

How to Ask

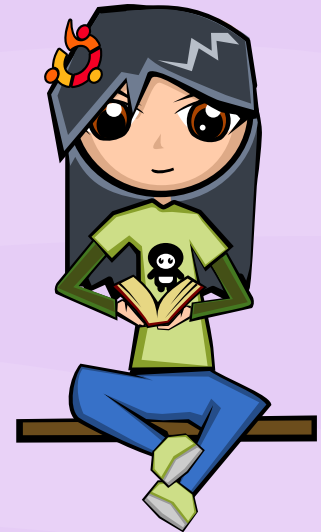


Smart Questions

Research the Problem

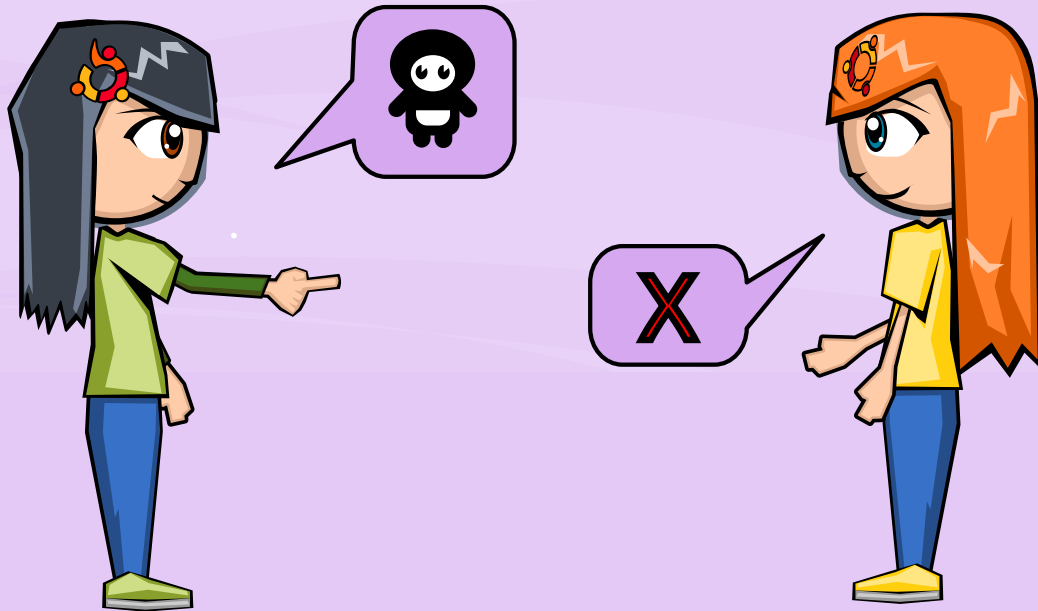
Read up on the problem before you ask for help, you may be able to save the time of the helper and even if the websites do not answer your questions, you'll be better able to write good, sensible questions.

- ▶ Look for tutorials.
- ▶ Do an Internet Search.
- ▶ Look at answers to other people's questions on forums and answer sites.
- ▶ Find and Read Documentation.
- ▶ Search the bug tracker for similar reported problems



Ask the Right People

Finding the right channel with the right people is pretty important. Also consider the complexity of the problem and the skill level of the people you wish to ask.



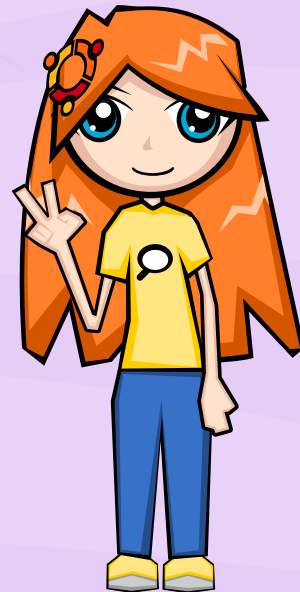
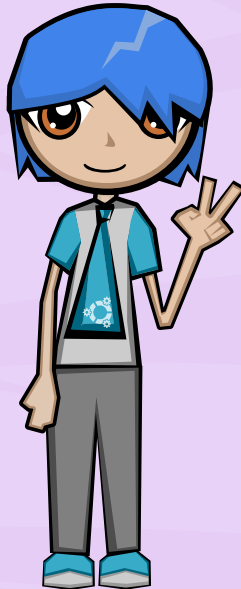
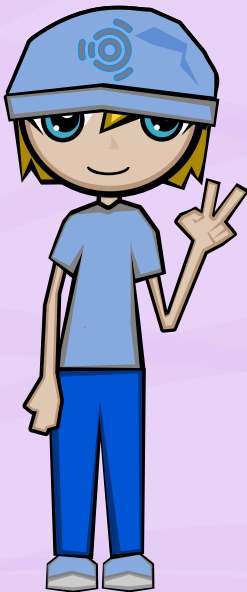
Don't Ask to Ask

Ask your questions directly and clearly, don't worry about asking if it's ok to ask a question. Any question is welcome, but you may be redirected if the question is more appropriate in a different channel.



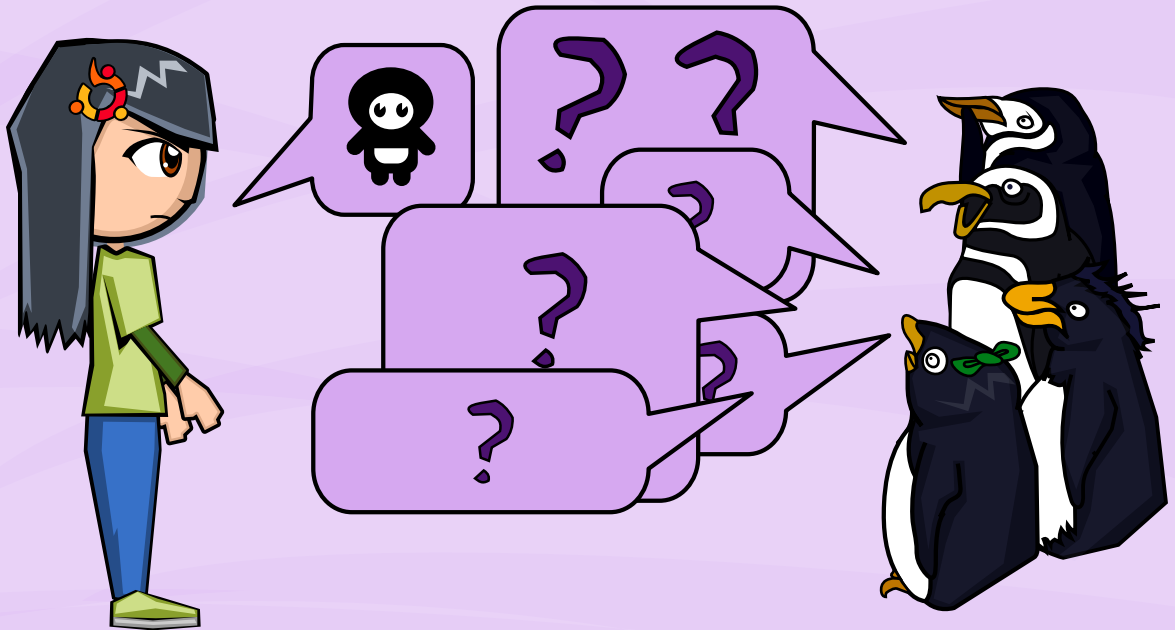
Ask Everyone

It's not a good idea to address a question to a specific person, even if they've helped you in the past. Directed questions are much less likely to be answered than open questions.



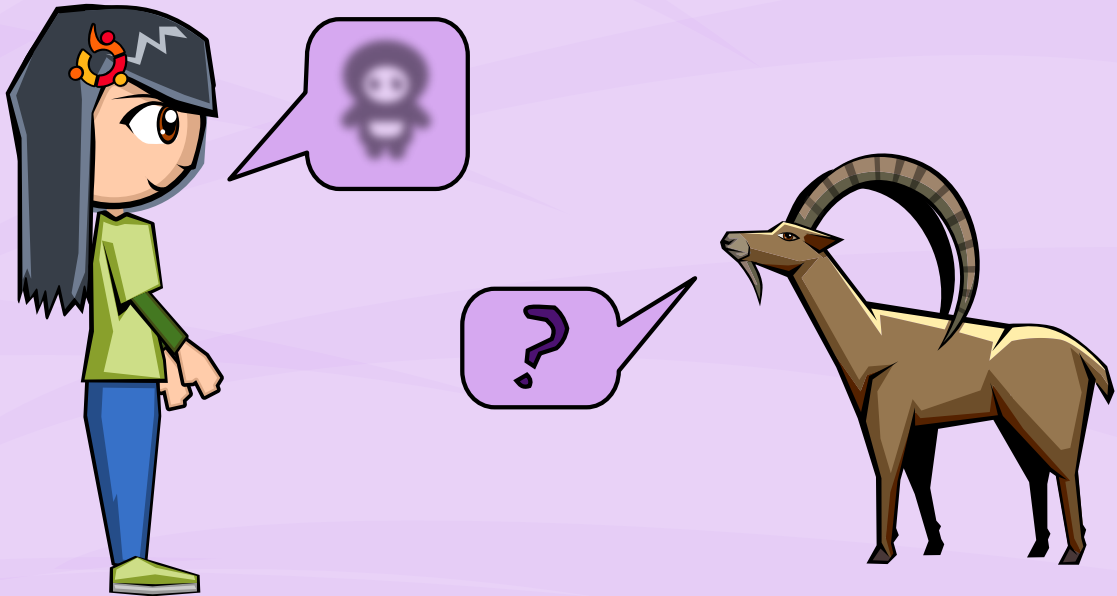
Don't ask when Busy

A channel can sometimes be flooded with questions or chatter, try and find a different channel where you can get the attention of people who will be able to help.



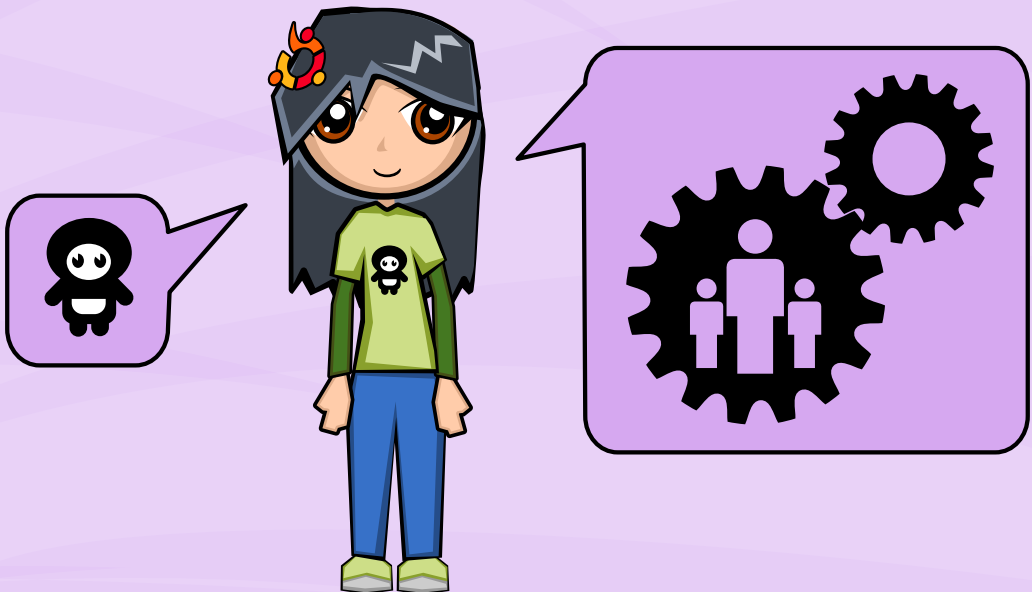
Be Clear

Make sure to write concise and clear questions that communicate the problem you want solved. This includes versions of programs or other details about the system your using.



Include Purpose

Make sure to include the reason for your question, what you want to achieve with the answer. This allows the person answering your question to provide the right solution even if it was not obvious.



Be Patient

Wait for an answer, not all users in chatrooms are checking all the time, but they will respond when they can.



The End

Thanks for Reading



With thanks to: Mimoly, Meg Lyman, Leandro Gómez, and Elizabeth Krumbach