

Why is support only available in the forums?

Written by Administrator

Thursday, 14 January 2010 09:42 -

It's not, support is also available in FAQ's and or other articles available. One of my pet hates is people say "I wasn't told" or "You didn't tell me that". It is for these reasons this site doesn't use verbal communications for support and makes it so all members can read the posts in the

forums

, articles and

FAQ's

etc available to them under their membership level. Most of the questions in the FAQ's are from solved posts from the general and member only forums and are updated or added as and when needed. This is done to help those with a lesser or expired membership have access to any solved relevant issues.

Another pet hate though is those who don't read the information given, then make a claim like "is doesn't work". If you use any program, software etc and have a problem you should research your problem first, and then if you can't find an answer ask questions. Above all though, if you are directed to information READ IT first before asking another question.