

General error messages

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General error messages

Overview

The shared error list is the area on a form that displays messages returned after an unsuccessful request. This page covers the **Sign in**, **Sign up**, **Publish Article**, and **Update Settings** forms.

If you need to...	Go to
Find the form where an error appears	Find the error surface
Recognize the error area and its fields	Recognize the error area
Decide what the message means	Handle the error branches
Respond when a request fails	When an error occurs
Correct and submit a sign-in request	Sign in
Create an account	Sign up
Create or edit an article	Create and edit articles
Change account settings	Manage your settings
Add a comment to an article	Comment on articles
Find broader troubleshooting guidance	Common issues and solutions

The Article screen's comment errors belong to the comment procedure rather than to this page. Use [Comment on articles](#) for that flow.

Prerequisites

Before you submit a form, have the information for that form ready. The forms covered here are listed in the procedure below. Know which task you are performing before you open its form.

An error list is part of the form response. Its wording comes from the error data returned for that request, so read the message that appears on the form.

Find the error surface

Use this procedure when you need to locate the form that produced the error.

Prerequisites

- Know which task you were performing.

Steps

1. Open the form that matches your task.

If you were...	Open the form with...
Signing in	Email, Password, and Sign in
Creating an account	Username, Email, Password, and Sign up
Creating or editing an article	Article Title, What's this article about?, Write your article (in markdown), Enter tags, and Publish Article
Changing settings	URL of profile picture, Username, Short bio about you, Email, New Password, and Update Settings

Result: The form for the task is on screen, with its fields and submission control available.

Recognize the error area

The error list is separate from the fields you use to enter information.

Form	Fields around the error area
Sign-in form	Email and Password
Sign-up form	Username, Email, and Password
Article editor	Article Title, What's this article about?, Write your article (in markdown), and Enter tags
Settings form	URL of profile picture, Username, Short bio about you, Email, and New Password

When the form has error data, the error list appears. When it does not, the error list remains absent. Review and correct the information in the fields before

submitting again.

Handle the error branches

Use this procedure when an error list is present or when you need to check whether one is present.

Prerequisites

- Have the affected form open.

Steps

1. Look for the error list on the form.
2. Read each message in the list.

Each error-list item shows an error key followed by the value returned for that error.

3. If the error list is not present, continue with the form fields and the task procedure for the form you opened.

Result: You have either read the message shown for the failed request or confirmed that no error list is displayed.

When an error occurs

When a request fails, its response body is passed to the form. The form-specific task page describes how to correct the request and submit it again.

What you see	What it means	What to do
An error list appears	The form received error data.	Read each item, then return to the fields named by the message.
No error list appears	The form has no error data to display.	Continue with the form-specific task.
An error-list item appears	The item combines an error key with the value returned for that error.	Use the displayed key and value to decide which field to review.

Continue after an error

Use the task page for the form you were completing. Select **Sign in**, **Sign up**, **Publish Article**, or **Update Settings**, according to the form you are

correcting.

Steps

1. Return to the task page that matches the form:

Form	Task page
Sign-in form	Sign in
Sign-up form	Sign up
Article editor	Create and edit articles
Settings form	Manage your settings

2. Select the affected field and enter the corrected value.
3. Select the control for the form you are correcting.

Form	Select
Sign-in form	Sign in
Sign-up form	Sign up
Article editor	Publish Article
Settings form	Update Settings

Result: The corrected request is submitted from the task form.