

# Why do I see duplicated fields on a job launch request?

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If you see duplicated text in certain fields after saving changes on a new request, or viewing a submitted job launch request, this issue was caused by a third-party browser extension, **Grammarly**. You will see the duplicated text when the request submitter has **Grammarly** enabled in their browser.

### Email Campaign

Call to Action

\* What is the call to action for the email? Please provide any relevant URL(s).

www.truesoap.com/spring  
www.truesoap.com/spring

Email Content

\* From rewards@truesoap.com

\* Subject Line

Check out our new spring scents!  
Check out our new spring scents!

Alternate Subject Line

Pre-Header Text

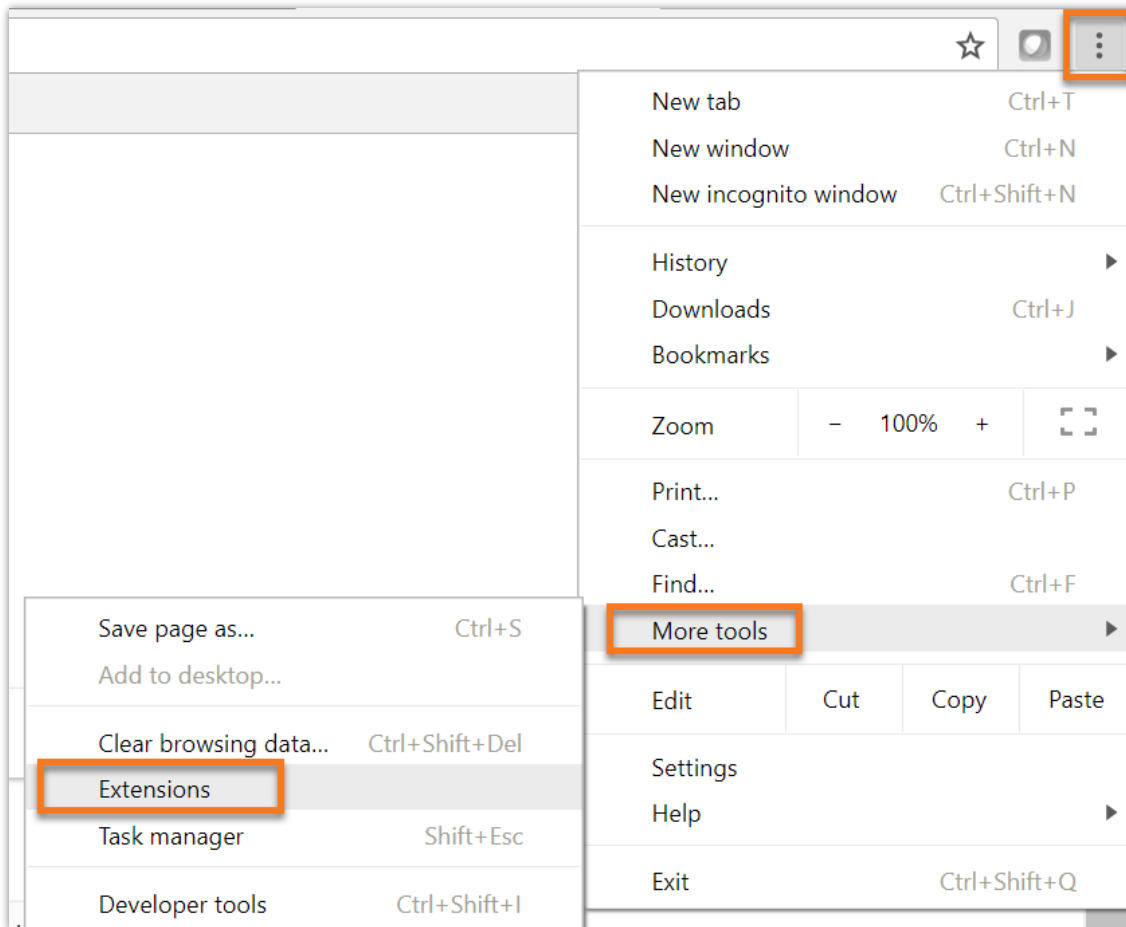
\* Audience

Rewards members  
Rewards members

To avoid this issue, the requester will need to disable **Grammarly** *before* filling out their request form.

## Disabling the Extension

To temporarily disable the **Grammarly** browser extension, click on options in the top right corner of the browser toolbar. Select **More Tools > Extensions**.



Click the toggle to disable **Grammarly** and submit the request as normal.

