

Startup Triangle Inc.

Extension FAQ

How does the FAQ section support you?

The Frequently Asked Questions (FAQ) section provides functional assistance by guiding you through key processes and helping you navigate our services effectively. It offers clear, step-by-step answers to common questions related to our extension and more.

For a structured overview of all available topics and how to make the most of our tool, please refer to the next page.


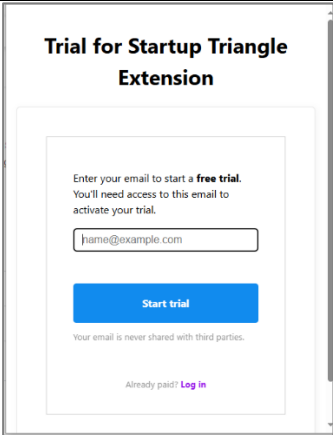
Contact Information: For questions or concerns regarding this FAQ

contact us at

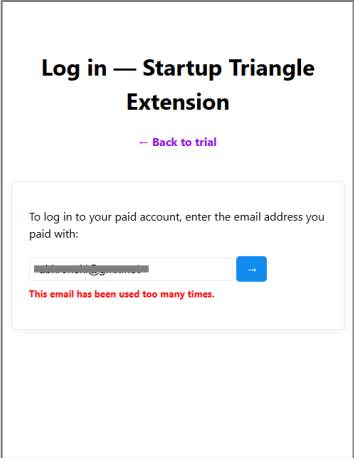
INFO@STARTUPTRIANGLE.CA

Effective Date: [02.12.2023]

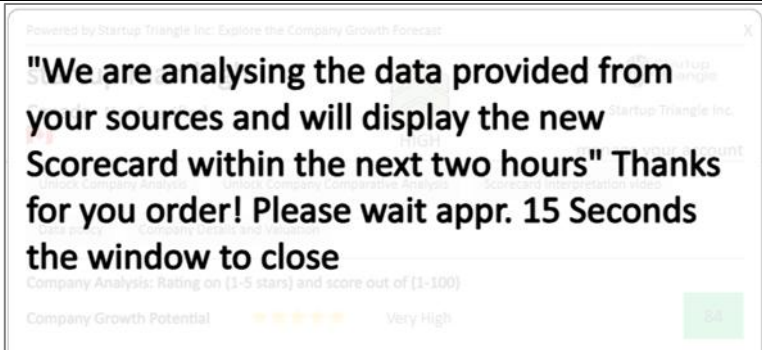

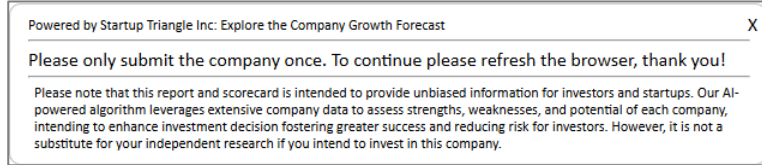
Subject area 1: Extension Loading Issue

No.	Description of the Problem	How does it look?	Explanation	Proposed Action	Relevant Link
1.1	The extension does not open		You have not accepted the terms of use yet.	Kindly read the data policy and confirm by clicking 'Yes, I agree'.	
1.2	I'm currently unable to open the analysis in the Scorecard.		It appears that you have not registered for the extension yet.	Please initiate your registration by providing a valid email address.	
1.3	The extension failed to load after registration.			Kindly refresh your browser.	
1.4	After installing the extension, no action occurs	The extension does not appear in the upper right corner of the browser.	The extension only activates on specific pages. As additional information, please open one of those pages to check whether the extension is functioning correctly.	Please open one of the following pages.	www.google.com www.ycombinator.com www.linkedin.com www.crunchbase.com
1.5	The extension does not appear to function on LinkedIn.	The extension does not appear in the upper right corner of the browser.	The extension will only activate if you click on a company and view its dedicated LinkedIn page.		LinkedIn Startup Triangle Inc. link

Subject area 2: Account Access Issues

No.	Description of the Problem	How does it look?	Explanation	Proposed Action	Relevant Link
2.1	This email address has been used too many times.		This email address has been used on multiple computers or browsers. To ensure that it is only used by a single user, the email has been temporarily deactivated for security reasons	For assistance, please reach out to info@startuptriangle.ca . We will proceed with resetting your account.	info@startuptriangle.ca
2.2	I haven't received any email following my registration	No verification email has been received	Please note that the email may have been directed to your spam folder. Kindly also allow approximately 15 minutes for delivery.	<p>„If you did not receive the verification email, please follow these steps:</p> <p>Check your spam or junk folder.</p> <p>If no email is found, uninstall, and reinstall the extension.</p> <p>Use a different email address and ensure it is spelled correctly. “</p>	
2.3	How can I cancel my subscription?			<p>Navigate to 'Manage Your Account' in the extension to proceed.</p> <p>Select 'Cancel' to execute the cancellation</p>	

Subject area 3: Using the Extension – Common Issues

No.	Description of the Problem	How does it look?	Explanation	Proposed Action	Relevant Link
3.1	The extension becomes unresponsive while refreshing the company data.		The company is either not available in our data sources or has provided incomplete or invalid information	In this case, we kindly ask you to refresh your browser. If the issue persists, please use the following link to reinstall the extension	Link to extension
3.2	The extension is unable to connect to the database.		There may be an issue with the database, your internet connection, or the server	In this case, we kindly ask you to refresh your browser. If the issue persists, please use the following link to reinstall the extension	Link to extension
3.3	I am unable to submit my company for analysis		A company with your name has already been submitted in this run and is currently in the process of being analyzed.	A company with this name is already in the current analysis run. Please wait approximately 30 minutes until the next run begins, and then try submitting again. In the meantime, simply refresh your browser to continue using the extension. You will receive your scorecard afterward, based on your personal input	

No.	Description of the Problem	How does it look?	Explanation	Proposed Action	Relevant Link
3.4	The 'Analyze this company for me' and 'Refresh Data' functions are currently not working		The extension's functionalities are updated regularly to continuously improve data quality	In this case, we kindly ask you to refresh your browser. If the issue persists, please use the following link to reinstall the extension	Link to extension

Subject area 4: Inquiries Concerning Data Accuracy and Visual Presentation.

No.	Description of the Problem	How does it look?	Explanation	Proposed Action	Relevant Link
4.1	The valuation or Growth Score of my company changed overnight, even though I did not make any changes on my side		The algorithm learns continuously based on newly provided and double-checked data. As a result, data sets are adjusted according to updated calculations	There is no need to take any action. The valuation of your company is now even more accurate due to the inclusion of additional data. Please also compare this updated valuation with the version linked to your unique company ID, which has been sent to you via email	
4.2	I am unable to view the full extension interface.			Try scrolling out using Ctrl + Down to view the full extension.	