

Create a custom 404 page

Introduction

The default error 404 - **Page Not Found** in Lightspeed eCom shows the home page. There is no setting to change this behavior at the moment. Some themes have a custom 404 page but most don't. This guide helps you setup a custom 404 page.

Requirements

Expertise

These instructions require intermediate knowledge of the theme editor.

Advanced Article

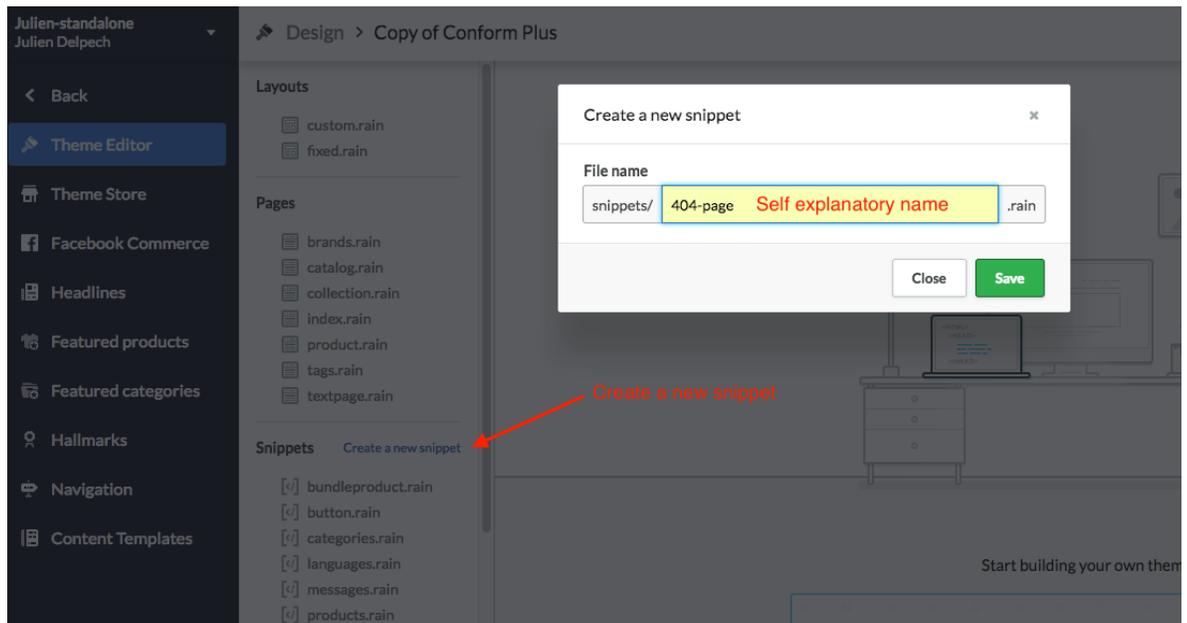
This is an advanced article, not supported by Lightspeed and provided as is. We recommend contacting a Lightspeed partner or a third party developer if you are not sure on how to continue. Before enabling the theme editor, [be aware of the consequences!](#)

Get Started

1

Add the 404 Snippet

Go to Design Theme Editor Create a new snippet Give it a name



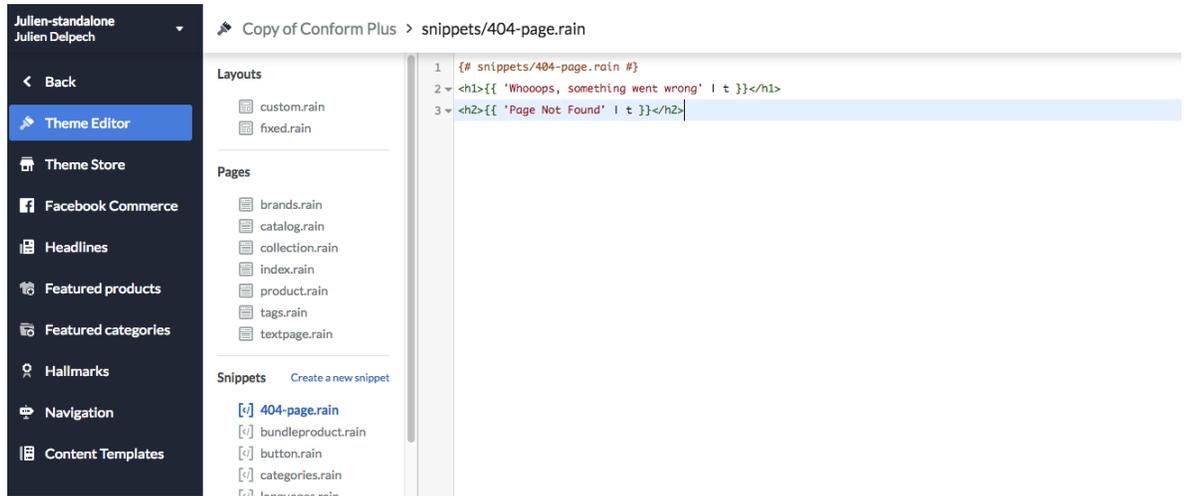
2

Add the error message

Add the message you want to show to visitor. You can copy/paste the code below into your 404 snippet:

404-page.rain

```
<h1>{{ 'Whoops, something went wrong' | t }}</h1>
<h2>{{ 'Page Not Found' | t }}</h2>
```



The screenshot shows the Lightspeed Theme Editor interface. On the left is a dark sidebar with navigation options like 'Theme Editor', 'Theme Store', and 'Navigation'. The main area is titled 'Copy of Conform Plus > snippets/404-page.rain'. It features a 'Pages' list on the left containing items like 'brands.rain', 'catalog.rain', and 'index.rain'. The central editor shows the following code:

```
1  {# snippets/404-page.rain #}
2  <h1>{{ 'Whoops, something went wrong' | t }}</h1>
3  <h2>{{ 'Page Not Found' | t }}</h2>
```

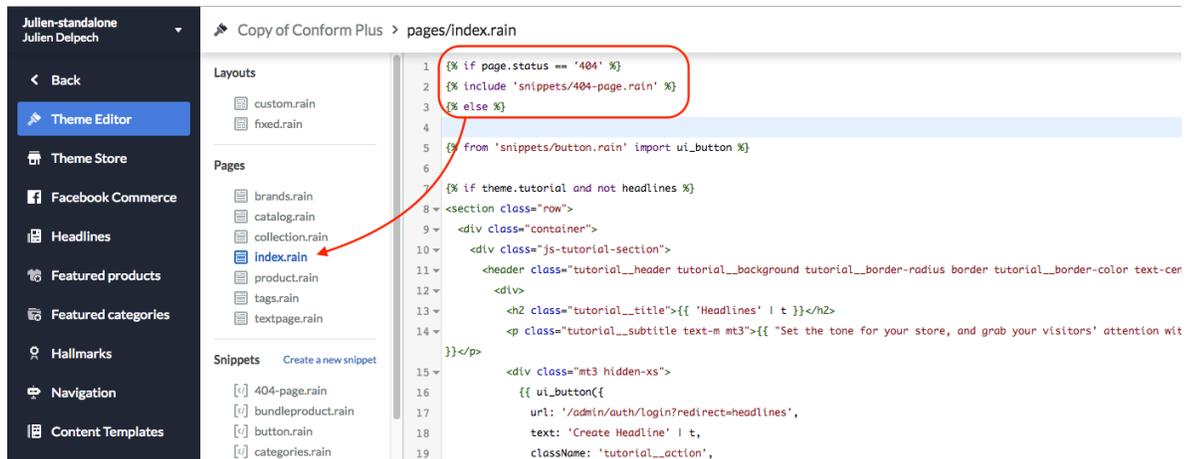
3

Include the snippet

Open the `index.rain` page and copy/paste the code below on top of the page:

index.rain

```
{% if page.status == '404' %}
  {% include 'snippets/404-page.rain' %}
{% else %}
```



The screenshot shows the Lightspeed Theme Editor interface with the 'index.rain' page open. The 'Pages' list on the left has 'index.rain' selected. The main editor shows the following code with a red box highlighting the first three lines:

```
1  {% if page.status == '404' %}
2  {% include 'snippets/404-page.rain' %}
3  {% else %}
4
5  {% from 'snippets/button.rain' import ui_button %}
6
7  {% if theme.tutorial and not headlines %}
8  <section class="row">
9    <div class="container">
10     <div class="js-tutorial-section">
11       <header class="tutorial_header tutorial__background tutorial__border-radius border tutorial__border-color text-ter">
12         <div>
13           <h2 class="tutorial__title">{{ 'Headlines' | t }}</h2>
14           <p class="tutorial__subtitle text-m mt3">{{ "Set the tone for your store, and grab your visitors' attention wit"
15         }}</p>
16       <div class="mt3 hidden-xs">
17         {{ ui_button({
18           url: '/admin/auth/login?redirect=headlines',
19           text: 'Create Headline' | t,
```

And at the end of the page add:

```

index.rain
{ % endif % }

categories.rain
languages.rain
messages.rain
products.rain

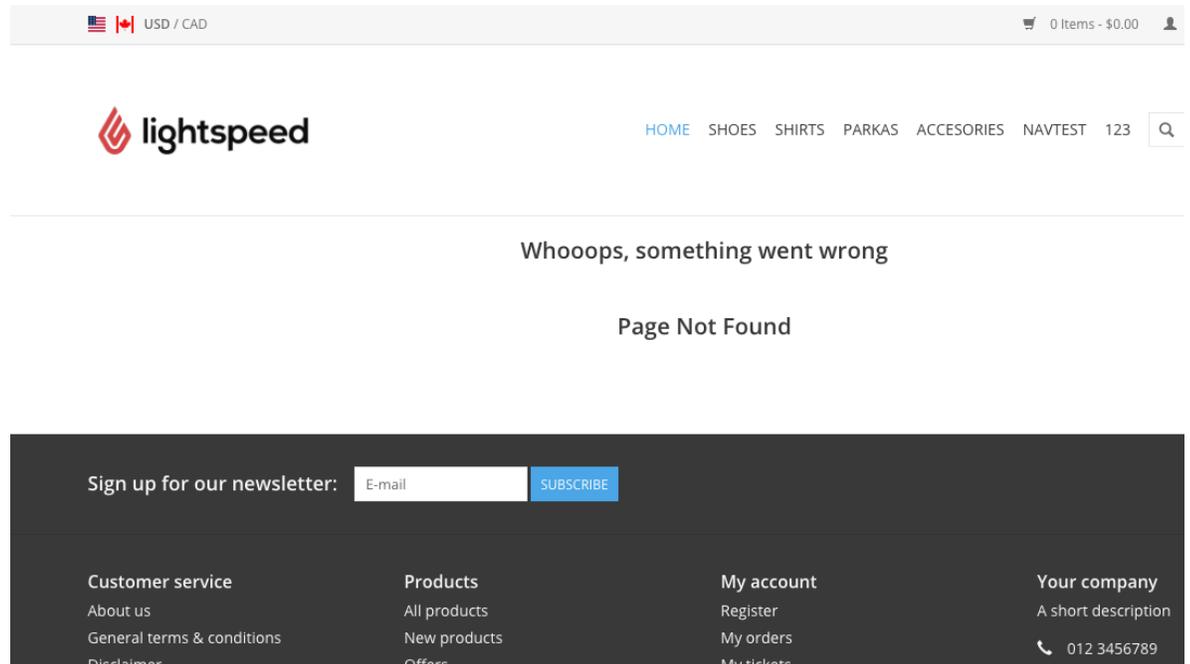
Assets Create a new asset
blank.gif
bootstrap-min.css
bootstrap-min.js
bootstrap.css
brand-icon.png
brand-placeholder-1...

237 {% endif %}
238
239 {% if theme.setting_homepagetags and shop.tags %}
240 <div class="tags-actions row">
241 <div class="tags col-md-12">
242   {% for tag in shop.tags %}
243   <a href="{{ tag.url | url }}" title="{{ tag.title }}">{{ tag.title }} <span>{{ tag.count }}</span></a> {% if not loop.
244     {% endfor %}
245 </div>
246 </div>
247 {% endif %}
248 {% endif %}
  
```

4

Test!

Open your store front and add some gibberish to the URL



USD / CAD 0 Items - \$0.00

lightspeed HOME SHOES SHIRTS PARKAS ACCESORIES NAVTEST 123

Whooops, something went wrong

Page Not Found

Sign up for our newsletter:

Customer service: About us, General terms & conditions, Disclaimer

Products: All products, New products, Offers

My account: Register, My orders, My tickets

Your company: A short description, 012 3456789

5

Tweak...

You probably have to add some custom CSS to make the message look nice.

For example, you can add a class to the h1 and h2 heading:

404-page.rain

```
<h1 class="title-404">{{ 'Whoops, something went wrong' | t }}</h1>
<h2 class="sub-404">{{ 'Page Not Found' | t }}</h2>
```

Then, you will need to add the CSS code below under Design > Theme Settings > Custom CSS:

Custom CSS

```
/* 404 error styling */
.title-404,
.sub-404 {
    text-align: center;
    font-size: 150%;
    padding: 2%;
}
```