

How to effectively contact Shoptet technical support as a partner

As a **Shoptet partner**, you have more advanced knowledge of the platform and technologies, which allows you to solve most situations independently. In order to best help you with questions that really require technical support intervention, we have prepared this simple guide.

Thanks to the correct procedure, you will get a faster and more accurate answer!

What to do before contacting technical support?

You may already find a lot of answers among the available resources, be sure to check them:



Help

detailed procedures for all Shoptet functions



Developer documentation

for technical details and API integration



FB Shoptet "Poradna"

the community may have already solved a similar problem



Google

sometimes all you need is the right search

Tip: In the Shoptet Partners Facebook group, you can consult with other professionals.

What questions can you solve without our technical support?

Not all situations require support intervention:

- **General instructions and procedures** – you should know common functions
- **Creating individual solutions for clients** – it is best to work out proposals for clients yourself
- **Problem with your own e-shop customization** – if the problem is caused by modifications to your code, or code from another partner, it must be solved independently, in cooperation with the code creator or our partners
- **Errors caused by third-party add-ons** – first contact the add-on author, you can find their contact information on the add-on page
- **External applications, marketing and legal issues** – support focuses exclusively on Shoptet functions

How to write a question so that support can help as quickly as possible?

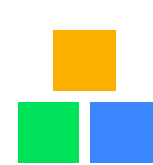
If you need advice on a feature or procedure

- Let us know what the ideal output of our conversation should be
- Describe what you've already tried and where you got stuck
- Attach a specific example or situation

Tip: The more detailed the description, the faster the solution!

Bug report

- Specify the e-shop where the error occurs
- When did it start appearing?
- How to simulate it? (description of steps)
- Does it also occur elsewhere? (other projects, devices, browsers)
- What device and browser are you using?
- Add a detailed description, possibly screenshots or a video
- If you control the developer console, add relevant outputs



We're here for you! If this is a technical issue directly related to Shoptet, we'll do our best to help you. Together, we'll ensure that your work runs as smoothly as possible.