ChatGPT Troubleshooting Cheat Sheet: What to Try When Something Goes Wrong

A practical first-check guide for common ChatGPT problems. Try one step at a time. These suggestions may help, but they cannot guarantee a fix, and available controls can change.

Start with a quick check

1. Check your connection and try reloading the page or restarting the app.
2. If the problem continues, check the OpenAI status page for a reported service issue, or search the OpenAI Help Center.
3. Note what happened, when it happened, and what you had already tried. Avoid including private information in any report.

The table starts on the next page. Use the matching row, then check the linked status or help resource if you still need guidance.

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Find the problem

Start with the closest match. Try a small change, then check whether the response improves.

Problem	Things to try and where to check
reply cut short	Ask it to continue from the point where it stopped, or request a shorter answer in parts. Check the status page for service notices and the Help Center for guidance.
vague answer	Add your goal, audience, key context and the format you want. Ask for a specific structure, such as a short list or steps. Check the status page for service notices or the Help Center for guidance.
wrong answer	Ask for sources or a step-by-step explanation, then verify key details independently. Correct the prompt with reliable context if you have it. Check the status page and Help Center if the issue seems service-related.
refuses a request	Read the response, then clarify a safe, allowed goal or ask for a different kind of help. Do not try to bypass safety protections. Check the Help Center for relevant product guidance; check the status page for service notices.
slow or not loading	Check your connection, reload, and if possible try another supported browser or device. Check the OpenAI Status page for service issues and the Help Center for troubleshooting guidance.
conversation getting too long	Start a fresh chat and bring over only the context needed, or ask for a brief summary to use as a starting point. Check the Help Center for current product guidance. If ChatGPT is not responding, check the OpenAI Status page.
lost chat or history	Confirm you are signed in to the expected account, then look through your chat list or use search if available. If history still seems missing, consult the Help Center and check the OpenAI Status page if content is not loading.
login or account access problems	Check the spelling of the email address and use the account recovery options shown on the sign-in page. If you use more than one sign-in method, try the one associated with your account. Check the Help Center for current sign-in guidance and the OpenAI Status page for reported service issues.

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What Is ChatGPT, whatischatgpt.co.uk. A free, independent plain-English guide to ChatGPT, not affiliated with OpenAI.

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Check before you use it

Never put personal or confidential data into ChatGPT, including client, patient, staff or customer data.
Check facts, figures and citations before relying on them.
For current product details, go to help.openai.com.