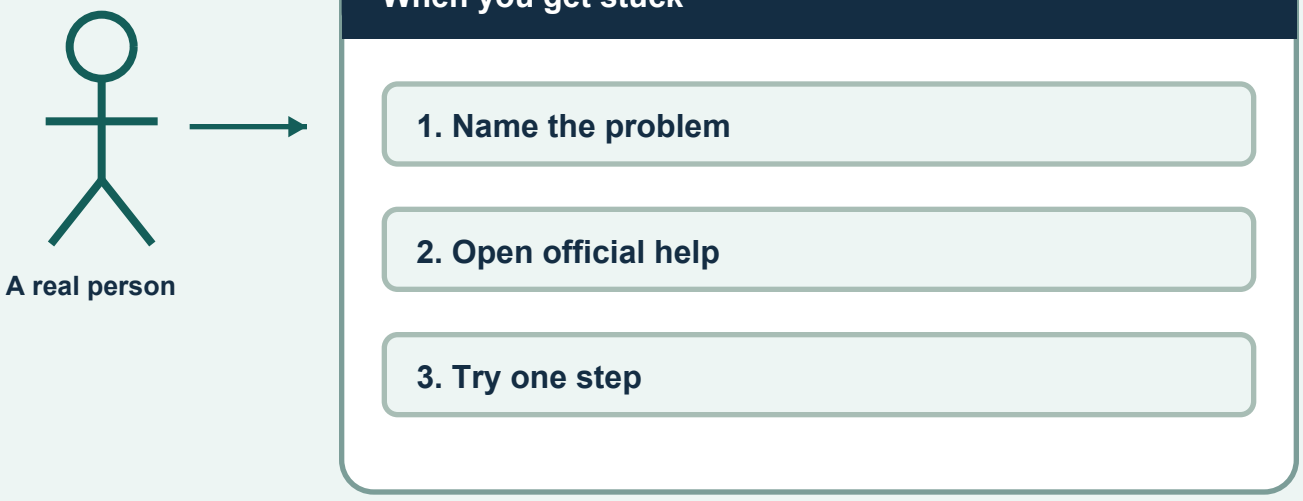
Find trustworthy help when a screen differs

What this means

Apps and websites change. An official help page can explain the current screen when the picture in a teaching guide is different.

A real-life example

The owner opens Jotform and the email setting looks different from the guide. Instead of guessing, they open Jotform Help and look for notification emails.



Simple teaching picture. Example business; not a live screen.

Your job

Try the route yourself. Use the tools you already have, and ask for help at the first confusing step.

Step by step: start here

1

Name the task you cannot finish.

Write 'Find where form notifications go' rather than 'The internet is broken'. Keep private details out of your notes.

2

Check the service name.

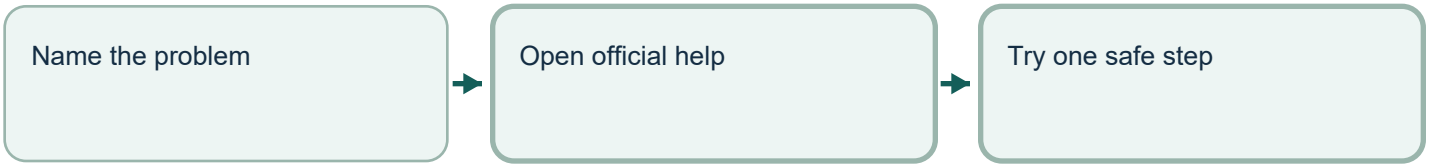
Use Google Business Profile Help for a Google listing, Jotform Help for a Jotform form and your website provider for its editor.

3

Open the official help link listed in the related guide.

If you search instead, check that the result belongs to the provider before following its account instructions.

Picture the route



Before you continue

Explain the first three steps in your own words. If a link, account or permission is missing, write that down before moving on.

Finish the task and check it

4

Compare the help with your screen.

Find the same feature, not just a similar-looking button. Different plans and accounts can show different options.

5

Try one reversible step at a time.

Stop and ask the authorized helper if a step would change ownership, delete information, accept charges or expose private files.

6

Record what worked.

Save the useful help link and the next step. Do not send passwords, recovery codes or secret keys in a request for help.

How you know it worked

The person knows the next safe step and where to find official help, without sharing secrets.

Show someone the result on your phone. If you get stuck, write which step stopped you and ask for help with that step.

Google Business Profile

Jotform Help

Google Search Central

Accessible forms