



Help, my plugin doesn't work!

How to ask for help and get effective support in 5 points



The problem
why

Update or not
update?





1. The right place
where

2.



1. 2. Let people know
2. *who* are you



3. Explain the issue step by step - *what*

Help the support to reproduce the issue you're having

Don't mind of the language

Use screenshots





1. 4. Don't forget kindness
2. *how*



1. 5. Give feedback

5 Take away

1. **Where:** The right place
2. **Who:** Introduce yourself
3. **What:** Explain the issue
4. **How:** Kindness
5. **Give feedback**

NEVER HAVE I FELT SO
CLOSE TO ANOTHER SOUL
AND YET SO HELPLESSLY ALONE
AS WHEN I GOOGLE AN ERROR
AND THERE'S ONE RESULT
A THREAD BY SOMEONE
WITH THE SAME PROBLEM
AND NO ANSWER
LAST POSTED TO IN 2003

WHO WERE YOU,
DENVERCODER9?

WHAT DID YOU SEE?!





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