towards fingers or shoulder? > Select "Yes"
 neck/Back of Neck --> Did the pain start after a fall or an injury? -- Select "No"
 Shoulder symptom --not able to go next & after selecting yes option check my symptoms page

History

#1 - 01/31/2025 11:35 AM - priyanka Sharma

- Priority changed from Normal to High

#2 - 02/04/2025 03:07 PM - Shan UI Habib

- Status changed from New to In Progress

Now repeated questions will not save in assessments please check.

#3 - 02/04/2025 03:41 PM - Shan UI Habib

- Status changed from In Progress to Resolved

#4 - 02/04/2025 06:13 PM - priyanka Sharma

- Status changed from Resolved to Closed

Files

| | | | |
|----------------------------------|--------|------------|-----------------|
| clipboard-202501311120-hphtu.png | 333 KB | 01/31/2025 | priyanka Sharma |
| clipboard-202501311121-tm0wb.png | 327 KB | 01/31/2025 | priyanka Sharma |