



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, 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 115.13.9 on Windows 11 Since upgrading I can receive emails as usual, I then read them and close Thunderbird but on reopenin... [read more](#)

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 9 have this problem



rogers4
Today at 9:41 PM



Recently upgraded Thunderbird
Running version 115.13.9 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
mox.m

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!