



# SUMO Forum

Community Office Hours

2024-07-29

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SUMO Forum

# Agenda

1. **Thanks!**
2. **Help Wanted!**
3. **Who, What, How**
  - **Links:** <https://mzl.la/tbforum>

# Thanks!

The Forum is powered by contributors.

- **Thank you: davidsk, MattAuSupport, Toad-Hall, sfhowes, christ1, @next and many more**



# Who?

The Forum is powered by contributors.

**A community of volunteers (with some staff) who write answer support questions**



# What? 2023 Stats!

**12000**

Questions

**>1000**

solved

**>50**

Contributors

# What?

The SUMO Forum is a forum in English (mostly), Dutch, Italian and a few other languages.

- Same markup language as the Knowledge Base (similar to Wikipedia's).
  - = Heading =
  - Links: [<https://somewhere.com> click me to goto somewhere.com]
  - Bold: "'bold text'" → **bold text**



# Help Wanted

Get in where you fit in :-) !

- [Find a Thunderbird question](#)
- Reply using these guidelines: [Answering questions on the Support Forum](#)
- Questions on how to support folks? Ask in [matrix](#) (public) or [slack](#) (NDA required)
- Email [wayne@thunderbird.net](mailto:wayne@thunderbird.net), [roland@thunderbird.net](mailto:roland@thunderbird.net)



# How? Workflow

- Repeat
  - Find a question
  - Reply

## Thunderbird Community Forum

17 questions in the last 24 hours have no reply. [Help solve them!](#)

All Attention needed Resolved Done

Thunderbird troubleshooting

replies votes this week

### deleted emails

Recently upgraded Thunderbird Running version 115.13.0 on Windows 11 Since upgrading I can receive emails as usual, I then read them and close Thunderbird but on reopening I cannot find any way to recover them

Asked by **rogers4** 1 hour ago

Thunderbird troubleshooting

replies votes this week

### Password not working and I cannot get or receive emails, how do I reset?

How do I reset my password using iCloud in Thunderbird?

Asked by **Lynnda Gera** 2 hours ago

Thunderbird troubleshooting

replies votes this week

Ask the Community

Updated

### Filter by

All

Recently unanswered

### Topic

All Topics

### Show me

Posts from everyone

My contributions

## deleted emails

No replies have this problem

**R** rogers4  
Today at 9:41 PM

Recently upgraded Thunderbird  
Running version 115.13.0 on Windows 11

Since upgrading I can receive emails as usual, I then read them and close Thunderbird but on reopening later on or if new emails are received all of that days and sometimes previous days emails have vanished. I cannot find anyway to recover them

I have this problem, too

### Post a Reply

**B** **i** **🔗** **☰** **☰** Common responses

Enter your reply here.

Support  
mozill

Explore Help  
Articles

Community  
Forums

Ask a  
Question

Contribute

Search que

Needs more information from the user

Add images (optional):

Browse...

Preview Reply

Post Reply





# HOW: DOs and DON'Ts

- DO: Ask for troubleshooting details (OS, TB version, email provider) & ask them to try [Troubleshoot Mode](#). Screen shots are worth ten thousand words.
- DO: Show you have read their question (by using their language)
- DO: Whenever possible reference [KB articles](#) so that users learn to self-service
- DO: Copy/paste canned responses but contextualize it for their unique problem
- DO: Tag questions (e.g. bug12345, tb128, gmail, outlook, hotmail, comcast)
- DO: Avoid suggesting unsupported customizations via userChrome and about:config
- DO: Ask for help if you don't exactly know how to reply to a question:
  - **Ask in [matrix](#) (public) or [slack](#) (NDA required)**
- DON'T: File a bug unless you've [created a SUMO Question](#) first
- DON'T: Put up with abuse. Report it to Wayne.
- DON'T: Lose your cool. Email is important in users' daily lives and issues around email are frustrating to users. Please take the higher ground!



# How?

DEMO!

- **support.allizom.org is a safe space for testing your skills**



**Thank you!**

