GUIDE

1 RE-EXAMINE THE CONTENT

posing challenge(s) to try to ensure the question I am being asked is the question I am putting in effort to answer - which includes breaking down the content into more manageable parts, seeking definitions of words I do not know, and searching alternative explanations for things I do not understand;

2 (RE)VISIT RESOURCES

for helpful information, insight, tips, and tricks - such as Stack Overflow, support circles, content-specific documentation, topic-related articles and videos, my copious notes, and my modest collection of code/web dev books;

3 SPEND TIME AWAY

from the content doing something else that completely refocuses my mind for a while and/or going to sleep to allow my mind time to consume and sort the content and materials referenced, which may produce clarity regarding the solution(s) - or actual challenge - the next day;

4 INFORMATION THAT NEEDS

to be provided if/when a question is asked includes the initial question I am trying to answer, what tools I am using to try to answer it, what I have tried, what result(s) I am trying to produce, and when possible screenshots of error messages and/or code blocks pertinent to troubleshooting the question(s);

Essentially, research first. Then be clear, accurate, and appropriately thorough when reach out to others for help. Document as much as possible to 1) allow the challenge to be re-produced if needed and 2) provide helpful information to others who may experience the same challenge. Equally important, be kind and patient.

BY LA'TONIA MERTICA
pronounced luh tone yuh merr treece