An Introduction to Wikipedia

Getting help on Wikipedia

5.1 - Where to get help

This document is part of An Introduction to Wikipedia, a course on WikiLearn.

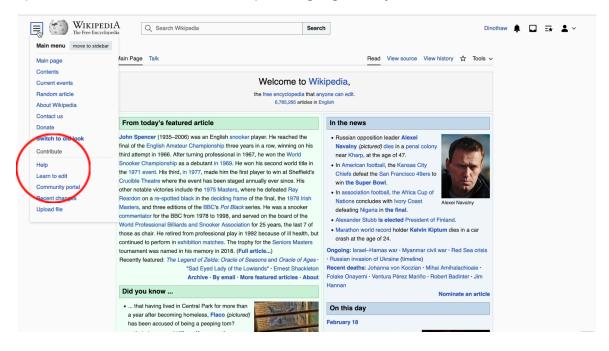
In this document we will look at where to find help on Wikipedia from other Wikipedia volunteers.

Where to get help on Wikipedia

Before we start editing, I want to show you where to go if you need help. Although you're welcome to reach out to me, or use the discussion area on WikiLearn, there's always a chance I'll miss your message. But thankfully there's places on Wikipedia where you can get help right away from a large pool of volunteers.

The first place I'll show you can be accessed from anywhere on Wikipedia from the Main menu.

If you've hidden the Main menu, click the three lines next to the Wikipedia logo to open the menu. Then click on Help, as highlighted by the red circle below.



On the Help page, you'll find a search box that you can search to help you find an answer to your questions.

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		For simple searches, there is a search box at the top of every Type what you are looking for in the box. Partial matches will a		tutorial, see our introduction. For a listing of introductions an tutorials by topic, see getting started. The Simplified Manua										

Looking down the page, there's a FAQ, some guides to editing and creating articles, and below that are resources on joining Wikipedia, navigating Wikipedia, tips for your Account Settings...basically everything you need should be here.

Help:Contents	文A 187 languages ~
Help page Talk	Read View source View history 🛠 Tools ~
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This page provides help with the	ost common questions about Wikipedia.
You can also search Wikipedia's help pages using the s	arch box below, or browse the Help menu or the Help directory.
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sought Information about Wikipedia. For simple searches, there is a search box at the top of every page Type what you are looking for in the box. Partial matches will appe in a dropdown list. Select any page in the list to go to that page. Or select the magnifying glass "Go" button, or press [□ Entire], to go to a full search result. For advanced searches, see Help:Searching. There are other water to horses and acalence Mikingela articles:	on participating, see contributing to Wikipedia, and for a friendly tutorial, see our introduction. For a listing of introductions and tutorials by topic, see getting started. The Simplified Manual of Style and Cheatsheet can remind you of basic wiki markup. Be bold in improving articles! When adding facts, please provide references so others may verify them. If you are affiliated with the article subject, please see our conflict of Interest guideline.
There are other ways to browse and explore Wikipedia articles; many can be found at Wikipedia:Contents. See our disclaimer for cautions about Wikipedia's limitations.	The simple guide to vandalism cleanup can help you undo malicious edits.
For mobile access, press the mobile view link at the very bottom of every desktop view page.	If you're looking for places you can help out, the Task Center is the place to go, or check out what else is happening at the community

But I want to draw your attention to the Stuck section further down the page.

⑦ Stuck?	Factual questions	
Answers to common problems can be found at frequently asked questions. Or check out where to ask questions or make comments. New users should seek help at the Teahouse if they're having problems editing Wikipedia. More complex questions can be posed at the Help desk. Volunteer will respond as soon as they're able. Or ask for help on your talk page and a volunteer will visit you there! You can get live help with editing in the help chatroom. For help with technical issues, ask at the Village pump.	If searching Wikipedia has not answered your question (for example, questions like "Which country has the world's largest fishing fleet?"), try the Reference Desk. Volunteers there will attempt to answer your questions on any topic, or point you toward the information you need.	
≔ Directories	i≣ Help by topic	

Sometimes it's just easier to ask a person, and there's two links you will find useful.

The first is the Teahouse, a place for new users to get help. The other is the chatroom for getting live help.

Teahouse

Let's look at the Teahouse first. Click on the Teahouse link under Stuck. This will take you to the page seen below.

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many minor edits vs not a lot of big edits						
Enter-key-like symbols in wiki pages?	Question forum Meet your hosts Articles to improve	J				
Promotional content in articles	New to Wikipedia? See our tutorial for new editors or introduction to contributing page.					
No more archive messages	Note: Newer questions appear at the bottom of the Teahouse. Completed questions are archived within 2-3 days.					
Problem with dates	Note, Newer questions appear at the boltom of the reanouse. Completed questions are archived within 2-5 days.					
Updating Talk page reply						
Loss of my Work in Sandboxwhat happened?	Search Help pages Search Help					
Issue?	To read the newest questions, <u>skip to bottom</u> - About the Teahouse					
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How do i use CC licence?	1210, 1211, 1212, 1213,	1214, 1215				1
Wayback Machine behaving			C	20		-

Here, you can ask a question, search for previously asked questions, or even scroll down and read other questions that have recently been asked.

If you need to ask a question, click the blue Ask a question button. You'll be prompted to add a subject summarising your question, and then describe the question itself.

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Try to be as clear as possible. For example, are you using Source editor or Visual editor? Are you editing on your phone, a tablet, or on a computer? This will help the person who answers your question.

Once you've finished typing the question, click Add Topic. Your question will be added at the bottom of the page. You should get an alert notification in the bell icon at the top when someone has answered you, but it's worth checking back at any time just in case.

Live chatroom

If you prefer live help, go back to the Help page, and under Stuck click on help chatroom. You'll see this page below.

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How do I ask a question?					_					
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		o I ask a question?								

There's some information here explaining that help is provided by volunteers, and you might need to wait a few minutes for help.

Once you're ready, click the large blue Connect button, or there is an alternative link below this too if that doesn't work. Then you'll be taken to a page like the one below.

Hello!			
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Nick			
PurpleEmu73			
I have a password			
Channel			
#wikipedia-en-help			
Start			

You'll be given a random username, but you can change this if you like. Click Start and the chatroom will open.

After a moment, you'll be welcomed with some tips, and you can see on the right there's quite a few people in the chat either to help with answers, or maybe they're asking questions too. Once you're done here, you can leave whenever you like.



Wikimedia Chapters

There might be other ways to get help too, such as your local Wikimedia community.

For example, in Australia, <u>Wikimedia Australia</u> hosts regular events that let people drop in online to ask questions and get help from their staff and volunteers. You might also have a local group or chapter nearby who meet in person or online.

There are many groups around the world, and Wikimedia funds over 30 official chapters.

To find a list of some international chapters, go to <u>Wikimedia.org</u> and click chapters, or click <u>here</u>.

Scrolling down the list, you should be able to find your local chapter and their contact details.

Clicking Wikimedia Australia <u>takes me to a page</u> with more information about the chapter, and a link to their website.

Your local chapter's website might list in-person or online events you can attend, or you could contact them directly to ask for guidance.

Mentors

Finally, in an earlier lesson we mentioned the mentor program. This connects new users with experienced ones, and after you've made your first edit you will become eligible.

To see if you've been assigned a mentor yet, click on your Username to visit your Homepage.

Then on the right side, below all of the statistics under Your impact, you will see information about a mentor, if one has been assigned to you. This will appear in the area highlighted by the red circle below.

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Other users have noted th	ese articles need work. Help make Wikipedia better for its 70	M readers each day.	Carolyn Laffan View all edits	115 🔨
		(Mentor for editing If you have questions about eding, an experienced editor car your mentor to help you.	t be assigned as

If you aren't seeing a mentor yet, then there may not be enough mentors available at the moment.

The mentor program is still rolling out, and hopefully there will be one assigned to you soon.

Below, there are links to find more information about the mentor program, and you can see who might be available to take on new users such as yourself.

Additional sources and further reading

Help page on Wikipedia: <u>https://en.wikipedia.org/wiki/Help:Contents</u> The Teahouse: <u>https://en.wikipedia.org/wiki/Wikipedia:Teahouse</u> Wikipedia Help Live Chat: <u>https://en.wikipedia.org/wiki/Wikipedia:IRC_help_disclaimer</u> List of Mentors: <u>https://en.wikipedia.org/wiki/Wikipedia:Growth_Team_features/Mentor_list</u> Introduction to Wikipedia: <u>https://en.wikipedia.org/wiki/Help:Introduction</u>

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