



# Frequently Asked Questions



## Why won't the RiverWiki let me create an account?

There have been some issues with certain large organisations not being able to create accounts. Some I.P. addresses are blocked for certain security reasons. If your computer is on the same system it will not be able to create an account. We recommend that you try creating an account on a personal device or a computer elsewhere. If you are still having issues please contact RRC.

## Why can't I upload my photo?

If a previous upload failed, or you are trying to re-upload a photo, the RiverWiki won't allow it to be uploaded to prevent duplications. To get around this you need to rename the file. If this does not work, try resizing or cropping the image slightly as sometimes the RiverWiki can recognise the image even if it's been renamed.

## How do I rename my project?

Only administrators can rename projects on the RiverWiki. If you would like your project renamed, please contact RRC and we can do this for you.

## Why hasn't my project been approved?

To get your project approved you need to fill in a minimum amount of information. This can be found in our uploading a project guide. If you cannot fill in all of this information please contact RRC. We try to approve projects within 7 days, however this can be longer in busy periods. If you have filled in all of the details but your project still isn't approved, please let us know.

If you have any other questions please contact RRC.

For help and enquiries about the RiverWiki, contact the River Restoration Centre:

Tel: 01234 752979  
Email: [rrc@therrc.co.uk](mailto:rrc@therrc.co.uk)  
Web: [www.therrc.co.uk](http://www.therrc.co.uk)



RESTORE Partnership: creators of the RiverWiki

