**FAQs for Website Support**

1. Ask client to describe the issue they are experiencing.
2. Ask client when they first noticed the problem/issue.
3. Ask client which browser they are using and if they’ve also replicated the same thing on another browser.
4. Ask client if they’ve tried to access the website on another device entirely.
5. Ask client if they’ve tried accessing the website using another ISP.
6. Ask client if they are getting any error message. If so, error message should be provided.
7. Ask if the issue is limited to a page or the whole website.
8. Ask client if they’ve tried clearing their browser cache. If not, put them through and let them access the website again.
9. Ask client if website is down for everyone in their team or only them.
10. Ask client to provide URL and check if they are accessing the right URL.
11. Ask client if there’s any action that triggers the error (e.g. submitting a form, clicking a link, trying to access a next/previous page)
12. Ask client if they are able to access other websites without issues.
13. Ask client if they’ve recently upgraded their device/OS.

**FAQs for Email Support**

1. Ask client to describe the issue they are experiencing with accessing their email.
2. Create a test email on the client’s domain server to see if the error is really happening on their domain or only the client’s end.
3. Ask client when they first noticed the problem/issue.
4. Ask client if they’ve recently changed their location.
5. Ask client if they’ve recently changed their password.
6. Ask client which browser they are using to access their webmail.
7. Ask client if they’ve tried to accessing their webmail on another device.
8. Ask client if they’ve tried accessing the webmail using another ISP.
9. Ask client if they are getting any error message when trying to access their webmail.  
   If so, error message should be provided.
10. Ask client if they’ve tried clearing their browser cache. If not, put them through accessing the webmail again.
11. Ask client if other team member can access their webmail.
12. Ask client to provide webmail URL and check if they are accessing the right URL.