

### **Website Crashed! WordPress Plugin Problem Quickly Fixed**

**Transcribe UK** offers a range of online transcription services for different industry sectors including medical, business, legal and the media.

They had tried to make some plugin updates on their website but received an error. On retrying, the website crashed and they faced the white screen of death.

With no current support provider, they contacted **WP Support Specialists** for emergency WordPress support.

*"WP Support Specialists are extremely helpful, and instantly reactive. They are a pleasure to work with - very knowledgeable problem solvers with a high level of expertise."*

**Ada Galloway**  
**Transcribe UK**

### **Resolving The White Screen of Death On A WordPress Website**

When Transcribe UK's website crashed and they were faced with the White Screen of Death, they needed professional WordPress support - fast! They contacted WP Support Specialists who were happy to accept the challenge!

Due to the nature of the crash, WP Support Specialists were **unable to log in to the WP Admin panel**. Consequently we entered the site at the file level and carefully examined the plugins, themes and code in place.

Working through custom trouble-shooting procedures, **a specific plugin was found to be causing the fatal error**. Using our standard processes, WP Support Specialists were quickly able to resolve the problem and get the client back up and running. Even better, there **was no data loss and no need to roll back to a previous version of the website**.

*"The WP Support Specialists guys were extremely helpful and the result was our website was fixed and up and running very quickly. The support was excellent value for money."*

**Ada Galloway**  
**Transcribe UK**

### **Summary**

On occasion plugin updates can cause fatal errors in a WordPress website. When that happens, professional WP support is required. In this case, WPSS were able to access the site, identify the problem plugin and get the client back up and running quickly.

*"I would highly recommend WP Support Specialists as they understand your needs and quickly solve your issues,"* says Ada.