

# 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 changes**<sup>1)</sup>. 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.

<sup>1)</sup>

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

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