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Firefox Help

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Contributor News & Resources

Welcome, we are thrilled to have you as a contributor to the *support.mozilla.org* (SUMO) website! *It's through your efforts that we are able to provide help to so many Firefox users.*

Big things this week

- Next SUMO release - [Tuesday, Jan. 24th](#)
- Next SUMO day - [Thursday Jan. 19th](#)
- Next SUMO meeting - [Monday, Jan. 23rd \(call in details & meeting notes\)](#) at 9am PST. Please add your comments, questions and updates to the wiki. You can also participate in [#sumo](#) during the meeting. We're going to try recording and posting a video of the meeting.
- New sidebar to be turned on tomorrow (Jan. 18th) that hides the article editing tools by default and adds an article survey.

Contributor Help Wanted

Refer to the [Superheroes Wanted!](#) page for a quick start or browse the complete set of [How to contribute](#) articles.

- **L1oN Contributor** - Help to [localize Firefox Help](#)
- **Forum Contributor** - Answer [user support questions](#) that are most-requested but have no replies
- **Feedback Support** - Read and summarize user feedback from the [user support forum](#) and [input](#) to get a sense of the main issues and then update the [User Feedback Report](#) article
- **Feedback Localizer** - Read and summarize all feedback posted in your language and then update the [User Feedback Report](#) article
- **Army of Awesome Contributor** - Respond to [tweets about Firefox](#)
- **KB Editor** - Help to update [knowledge base articles](#) that need changes

Helpful links for contributors

As a public good organization, our work results are made public, and you can watch as we improve our services.

- [Our quarterly goals](#) tell you, what we are planning on working on for the next 3 month.

If there is anything wrong on SUMO, please let us know, so we can fix it. As usual at Mozilla, we use Bugzilla to track bugs.

- [Check SUMO bugs](#) to see if your issue is not yet in Bugzilla and just [provide a summary and a brief description of the problem](#).

Besides our production servers at support.mozilla.org, we have two different staging servers available for testing:

- support-dev.allizom.org - AKA "**-dev**" - Updates constantly from our 'master' branch, so is running the latest code. Please attempt to reproduce bugs here before reporting. If they've been fixed already, they'll be fixed here.
- support.allizom.org - AKA "**stage**" - This typically updates on Wednesdays around 12pm ET/9am PT, though it may pick up updates more frequently. It runs our 'next' branch, and is the code that's planned for the next production push. If you want to make a change and are unsure how it works, you can test it on this server first.

Staying updated

If you want to get updates about changes to a page, click on the link that says **Get emailed when this article changes** in the sidebar on the right.

Weekly Meetings: We have two weekly meetings for SUMO. One phone meeting where the team discusses the latest development and one IRC meeting, where Kadir meets with the community to talk about latest news and opened questions.

Phone meeting: Mondays (meeting duration approx. 30-45 minutes) at: 9:00 AM PST. Phone call details: Skype (free): +18007072533 then password: 369. Then, enter the conference number: 9309#

IRC meeting: Thursdays (meeting duration approx. 30-45 minutes) at: 10:00 AM PST, [#sumo](https://irc.mozilla.org)

Communication channels

We use the [Contributor forums](#) to discuss everything about Firefox Help. You can find many of us on the [IRC \(via Mibbit\)](#) channel for a chat. We also use the private message link on each profile to message individuals using SUMO.

Contributor and group directories

Attracting (and keeping) new collaborators has always been via a personal contact and coaching.

We have several ways you can get into personal contact with SUMO leaders and contributors for coaching. In addition to our user profiles, we have a forum thread for [contributor introductions](#). We encourage you to register on Mozillians.org and add the SUMO tag to your profile.

The following table includes links to the groups in the SUMO project where you will find the group leaders and contributors.

Support Forum	Moderators	Contributors				
LiveChat	LiveChat helpers					
Localization	Bengali	Brazilian Portuguese	Chinese	Dutch	French	German Hindi
	Indonesian	Italian	Japanese	Polish	Portuguese	Russian Slovak
	Slovenian	Spanish	Turkish			
SUMO Development	SUMO Developers	SUMO Admins				
Army of Awesome	Army of Awesome Contributors					
Knowledge Base	KB Editors	KB Reviewers				

Contributor Commitments

We consider everyone who helps a user to be a contributor and we ask you to make a greater commitment if you are able.

- Have fun and do new things!
- Help users as described in the [How to contribute](#) articles
- Commitment of one year
- Click **Get emailed when this article changes on this page** and read the News updates
- Let your group leader know if you have a change in circumstances that is impeding your ability to contribute

We ask for two additional commitments from group leaders.

- Update the [SUMO status report](#) for your group each week
- Attend one Mozilla-sponsored in-person event every two years

What if I am having trouble meeting my commitments?

Most of the contributors to SUMO are volunteers with other obligations that could unexpectedly make it hard for them to meet their obligations. If this happens to you, we have recommendations on how to handle it:

- **Remember, you are not alone.** Many contributors have been in this situation. No one will be surprised or disappointed to hear that you are having a hard time keeping up.
- **Raise your hand and communicate.** The more the rest of your group understands what you are going through, the easier it is for everyone. SUMO is very supportive, you may get more help than you imagined, just by letting people know. If you have to resign, it will be much easier on everyone if you let your group know sooner rather than later.
- **Changes in status aren't permanent.** If you need to lighten your load for a few months, that is usually manageable. When you are ready to take on more, we'll

be happy to work with you. If you need to resign now, it doesn't mean that you can't rejoin the contributor group when circumstances change.

- **Don't go silent.** Disappearing is the worst response for everyone. Your group won't know whether to recruit a replacement or not. It doesn't matter what the reason is, just let us know, so we can help.

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