FAQ – Invalid Characters on Care Control Cloud

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FAQ: Invalid Characters on Care Control Cloud

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When entering information into Care Control Cloud (such as names, notes, or descriptions), there are a small number of characters that cannot be used. If these characters are included, you may see an error message or find that your entry does not save correctly.

Which Characters Are Not Valid?

The following characters are not supported in Care Control Cloud:

- =
- {
- }
- |
- \

How to Fix the Issue

1. Review the text you are trying to enter, do not try and copy and paste directly.

2. Check if it contains any of the invalid characters listed above. You can also put the information into this website to check if it works correctly.
3. Remove or replace them with supported alternatives (for example, use a dash – or space instead).
4. Save your changes again.

Example

- Invalid entry: Smith | Johnson
- Corrected entry: Smith – Johnson
- Invalid entry: Balance = Paid
- Corrected entry: Balance: Paid

Why Are These Characters Restricted?

These particular symbols are reserved by the system for technical reasons. Restricting them ensures your data is stored securely and consistently across Care Control Cloud.

Was it helpful ?

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- Sad

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