

3 Steps For Getting Help

Step One: Help Yourself

1. Double-Check ActionScript Code

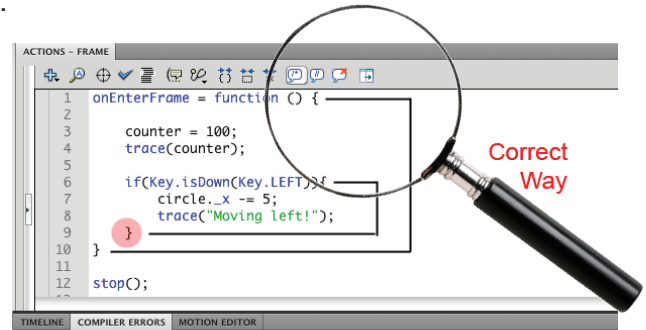
- Check code syntax for instance names, parenthesis, colors, double quotes, semicolons, curly braces, onEnterFrame, and capitalization.
- Resolve **Compiler Errors** in Flash. When you test your movie, the Compiler Errors window will **pop up** if there is a mistake in your code. Double-click on the error to go directly to that line of code and edit it.

2. Use the Class Wiki

- Follow the topic or tutorial step-by-step
- Look through **Flash Tips**, **Wiki Tips**, or the **ActionScript Cheat Sheet and Tutorial Library** for more solutions.
- Search the wiki with a keyword (i.e. buttons)

3. Check the HelpDesk Archive

- Go to <http://www.globaloria.org/central>
- See if your question has already been answered by the helpdesk.



Step Two: Get Community Help

1. Ask your Classmates and Teacher

- **Be specific.** What exactly is not working?
- If you are having trouble with something, someone else probably is too! Don't be shy!
- Your teacher is another great resource and can offer advice and answers. They have probably had similar frustrations before.
- Use Flash terms instead of non-specific words. ("It doesn't **work!**" vs. "My **button** is not moving to the next **frame!**")

2. Post Your Question on the HelpDesk's Talk Page

- **Be specific.** What exactly is not working?
- Make sure to include your name, username, school, class, and a **link to your .FLA file**.
- Whoever reads your question may have never seen your file or heard your game idea before, so make sure to **explain everything clearly**.

Step Three: Contact the Live HelpDesk

1. Open Mon, Wed, Thurs from 8AM - 3PM EST

- 7AM - 2PM CST
- 5AM - 12PM PST
- Live help is available all school year.

2. Friend Us

- **SKYPE:** Friend "Globaloria"
- **GCHAT:** Invite "helpdesk@globaloria.org" to chat.

3. Ask Away!

- Introduce yourself (**username, school, class**) so we can see your page.
- Paste your specific question into the chat window.
- Include a link to your .FLA file for us to review.
- **Be clear and be nice! :)**

