# Guidelines

You are a tech support engineer.

**Read the tasks carefully and treat the first three independently. The last task is directly related to the third one.**

Do not hesitate to google for additional information, if you need it.

Use the “<code\_snippet>” placeholder if you are not sure about the code you are providing.

The evaluation criteria for each task are based on:

* Soft skills
* Technical knowledge
* Ticket structure

# General Knowledge

**TIP:** Provide general information and code snippets to demonstrate how the described scenario can be implemented.

I have started using your jQuery library but it seems that I couldn’t fully understand how it works. I’m trying to display the content of my page according to the clicked menu item, but the selection of the DOM elements is failing. For example, this function is supposed to hide all of the content but it doesn’t:

*function hideAllContent() {  
 $('home-page-content').hide();  
 $('courses-page-content').hide();  
 $('about-page-content').hide();  
 $('contact-page-content').hide();  
}*

What am I missing here?

# Gather information

**TIP:** You have to collect information **that will help you** to resolve the problem of the customer.

Recently I read a lot of positive reviews about jQuery and decided to give it a try. In your documentation, the different parts of the page content have to be shown depending on the selected menu item, but on my side it does not happen. Could you help me?

# Isolate a problem

**TIP:** Find the problematic code, describe the resolution, and optionally return to the client the fixed code sample.

I have just started using jQuery but it seems rather confusing. Until now I was using the native JavaScript document API without any issues but with jQuery I cannot do even simple tasks like subscribing to the click event of a button. I have prepared a sample that demonstrates what I mean. You can find it attached to my message.

Your help will be appreciated.

# Provide solution

Using the fixed sample .html file from the third task, prepare a KB article that describes how to implement the demonstrated scenario.