

Using the Support Forum

Info:

This is a basic set of instructions to help you get started using the BUSINESSwebsite support forum.

There is a FAQ page, which can be linked to from the FAQ link in the top left corner of the forum screen.

Key Terms:

Topic - Your question/suggestion

Post - A message within a Topic

Thread - Another word for Topic

The Forum:

The first screen you see is the overall forum. This is where you choose which sub forum you want to enter, depending on whether you are a site owner or user and whether you have a question or suggestion.

Sub Forums:

The sub forums are as follows:

- **Site Owners Support**
 - a) **User Support** – Website owners can ask us any questions that you have about the functionality of your website.
 - b) **Suggestions** – Website owners can make suggestions or tell us about any ideas that you have for improvements to the functionality of your website.

- **Site Users Support**
 - a) **User Support** – Website users can ask us any questions you have that have arisen from your visit to one of our customer's websites.
 - b) **Suggestions** – Website users can make suggestions for improvements to the functionality of our websites based on your visits.

Within each sub forum is a list of topics that people have added. You can click on a topic to view it and any replies (posts) within that topic.

If you want to add a topic or reply to a post within a topic, you must be a registered user:

Registering:

You must be a registered user to add new topics or reply to existing posts within topics.

To register, click the Register link at the top right of the screen and follow the screens through until you come to the form screen.

- **Login** – This is the name that you will login with and will also be how you are identified on screen throughout the forum.

Read the form instructions carefully because there are some fields that you don't have to fill in. There are lots of explanatory notes in the form.

When you have completed the form, click Register at the bottom of the screen. You will then receive an email (to the email address that you entered into the register form) confirming your registration. The email will contain a link that you need to click to activate your registration.

Once you've registered, you can login whenever you visit the forum. Remember you don't need to login if you just want to view topics and their posts.

Adding a New Topic (New Thread):

Registered Users only.

You can add a new topic (e.g. ask a question) within a sub forum by clicking on the New Thread button.

- Title – This is what will appear as the link in the Topics list of the sub forum.
- Body – This is what will appear when someone clicks on your topic title link. This is a chance for you to expand on your question in the title.

In the form there are options for you to be notified of any replies etc. etc. Choose yes or no depending on your preference.

When you are happy with your topic, click Create Topic at the bottom of the screen. Your topic has now been added to the list, ready for someone to reply to.

You can edit your topic by clicking on the Topic title of your topic and then clicking the Edit button that appears under your topic window. There could possibly be a time limit during which you can edit your post.

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