How to ask questions in the forum

Here are a few tips that will help you find the solution to your problem faster, and will help the volunteers who answer questions in the forum not to waste our time. Most of these tips are taken from the article "How To Ask Questions The Smart Way", by Eric Steven Raymond, which we encourage you to read (it is interesting, funny at times, and informative):

http://www.catb.org/esr/faqs/smart-questions.html

1. Make sure you have read the help sections in this website first. As help sections go, this is the most concise, clear, informative and comprehensive one I have ever seen, and I have seen a lot. Literally, you can learn 90% of what you need to know in one evening. The other 10% is what the forum is for.

   To see at a glance what you should read before you post a question, go to this worksheet:

   https://www.liveworksheets.com/zf1288534bj

2. If you did not find what you needed, look up other worksheets called "help ayuda". A few of us use those key words in worksheets like this one. Feel free to make new help worksheets with that title if you think you can help newbies with common problems.

3. If you still can't see the answer, look up key words in the forum. Very often someone will have asked that question before you, and got a response.

4. If the response you get helps you solve the problem, it is much appreciated to get some feedback, like "that worked, thank you", so that others will know that they can fix their problem with that advice.

5. If you are experiencing technical problems which experienced users probably won't be able to solve, write directly to Víctor, the webmaster who came up with the whole idea of liveworksheets. His email address is at the bottom of every page in the website.

6. If you have finally come to the conclusion that you need our help, make it clear that you have looked elsewhere and not found a solution. If you want us to spend our scarce free time helping you out, it doesn't hurt to show that you are asking for help as a last resource after having tried hard and failed to solve your problem on your own.

7. Give your post a title that helps others find the answer to the same problem. For example, "How do I do a matching exercise with multiple options?" is better than "I need help with my worksheet".

8. If your worksheet isn't working as expected, post a link to it so that we can have a look at the code and spot the error. If you don't want to publish a half-baked worksheet, save it as private. You can make it public when you have fixed the problem.

9. If you want to make a suggestion to improve the way the site works, try to offer constructive criticism and be polite about it, the same as when you point out a mistake in a worksheet.

10. If you want to make a creative worksheet, describe in detail how you want it to work. Liveworksheets are very flexible: it is possible we can use the existing tools in a new way.

Final tip: You can contact me through the link in my profile (just click on my name from any of my worksheets to see it). I thought of this "trick" before Víctor made it possible to contact the author of a worksheet by posting a message at the bottom of the page where the worksheet is, and two friends helped me refine it to its present state. If you would like others to be able to contact you this way, visit my "contact me" worksheet for instructions on how to do it.