

Helpdesk & Support FAQ

This page is currently a work in progress, so please bear with us! If you have any questions about the helpdesk or support, feel free to contact us.

What is covered by Geodesic support?

- Generally speaking, our Support Team will answer any questions you have regarding the feature set of the classified and auction software.
- The support team will **not make any changes for you** - They are here to help you understand how to administer your own software, **not** to administer your software for you.
- Support does **not** cover anything relating to **3rd party addons**. You will need to contact the author of the 3rd party addon for any support.
- Support does **not** cover **PHP customizations, custom addons**, or anything of that nature. In addition, if you do have any PHP customizations, you will need to notify the support team whenever you start a support ticket.
 - Although not technically covered by the support contract, we can sometimes answer development related questions and point you in the right direction.
 - Such help with development related questions will be answered by the development team, but **only as time allows**.
 - Expect development related tickets to **take longer** than normal tickets, since we put priority on tickets that are covered by support contract.
 - We will **not troubleshoot** a custom development problem for you, but if you ask nicely 😊 we may be able to give a few pointers on "what to look for".
 - Remember, development questions are not covered by the support contract, so will only be answered as time allows, and some we may not be able to answer at all.
- Support does **not** cover issues relating to **design customizations**¹⁾. We can try to point you in the right direction if something does not look how you want. If something is not working using a custom design, but does work using the default template set, it is not be covered by the support contract.

1)

Especially not issues caused by customized system, module, or addon templates

From:

<https://geodesicsolutions.org/wiki/> - **Geodesic Solutions Community Wiki**

Permanent link:

https://geodesicsolutions.org/wiki/helpdesk_support/start?rev=1290115458

Last update: **2014/09/25 16:55**

