



DIGMENU USER GUIDE

FAQ, troubleshooting and getting help

Quick answers to the most common questions, and how to contact the Digmenu team.

FAQ, troubleshooting and getting help

Something doesn't work as expected? Find your question below. If you are still stuck, contact us (last step). We reply by email.

What you need before you start

- Nothing. If you contact us, a screenshot of the problem helps.

Time needed: 1–2 minutes per question

Where in Digmenu: Anywhere

1 The confirmation email didn't arrive

- Wait a few minutes.
- Check your **spam, junk** or **Promotions** folder. The email comes from **info@digmenu.app**.
- On the **Check your email** page, click **Resend Confirmation Email**. If you tried to log in, the login page offers the same.
- Typo in the address? Click **Use a Different Email** and sign up again.

2 "This link is no longer valid" or "We could not confirm your account"

Email links work for a limited time and only once. Always use the **newest** email. Ask for a new link: **Resend Confirmation Email** for sign-up, or **Forgot password?** for a password reset. A password-reset link works for 1 hour.

Tip: You see **One more step** after clicking a link? That is normal. Click **Continue**.

3 I forgot my password

On the login page, click **Forgot password?**. Type your email. Click **Send Reset Link**. Open the email and click **Reset my password**. Guide 2, steps 8 to 10, shows every screen.

4 My menu doesn't show, or the QR code opens an error

- Is your menu **published**? Profile → **Publish** → **Published** must be on. Click **Save** (Guide 8, step 3).
- Are the dishes or categories **hidden**? Check **Visibility** (Guide 5, step 7).
- Has your free trial ended? Your guest menu is offline until you subscribe (Guide 13).
- Did you change the menu slug? Old printed QR codes stop working. Download and print the new QR code.
- A change doesn't show? Reload the page. It can take up to a minute.

5 My photo won't upload

- Use a **JPG**, **PNG** or **WebP** photo. GIF and HEIC (some iPhone photos) don't work.
- "Image is too large for the server"? Use a smaller photo, for example a copy sent by email or messenger.
- "Please sign in again, then try uploading"? Log out, log in and try again.
- "Upload failed. Try a different image"? Try another photo, or save it again as JPG.
- Menu import files: PDF, JPG, PNG or WebP, up to 5 MB.

6 Which emails will I get from Digmenu?

Digmenu sends emails to your account address: the confirmation and welcome emails, a few short tips in your first days, a message when your menu first goes live, trial reminders (**trial ends soon, trial ended**), payment and plan changes, and password-reset links you ask for. There are no other notification settings in the dashboard.

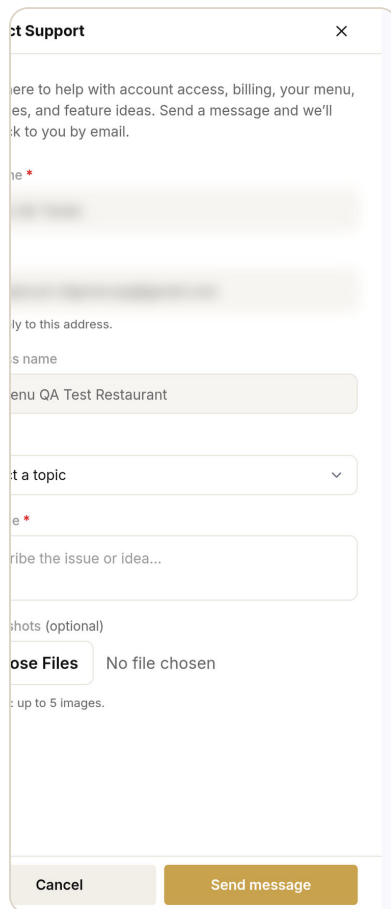
7 What's new in Digmenu?

Click **What's New** at the bottom of the left menu. You see the latest improvements. Click **Share feedback** to send us an idea.

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How do I get help? "Contact Support"

Click your profile picture in the top-right corner. Click **Contact Support**. Choose a **Topic** (for example Billing, Account / login or Menu or QR). Describe the problem in **Message**. You can add up to 5 screenshots. Click **Send message**. You see "Message sent. We'll reply by email."



The screenshot shows a mobile app interface for 'Contact Support'. At the top, there's a header with a close button (X). Below it, a message reads: 'We're here to help with account access, billing, your menu, QR codes, and feature ideas. Send a message and we'll reply to you by email.' The form includes a 'Name' field with a red asterisk, a 'Restaurant' dropdown menu (currently showing 'Menu QA Test Restaurant'), a 'Select a topic' dropdown, a 'Message' field with a red asterisk and placeholder text 'Describe the issue or idea...', and a 'Screenshots (optional)' section with a 'Choose Files' button and 'No file chosen' text. At the bottom, there are 'Cancel' and 'Send message' buttons.

Tip: You can also email us at info@digmenu.app. Please say which restaurant it is about.

Still stuck? Email info@digmenu.app. We're happy to help. **Back to the start:** Guide 1, Quick start.