Forum Support Tips and Considerations

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We are here to help you and make sure your Joomla projects go smoothly and without problems. If you run into issues with our Joomla Templates or Joomla Extensions, or you simply have questions please consider the following when posting a new forum support thread to ensure your questions are answered accurately and in the quickest amount of time possible. We hope this helps you out and makes your support experience run smoother!

Please submit the following:

* The url that is in question.
* Screenshots often help, but please also provide a url whenever possible.
* Ask thorough questions with as much detail as you can.
* Brief description and list of any 3rd party extensions you may have installed.
* Since the problem occurred, what have you changed? Was anything changed on your site that caused the problem?
* Have you made any modifications to your site?

Things to consder:

* Have your searched for posts similar to your question by using the search functionality on the forum? Often times a question has been previously answered.
* Take time to review each forum section and make sure to post in the correct board.
* Help someone else if you can answer their post.
* Be courteous; use clean language and make sure to to thank those who help you.