

How to use WordPress theme support

An accompanying bonus to [Become a WordPress Master](#), a free seven-day email course which teaches you how to do everything with WordPress, yourself.

The most efficient way to get your site set up the way you want it is to utilise support that comes with your WordPress theme. This one-page cheatsheet gives you everything you need to know.

Troubleshooting your own problems

It's fastest to fix issues yourself. Here's what you need to run through:

1. Check theme documentation and any common issues for the issue you're experiencing.
2. Make sure everything (themes and plugins) are up-to-date. You may need to update your theme manually.
3. Check for plugin conflicts. The only way of doing this is to activate/deactivate all your plugins one-at-a-time to see if any conflict with your theme. This is time consuming, so first look for plugins using jQuery (that's sliders, popup boxes) and any plugins you've recently added/updated. Very common and popular plugins are unlikely to cause problems.
4. You can debug the issue yourself. This is more straightforward than it sounds. [More here](#).

Efficient support requests

You want to minimise the number of messages you send, so give as much detail as possible. Here's what you need to include:

- The name of your theme.
- A reference number for your purchase.
- You've got the latest version of WordPress, the theme and all plugins.
- You've tested for plugin conflicts and had no results.
- Your site URL, and the url of the page having problems.
- Screenshots of the problem (if relevant). Use [Awesome Screenshot](#) to create annotated screenshots.
- Temporary login details (create an admin account and delete it after – nb obviously don't include this in any public forums).
- You've checked relevant documentation.

You then want to be as specific as possible. What's the problem? What do you want to achieve?

Be polite, respectful and wait a reasonable time for a response before you start following up.

Follow these steps and you'll get your support requests answered in one go, saving you time and letting you get on with building your site!