

I have uploaded a new company logo, but it does not show on the form template

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Overview:

Have you uploaded your company logo but it is not appearing on the form templates correctly?

Causes:

The most common cause is an issue with the image name. The image name can not have any spaces.

Ex: My Company Logo.png should be called MyCompanyLogo.png

The image name should also not contain any special characters.

Ex: @, \$, %, etc

The form template and pdf generator use the same logic that if the logo was deleted (or id = 0) it uses the default company logo instead.