

# Remove "Stuck" non-working stories from Work in Progress

From time to time, you'll find that some websites or stories are simply not compatible with ResultFlow, even if they have a valid feed. If you have selected items that seem to be "stuck" in the Work in Process column, click the title of the item, if you receive some type of error, then you should remove the item, as it cannot process. Common errors seen are

- 403 Forbidden
- 404 Not Found (item may have been deleted from source site after you selected it)
- Content Refused
- Blank Screen
- Popovers that Require Click
- Paywall
- Login

Since the story cannot load, we're not able to create content from that story. To help avoid selecting non-working items, we recommend taking a look at every story you select to see that it's viewable in ResultFlow, and doesn't have any login or other paywall restrictions that could also be blockers.

When you click the item and a story shows as expected without overlays, it's possible that it simply needs to be restarted. In this post, you can learn how to Restart Stuck Items.

## Step-by-step guide

To clear the stuck, non-working items is a 2-step process, first to delete the workflow, then delete the item

1. From your Kanban Board - Work in Progress column, click on the folder at the top.
2. You'll see those stories (and maybe others) in the folder. Select **ONLY** the ones you want to clear. You can click the title again to verify it.
3. Select the items by clicking the box to the left of each one.
4. From the Selected Items menu choose **"Cancel Workflows"** then confirm by clicking **"Delete"**
5. Once the workflows are deleted, the items should still remain checked.
6. Return to the Selected Items menu, choose **"Delete"** then confirm by clicking **"Delete"**.

The screenshot displays the ResultFlow web application interface. At the top, there's a navigation bar with the 'Rf ResultFlow' logo, 'My Dashboard', and 'MTurk Management' links. Below this is a 'Persona' dropdown menu and a 'Select KanbanBoard' dropdown menu currently set to 'Link Quote Process'. The main area shows a Kanban board titled 'Link Quote Process' with three columns: 'Work in Progress', 'Waiting to Promote', and 'Promoted on Facebook'. The 'Work in Progress' column contains two items: 'Techniques for a Newspaper Layout with CSS Grid and Border Lines Between Elements' and 'Variations on Theme: Reinventing Type on the Web'. The 'Waiting to Promote' column contains one item: 'The Best Cocktail in Town'. The 'Promoted on Facebook' column is empty. The interface includes various controls like 'show' dropdowns, search bars, and 'Previous/Next' navigation buttons. A footer at the bottom contains contact information and a copyright notice.

## Related articles

- Restart "Stuck" stories in Work in Progress
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