



User Troubleshooting Guide

A reference for resolving common issues encountered while using the Landfall IP platform.

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1. Account & Login Issues

I can't log in — it says "Invalid email or password"

CAUSE

The email or password entered does not match an account in our system.

STEPS TO RESOLVE

1. Double-check that you are entering the correct email address (including any dots, hyphens, or numbers).
2. Check that Caps Lock is not on.
3. Try resetting your password (see below).

I forgot my password

STEPS TO RESOLVE

1. Go to the Login page.
2. Click "Forgot password?" below the password field.
3. Enter the email address associated with your account.
4. Check your inbox (and spam/junk folder) for a password reset email.
5. Click the link in the email and enter a new password (minimum 8 characters).

If you do not receive the reset email within a few minutes, check your spam folder or contact info@landfallip.com.

I tried to sign up but got a message that an account already exists with my email

CAUSE

You already have a Landfall IP account with this email address.

STEPS TO RESOLVE

1. Go to the Login page and sign in with that email.
2. If you don't remember your password, use "Forgot password?" to reset it.
3. If you believe this is an error, contact info@landfallip.com.

My passwords don't match when signing up

CAUSE

The "Your password" and "Confirm password" fields contain different values.

STEPS TO RESOLVE

1. Retype both fields carefully.
2. Make sure Caps Lock is not on.
3. Passwords must be at least 8 characters long.

I signed up with Google but now I can't access my account

STEPS TO RESOLVE

1. Make sure you are clicking "Continue with Google" on the login page — do not try to log in with email/password if you originally used Google.
2. Ensure you are selecting the same Google account you used to sign up.
3. If you see an error, try clearing your browser's cookies and cache, then try again.
4. Contact info@landfallip.com if the problem persists.

My account appears to be suspended or blocked

Contact info@landfallip.com with your name and account email. Our team will look into your account status.

2. Waitlist Issues

I submitted the waitlist form but nothing happened

EXPECTED BEHAVIOR

After submitting the waitlist form, you will see a confirmation page that says "You're on the waitlist." You do not need to do anything else — our team will review your application and send an email when you are approved.

IF YOU DID NOT SEE THIS PAGE

1. Try submitting the form again. Make sure both the Role and Company fields are filled in.
2. If the issue persists, contact info@landfallip.com.

I've been waiting a long time and haven't heard back

Review times vary. If you feel you've been waiting too long, email info@landfallip.com with your account email address and we will check your status.

My waitlist status says "Access Denied"

This means your account application was not approved at this time. Please contact info@landfallip.com to discuss your specific situation.

I was approved but I'm still seeing the waitlist screen

STEPS TO RESOLVE

1. Log out of your account completely.
2. Close your browser and reopen it.
3. Log back in — you should now be redirected to your dashboard.
4. If you still see the waitlist screen, try clearing your browser's cache.
5. Contact info@landfallip.com if the issue persists.

3. Invitation Link Issues

The invitation link I received is not working / shows an error

Error message	Cause	Solution
"This invitation link is invalid, has expired, or has already been used."	The link expired (links are valid for 7 days) or was already used.	Contact your practitioner and ask them to send a new invitation link.
"Missing invitation token" (redirect to login)	The link is malformed or missing the token parameter.	Ask your practitioner to resend the invitation. Copy the full link directly from the email.
"Wrong Account" — "This invitation was sent to [email], but you're currently logged in as [other email]"	You are logged into a different account than the one the invitation was sent to.	Click "Log Out & Continue" on the error screen, then log in with the account that matches the invited email address.

I already clicked the invitation link once. Can I click it again?

Once an invitation has been accepted, the link will redirect you to your dashboard automatically. You do not need to click it again.

I never received my invitation email

STEPS TO RESOLVE

1. Check your spam or junk folder for an email from Landfall IP.
2. Search your inbox for "Landfall" or "invitation."
3. Make sure your practitioner sent the invitation to the correct email address.
4. If not found, ask your practitioner to resend the invitation.

4. Discovery Agent Issues

The Discovery Agent won't start / the "Start Discovery Agent Session" button doesn't work

STEPS TO RESOLVE

1. Make sure you have accepted the onboarding terms (both checkboxes on the terms page).
2. Try refreshing the page.
3. Make sure your browser has microphone permissions enabled for this site (see below).
4. Try a different browser (Chrome or Edge recommended).
5. Contact info@landfallip.com if the issue persists.

The agent cannot hear me / my microphone isn't working

STEPS TO RESOLVE

1. Check your browser's microphone permissions:
 - Chrome: Click the lock icon in the address bar > Site settings > Microphone > Allow.
 - Edge: Click the lock icon > Permissions for this site > Microphone > Allow.
 - Firefox: Click the shield icon > Permissions > Use the Microphone > Allow.
2. Make sure your microphone is not muted at the system level.
3. If you are on a laptop, try unplugging and replugging any external microphone or headset.
4. If you cannot resolve the microphone issue, use the keyboard input option as a fallback to type your responses.

The agent's voice is cutting out or hard to hear

STEPS TO RESOLVE

1. Check your speaker/headphone volume.
2. Check that your browser is not muted (right-click the browser tab to see if "Unmute tab" appears).
3. Try using headphones or earbuds for a clearer audio experience.
4. Check your internet connection — a slow or unstable connection can cause audio dropouts.

I accidentally closed my browser during the session

WHAT HAPPENED

Your session was automatically saved as a paused/incomplete project.

STEPS TO RESOLVE

1. Log back in and go to your dashboard.
2. Find your project card — it will show your session was paused.
3. Click "Resume Agent" to continue from where you left off.

I want to start over with a new Discovery Agent session

STEPS TO RESOLVE

1. Click "New Project" from your dashboard to start a completely fresh Discovery Agent session.

Each session counts toward your project limit (5 per user).

I hit the project limit — it says "Project Limit Reached"

CAUSE

Each user is limited to 5 projects by default.

STEPS TO RESOLVE

Contact info@landfallip.com to request an increase to your project limit.

My uploaded document doesn't seem to be working with the agent

Supported file formats: .docx, .doc, .txt, .md | Maximum file size: 50MB per file

STEPS TO RESOLVE

1. Confirm your file is in one of the supported formats.
2. Confirm the file is under 50MB.
3. Try re-uploading the document.
4. If your document is in a different format (e.g., PDF), convert it to .docx or .txt first using a free online tool.

5. Report Generation Issues

My report is taking a very long time to generate

WHAT TO EXPECT

Report generation typically takes a few minutes. The progress indicator will cycle through stages including "Analyzing conversation," "Searching through patents," and "Preparing your report."

STEPS TO RESOLVE

1. Leave the page open and wait — do not close your browser.
2. You will also receive an email notification when the report is complete, so you don't need to stay on the page.
3. If more than 15 minutes have passed with no update, contact info@landfallip.com.

My report shows a warning that the interview was incomplete

WHAT THIS MEANS

You ended the Discovery Agent session before the interview was fully completed. The report was generated with the information available, but may be missing details.

YOUR OPTIONS

1. Proceed anyway: Schedule a call with a practitioner and discuss any gaps during that conversation.
2. Start a new session: Click "New Project" to conduct a fresh, complete Discovery Agent interview. Note this uses one additional project slot.

My report shows a LOW novelty grade. Is my invention not patentable?

A LOW novelty grade means the AI search found significant prior art similar to your invention. This does not mean your invention is unpatentable. Patent law is nuanced — claim drafting strategy, specific technical details, and many other factors influence patentability. A licensed practitioner should always review before drawing conclusions. Schedule a call to discuss.

I didn't receive an email when my report was ready

STEPS TO RESOLVE

1. Check your spam or junk folder.
2. Search for "Landfall" in your inbox.
3. Log in directly and go to your dashboard — your report may already be available there even if the email was delayed.
4. Contact info@landfallip.com if the issue persists.

6. Scheduling Issues

The "Schedule a call" button doesn't appear on my report page

POSSIBLE CAUSES

- Your report has not finished generating yet (button appears only after the report is completed).
- Your practitioner has not yet configured a scheduling link. Contact info@landfallip.com to request a call manually.

I scheduled a call but the button still shows "Schedule a call"

STEPS TO RESOLVE

1. Refresh the page — the button should update to "Call is scheduled — see you soon."
2. If it still shows "Schedule a call" after refreshing, your scheduling may not have been confirmed. Try scheduling again via the Calendly link.

I need to reschedule or cancel my call

Use the Calendly confirmation email you received when you booked your appointment. It contains a link to reschedule or cancel. If you cannot locate the email, contact info@landfallip.com.

7. Client Setup Issues

I clicked "Proceed with Project" but nothing happened

STEPS TO RESOLVE

1. Make sure your practitioner has fully approved your project — the button only appears when your account is marked as "client-eligible."
2. Refresh the page and try again.
3. Try clearing your browser cache or using a different browser.
4. Contact info@landfallip.com if the issue persists.

I'm being redirected back to Step 1 (Client Details) when I try to access the Engagement Letter

CAUSE

You must complete and save your address and contact information in Step 1 before you can proceed to the Engagement Letter.

STEPS TO RESOLVE

1. Go back to Step 1 and make sure all required fields are filled in (name, address, city, state, zip code).
2. Click "Proceed to Engagement Letter" to save and advance.

I'm being redirected back to the Engagement Letter when I try to access Payment Setup

CAUSE

You must sign the Engagement Letter before you can add a payment method.

STEPS TO RESOLVE

1. Return to the Engagement Letter step.
2. Read the letter and click "Agree & Sign."
3. Draw your signature in the signature panel and click "Insert."
4. You will then be able to proceed to the Payment step.

The platform already shows me as "set up" but I never completed the process

POSSIBLE CAUSE

Your practitioner may have partially set up your account on their end.

STEPS TO RESOLVE

1. Log in and navigate to your Client Portal.
2. If there are any outstanding steps (incomplete setup steps), you will be prompted to complete them.
3. Contact your practitioner or info@landfallip.com if you are unsure of your account status.

8. Engagement Letter & Signature Issues

The signature panel isn't working / I can't draw my signature

STEPS TO RESOLVE

1. Make sure you are on the "Draw" tab in the signature panel (currently the only active tab).
2. Try using your mouse to click and drag to draw your signature.
3. On a touchscreen device, use your finger or stylus.
4. Try zooming out your browser if the canvas appears too small.
5. Try a different browser (Chrome or Edge recommended).

I signed the letter but it doesn't seem to have saved

STEPS TO RESOLVE

1. After drawing your signature, make sure you clicked the "Insert" button.
2. Check if you are now on the Payment step — this confirms your signature was saved successfully.
3. If you are still on the Engagement Letter page, try signing again.
4. Contact info@landfallip.com if signatures are consistently not saving.

When will the practitioner countersign my Engagement Letter?

After you sign, the practitioner receives a notification and will countersign at their earliest opportunity. There is no fixed timeframe — contact your practitioner directly if you need an update.

I can't find my signed Engagement Letter

STEPS TO RESOLVE

1. Log in to your Client Portal.
2. Navigate to the "Formal Documents" tab.
3. Your signed Engagement Letter(s) should be listed there.
4. Contact info@landfallip.com if you cannot locate it.

9. Payment & Billing Issues

My payment method was declined

STEPS TO RESOLVE

1. Double-check that the card number, expiration date, CVV, and billing zip code are entered correctly.
2. Contact your bank to ensure the card is not blocked for online transactions.
3. Try a different card or switch to ACH bank transfer.
4. Contact info@landfallip.com if you need further assistance.

I was charged but I wasn't expecting it

WHAT TO DO

1. Log in to your Client Portal and check the "Payments" tab to see a description of the charge and which milestone triggered it.
2. Your payment schedule (set by your practitioner) outlines all expected charges and when they trigger.
3. If you believe a charge was made in error, contact info@landfallip.com immediately.

I set up a bank account (ACH) but was redirected to a bank verification page

WHAT HAPPENED

ACH bank accounts require identity and account verification through Stripe's Financial Connections service. This is normal.

STEPS TO RESOLVE

1. Follow the on-screen prompts to verify your bank account.
2. Once verified, you will be redirected back to the Landfall platform to complete your setup.
3. If the verification process fails, try adding a credit/debit card instead, or contact info@landfallip.com.

A payment failed. What happens next?

WHAT HAPPENS

If a milestone payment fails, you will be notified. Your practitioner will also be alerted.

STEPS TO RESOLVE

1. Log in and check the "Payments" tab.
2. Update your payment method if your card has expired or been replaced.
3. Contact info@landfallip.com to arrange re-processing of the failed payment.

I don't see a Payments tab in my portal

CAUSE

The Payments tab is only visible in the Client Portal (after full client setup). If you are still in the dashboard/personal project view, you will not see payment history.

STEPS TO RESOLVE

1. Make sure you have completed all three client setup steps.
2. Navigate to your Client Portal at the URL your practitioner provided or from the "Proceed with Project" flow.

10. Client Portal Issues

I can't find my application — it disappeared from "Projects"

WHAT HAPPENED

When your project was accepted and you accepted the payment terms, it was converted from a Project to an Application. Applications appear in the "Applications" tab, not the "Projects" tab.

STEPS TO RESOLVE

1. Click "Applications" in your client portal navigation.
2. Your matter should appear there.

I requested deletion of a project but it's still showing

Deletion requests are processed within 24 hours by the Landfall team. Your project will remain visible until the deletion is confirmed. Contact Landfall at info@landfallip.com if your project is still visible after 24 hours.

I'm not receiving notifications about my application

STEPS TO RESOLVE

1. Check your spam/junk email folder.
2. Make sure the email address on your account is correct.
3. Contact info@landfallip.com to verify your notification settings.

11. Draft Review Issues

I don't see a "Review Draft" button on my application

CAUSE

The draft has not yet been submitted by your practitioner.

WHAT TO DO

Contact your practitioner directly to ask about the timeline for the draft submission. The status on your application page will show "Drafting in progress" until a draft is submitted.

The Google Doc link in my draft review doesn't open

STEPS TO RESOLVE

1. Make sure you are signed in to a Google account in your browser.
2. Try opening the link in an incognito/private window.
3. If you receive a "permission denied" error, the document may not have been shared publicly. Contact your practitioner and ask them to check the document sharing settings (it should be accessible to anyone with the link).

I accidentally clicked "Draft Approved" but I want to request changes

WHAT TO DO

Contact your practitioner immediately and let them know you approved the draft by mistake. They can manually reset the draft status on their end. Do not delay — once the application proceeds to filing, changes become much more difficult.

I submitted a revision request but haven't heard back

WHAT TO DO

Contact your practitioner directly to follow up on the timeline for the revised draft. Processing times vary based on workload.

12. Inventor / Co-Inventor Issues

The co-inventor I invited hasn't received their invitation email

STEPS TO RESOLVE

1. Ask them to check their spam or junk folder.
2. Confirm you entered their email address correctly when sending the invitation.
3. If the invitation has not been received after 30 minutes, contact your practitioner and ask them to resend it.

The co-inventor invitation link has expired

CAUSE

Inventor invitation links expire after 7 days.

STEPS TO RESOLVE

Contact your practitioner and request a new invitation for the co-inventor.

The platform says a co-inventor's profile is incomplete and we can't file

WHAT'S NEEDED

Each inventor must complete their profile with a mailing address and citizenship before the application can be filed.

STEPS TO RESOLVE

1. The co-inventor should log in to their Landfall account.
2. They should look for a prompt to "Complete Inventor Profile" within the application.
3. They must enter their mailing address and citizenship.
4. Once all inventors have completed their profiles, the application can proceed to filing.

An inventor no longer wants to be listed. What do we do?

Inventorship on a patent application is a legal matter. Contact your practitioner directly — do not attempt to remove an inventor without legal guidance, as incorrect inventorship can invalidate a patent.

13. Contact & Escalation

If you cannot resolve your issue using this guide, please reach out to us:

Email: info@landfallip.com

When contacting support, please include:

- Your name and account email address
- A description of the issue
- Any error messages you received (copy the exact text)
- The browser and device you are using (e.g., Chrome on Windows 11)
- Screenshots if possible

We will respond as quickly as possible. Response times may vary.