Troubleshooting: What to Do if Digioh Appears to Slow Down Your Site

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At Digioh, we strive to deliver lightning-fast experiences. However, if you feel that your site is performing more slowly after implementing Digioh, there are several best practices and steps you can follow to optimize performance.

We've outlined them below to help you quickly diagnose and resolve any issues.

Optimization Checklist

Follow these recommendations to improve site speed while using Digioh:

1. Avoid Large Images

Heavy image files can slow down any webpage. Try to use small, lightweight graphics wherever possible. Digioh has a built in compressor but starting with smaller images is always best.

2. Compress Images Before Uploading

Before uploading to Digioh, compress images to reduce file size. Tools like TinyPNG are great for this task.

3. Turn On Single Campaign Publishing

This setting reduces the amount of JavaScript on your site by only loading the active campaign. You can enable this by reaching out to support. And if you want to learn more about Single Campaign Publishing, you can read up right here.

4. Use WOFF2 or Google Fonts

Web-optimized fonts like WOFF2 or hosted Google Fonts are significantly faster to load compared to other formats.

5. Disable Digioh jQuery (If Not Needed)

If your site already uses jQuery, you can disable Digioh's built-in jQuery from the admin settings to prevent duplication and reduce load time. Be sure to test this after deployment to make sure it didn't effect any live campaigns (our team can help here too!).

6. Use Low Impact JavaScript

When installing Digioh on your site, opt for the "Low Impact JavaScript" snippet. This version is optimized for speed and minimal impact on your site's performance.

7. Archive Old Campaigns

Clean up your account by archiving campaigns that are no longer in use. This reduces unnecessary code from being published on your site.

Still Experiencing Slowdowns?

If you've followed all of the above steps and your site performance hasn't improved, you can try one final option:

8. Republish All Campaigns (Use With Caution)

As a last resort, republishing all campaigns can sometimes help resolve lingering issues.

Republishing all is safe in most cases, but we recommend doing it only when:

- You've tried all other performance-related steps.
- You're aware of the current status of your campaigns (especially if there are many users managing them).
- You're working in a sandbox or have QAed the campaigns recently.

Need Help?

Our team is here for you. If you're unsure how to make these changes or want help diagnosing a performance issue, please reach out to us at support@digioh.com. We're happy to assist!
