

ShopSite Knowledgebase

What is the ShopSite Forum? (technical support resources)

Product: ALL

Version: ALL

Platform: ALL

I've been checking out the technical resources available at:

<http://www.shopsite.com/support.html>

What exactly is the ShopSite Forum? Solution ID: S04754

The ShopSite Forum is located at: <http://support.shopsite.com/forums>

If you are trying to stretch ShopSite to the limits and would like to see how other merchants, designers and ISPs have worked to get the most out of ShopSite, the ShopSite Forum is a great resource. Veteran users voluntarily share their tips and tricks, exchanging ideas that allow merchants to take full advantage of ShopSite's customization potential.

The forum is also a good resource to receive technical assistance if you're having problems with your store's performance. You have the option to both read/search the current postings or to post your questions directly. Due to the voluntary nature of the forum, the number and timing of responses received to any one posting varies. To improve your chances of finding the answers you need, try searching the forum for discussion thread(s) that may have already covered your questions.

Should you opt to post to the forum, keep your subject line informative. For example, avoid general subjects like "ShopSite question." Instead, add details specific to your problem. This helps the users most knowledgeable in that area to identify your issue easily, increasing the chances that they'll respond. This also helps future users search the forum for posts relevant to their issues.

Depending on the nature of your question, it is often helpful to include these details in the body of your message:

1. ShopSite version your store is running (Starter vs. Manager vs. Pro and version number - see S03713).
2. Server operating system.
3. History of question (ie: Did something work and stop? What changes were made to ShopSite or server at the time? Is your store a recent install or upgrade? etc.)

The user forum is also useful for discussing the latest topics of interest for ShopSite merchants (SEO, merchant accounts, etc). Visit it regularly to stay on top of all ShopSite related current events.

Related solutions: S04759, S04151

<https://support.shopsite.com/KBase/questions/2429/>