

The Help Centre and step-by-step help

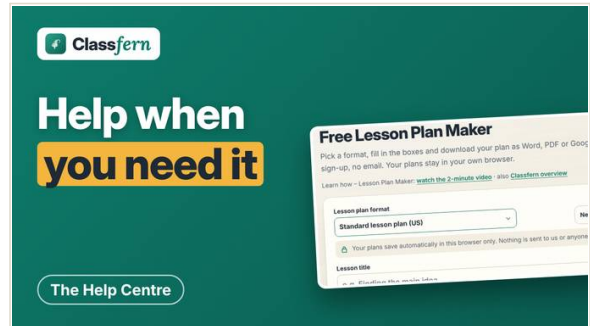
Lesson 28 · Getting help and giving feedback · Watch the video and take the quiz online:

lessonplanner.info/training/28-help-centre/

Where to find it: Help (bottom of every page)

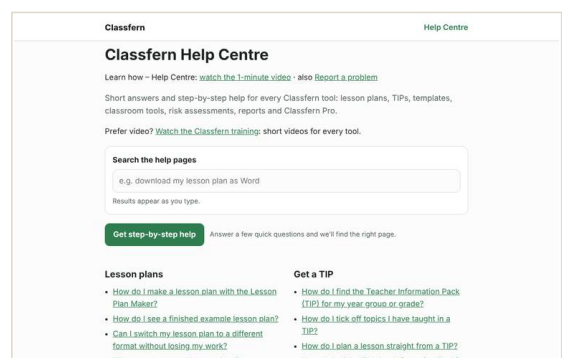
What you'll learn

- How to search or browse the Help Centre
- How Get step-by-step help works
- What to do if you're still stuck

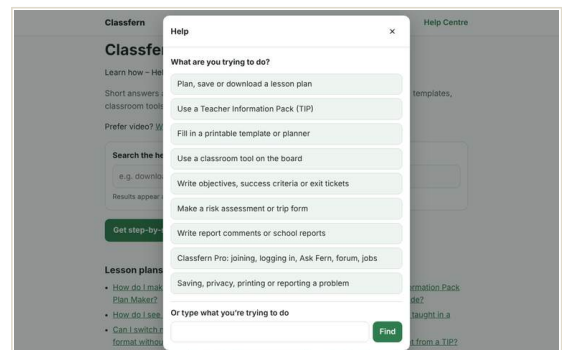


Step by step

- 1 Open the Help Centre.** Press **Help** at the bottom of any page.
- 2 Search or browse.** Type in **Search the help pages** (for example "backup"), or browse by topic.
- 3 Get step-by-step help.** Not sure what to search for? Press **Get step-by-step help**. Answer a couple of quick questions, and it takes you straight to the right answer.
- 4 Tell us if it worked.** Under **Did this solve it?**, press **Yes, solved** – or **No, still stuck**.
- 5 Still stuck?.** Press **Send us a report**. The answers you tried are already added.



The Help Centre: search, browse, or get step-by-step help.



Step-by-step help asks what you are trying to do.

Tips

- Every training lesson also has a full transcript on its page.

Try it

Use **Get step-by-step help** to find out how to back up your plans.

Check what you know

1. You don't know what to search for. What do you press?

- A** Get step-by-step help
- B** Report a problem
- C** Dark mode

2. The answer didn't solve it. What happens when you press No, still stuck?

- A** You can send a report, with the answers you tried already added
- B** Nothing
- C** The page reloads

3. Where is the Help Centre link?

- A** At the bottom of any page
- B** Only on the home page
- C** Inside Pro only

Answers: 1 A · 2 A · 3 A (turn the page round to check)