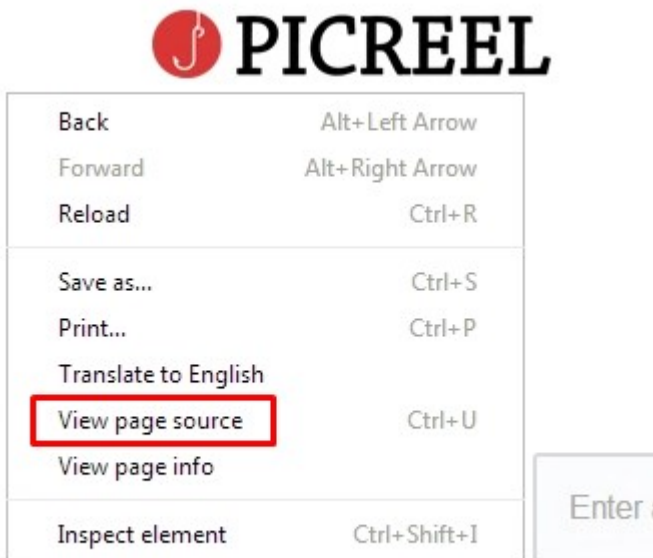


Why My Overlays Are Not Displaying?

There are a few troubleshooting tricks you can try:

1. Is the Picreel code on the page that your template will appear on?

Right-click in an empty part of the webpage and select "View Page Source".



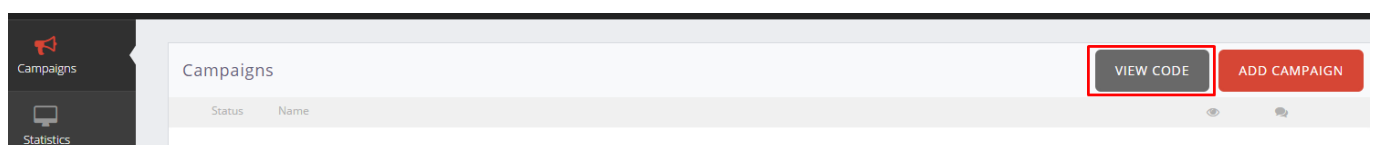
Search for pcr1 in your page source and make sure the Picreel code block is above the last body tag.

It should look like this:

```
<meta property="og:title" content="O guia  
<meta property="og:type" content="article"  
src="//assets.pcr1.co/js/jstracker.min.js"></script>  
</head>  
<body class="single single-post postid-5275 single-format-
```

2. Are you using the correct code with your domain?

You'll want to verify if the code, installed on your site, you can match a piece of the JavaScript code within your Picreel account to the code on your website. In order to get your code, navigate to *Campaigns* from your dashboard. Click *View Code*:



Please, make sure that this code matches the code on your website.

3. Is your template configured to the correct URL?

Make sure the URL of the page you are viewing matches the URL pattern that the template is

configured for.

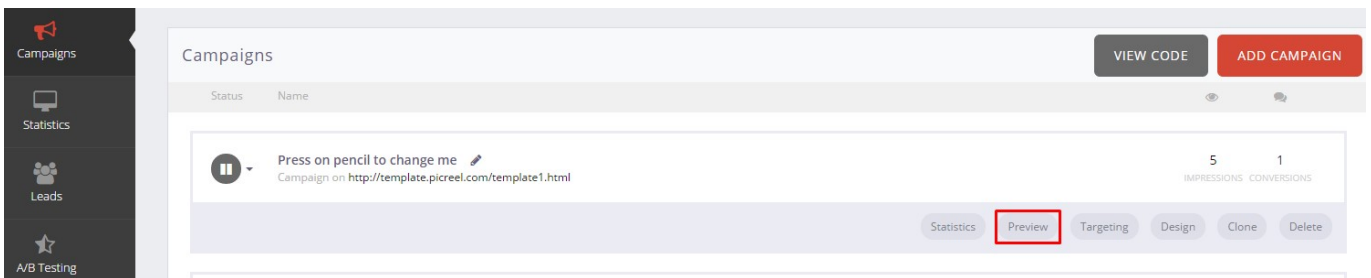
Verify if the URL you're checking:



matches the one you indicated during the campaign set up.

4. Will the template display if you try to preview it?

From your dashboard press *Campaigns* and click *Preview*:



If your survey is displaying properly, you may still want to double-check that the visitor is meeting all the targeting options for that template.

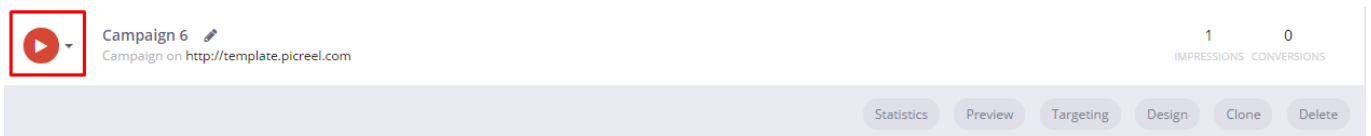
5. Does the page match the URL pattern for more than one template?

For example: Template A is set up to display on `https://your-site.com/page/`, and survey B is displaying on `https://your-site.com/page/subpage/`. Which one actually gets displayed?

We recommend avoiding this setup, if possible.

6. Is your campaign active?

Make sure that the campaign is activated and displayed with a 'play button':



If this article does not help or you have any other questions, please feel free to reach out at delight@picreel.com.