Discover Your Inner Starbucks Bearista Quiz: Troubleshooting Guide

For assistance with accessing the quiz, saving your personality card, obtaining a reward code or opening the CapitaStar app, please refer to the troubleshooting steps below. Begin with the general checks, followed by the instructions applicable to your device.

Recommended access: Use a mobile phone to complete the quiz and redeem rewards through CapitaStar. For laptop access, refer to the laptop troubleshooting section. Save your personality card and any displayed reward code before refreshing or closing the page.

General Troubleshooting

1. Website Access and Connectivity

- If the page remains blank or displays “This site can’t be reached” or “Connection reset”, open another webpage to check your internet connection.
- Office or public Wi-Fi networks may restrict website access. Use mobile data, where available, or connect to an alternative Wi-Fi network.
- Refresh the quiz page. If accessing the quiz through another app, copy the link and open it directly in **Safari** on iPhone or **Chrome** on Android.
- If the issue persists, close and reopen the browser. Refer to the device-specific instructions below for further checks.

2. Page Display and Layout

- If text, images or buttons overlap, appear misaligned or load partially, check that the browser zoom level is set to **100%.**

3. Reward Code Availability

- When rewards are fully redeemed, the quiz will display the personality result without a reward code, reflecting “Fully Redeemed!”. The result remains available to view and share. Refreshing the page or clearing browser data will not change reward availability.
- If rewards are available but the page displays “Something went wrong” or does not display a reward code upon quiz completion, check your internet connection and switch networks if required.
- Tap **“Try again”**, if available, and wait for the request to complete. Further attempts are not required if rewards have been fully redeemed.

4. CapitaStar Access and Reward Code Redemption

- If **“Redeem Now”** does not open CapitaStar, check that the app is installed. Download the app from the **App Store** on iPhone or the **Google Play Store** on Android, if required.
- Open CapitaStar and sign in if prompted. Return to the quiz result page and tap **“Redeem Now”** again.
- If the app does not open, tap the reward code displayed on the result page to copy it. Retain a screenshot for reference.
- To enter the code manually, open CapitaStar and tap the profile icon at the top left of the home screen.
- Select **“**Reward Code / Gift**”** from the side drawer and enter the code exactly as displayed. The voucher will appear under **“My Vouchers”** in the app.
- If the code is not accepted, check for typing errors or additional spaces. For further assistance, contact the **CapitaStar Customer Service Team** at ask_us@capitastar.com.

iPhone Troubleshooting

1. Saving and Locating Your Personality Card

- On the result page, tap **"Save"** and follow the on-screen options. Select **"Save Image"**, if available, then check the recently saved images in **Photos** or **your photo album**.
- If the card is not available in Photos, return to the result page. Press and hold the card, then select the save-image option, if available. Check Photos again.
- If the card was downloaded rather than saved to Photos, go to **Files > Browse** and check **Downloads** under **iCloud Drive** or **On My iPhone**. Selecting **"Save"** does not necessarily create a downloaded file.
- Open the downloaded card and select **Share > Save Image**, if available, to save it to Photos.
- If the save options are unavailable, open the result page directly in Safari and try again. Keep the page open until the card has been saved successfully.

Android Troubleshooting

1. Chrome Settings and Updates

- In **Chrome**, tap the **three-dot menu** and go to **Settings > Site settings > JavaScript**. Check that JavaScript is allowed.
- Search for **Google Chrome** in the **Google Play Store** and tap **"Update"**, if available. Return to Chrome and refresh the quiz page.

2. Clearing Cached Images and Files

- Save your personality card and any displayed reward code before proceeding.
- In Chrome, tap the **three-dot menu > Delete browsing data**. Select **More options**, if required.
- Select **Cached images and files** only. Deselect all other categories, including browsing history, cookies and site data, and passwords. Confirm the deletion and reload the quiz.

These instructions apply to Chrome. Menu names may vary by device and browser version.

Laptop Troubleshooting

- If the quiz does not load, open another webpage to check your internet connection. Try an alternative network, then refresh the page or restart the browser.
- In your browser, open the **settings** and adjust the controls beside **Zoom** to **100%**. If content remains cut off or misaligned, record the issue for further assistance. A reduced zoom level should not be treated as a permanent solution.
- Use a mobile phone to complete the quiz and redeem rewards through CapitaStar. If a reward code is already displayed on your laptop, retain the code and enter it in CapitaStar on your phone. Do not repeat the quiz solely to obtain another reward code.