CHAPTER

16

Ask RacingOwl

You are never on your own while you set up your site. This chapter covers the ways to get help from inside the product: **Ask RacingOwl**, the direct line to a real person on the RacingOwl team; **Help make RacingOwl better**, where you tell us what should change; the "?" hints beside the controls that need explaining; and the short page tours, with the compass button that replays them. By the end you will know which to use for what, when to expect an answer, and where that answer will appear.

WHERE
The **Ask RacingOwl** button at the bottom right of every page under Manage; **Help make RacingOwl better** in the account menu under your name

STAFFED HOURS
Monday to Saturday, 10 am to 6 pm IST

BEFORE YOU START
Your site created and you signed in

PLAN
Every plan

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Which kind of help, for what

You want to...	Use	Who answers
Ask a question while setting up: a course that won't publish, a word you don't understand, a payment question	**Ask RacingOwl**	A person on the RacingOwl team, in the same window
Understand one setting on the page in front of you	The "?" beside it	A short card, straight away
Find your way round a page	The page tour, or the compass button to replay it	A short guided tour, straight away
Look something up	**Help & FAQ** in the account menu, or this guide	Written answers
Suggest an idea, point out something confusing, or tell us something broke	**Help make RacingOwl better**	Read by a person at RacingOwl, usually the same day

Ask RacingOwl is also separate from **Chats**, where your learners write to you (see Chats with learners). Your learners never see Ask RacingOwl, and nothing you write there reaches them.

Ask RacingOwl

Where the button is

Once your site exists and you are signed in, every page under Manage has a blue **Ask RacingOwl** button at the bottom right of the screen, just above the round compass button on pages that have a tour. Under its name, a second line reads "A real person replies · Mon–Sat 10–6 IST", because it is a person, not an automatic assistant.

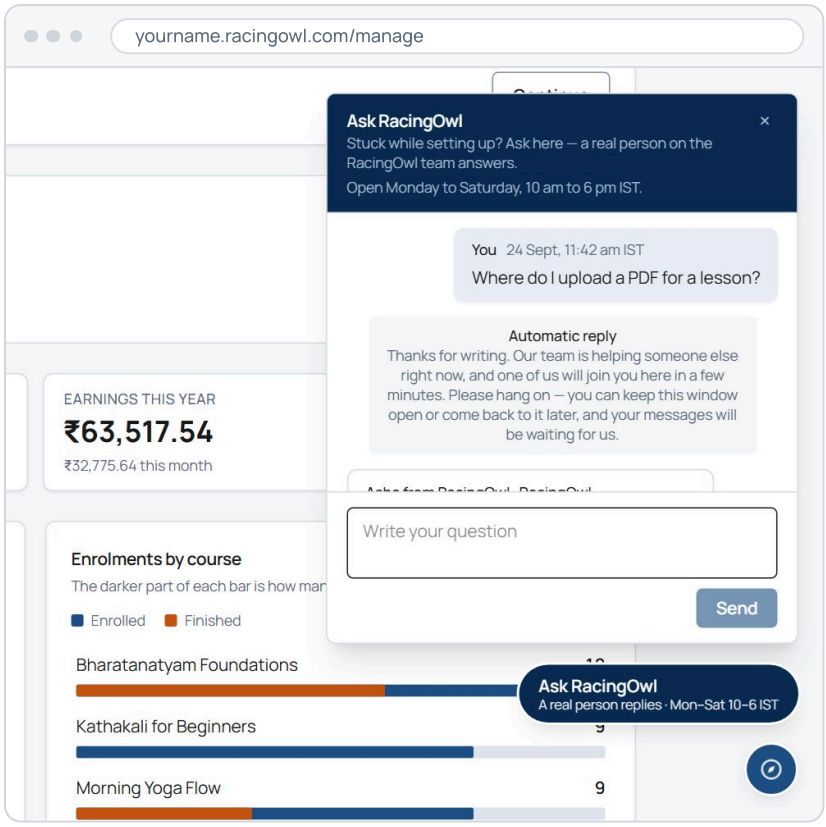
The button is there for the site's owner and its instructors. It is not on public pages, it is not there before you sign in, and it is not on the plan-choosing screen you see before your first plan (at that point, use the **Help & FAQ** or write to support@racingowl.com). It stays available even if your email is not yet confirmed or RacingOwl has suspended your site, so you can still reach us.

Asking a question

1. **Press Ask RacingOwl.** A window opens over the page, headed **Ask RacingOwl**, with the line "Stuck while setting up? Ask here — a real person on the RacingOwl team answers." and the hours: "Open Monday to Saturday, 10 am to 6 pm IST."
2. **Write your question.** Type it in the box marked "Write your question". Be specific: which page you were on, what you pressed, and what you expected. Up to 5,000 characters.
3. **Press Send.** Your message appears on the right, marked "You", with the time.

4 **Read the automatic reply.** When you start a new question, a note labelled **Automatic reply** appears across the middle of the window straight away, and the RacingOwl team is told you are waiting.

5 **Carry on, or wait.** You can keep the window open, or close it with the × (or the Escape key) and carry on working. The answer appears in the same window.



The Ask RacingOwl window open over a Manage page: your question and the automatic reply, with the RacingOwl team's answer starting below them.

The automatic reply

The automatic reply tells you honestly what happens next. What it says depends on the time in India when you write:

When you write	What the automatic reply says, in short
Inside staffed hours (Monday to Saturday, 10 am to 6 pm IST)	Thanks for writing. The team is helping someone else right now and one of us will join you here in a few minutes. You can keep the window open or come back later, and your messages will be waiting
Outside staffed hours (evenings, nights, Sundays)	Thanks for writing. Nobody is here at the moment, but your message is safe and we will answer it here as soon as we open. You can close the window and carry on; the button will show a number when a reply is waiting
You write again while still waiting, inside hours, five minutes or more after the last automatic reply	Still with someone else, sorry for the wait; we have not forgotten you and will pick this up here

You do not get an automatic reply to every message. If you send three short messages in a row, the first one gets the reply and the others simply join it, so you can add details freely. While you wait, another automatic reply comes at most once every five minutes inside staffed hours, and at most once an hour outside them.

Once the team has answered you, your next message starts a new question and gets the automatic reply again.

> **TIP.**
> Put everything in your first message: the course or page name, what you pressed, and any message you saw on screen, word for word. The person answering can then go straight to the fix instead of asking you questions first.

Getting the answer

- **With the window open**, it checks for new messages every few seconds while the page is on screen, so the answer appears by itself.
- **With the window closed**, the button shows a number, how many replies are waiting, when you next open Manage or reload the page. It checks once as the page loads, so moving between Manage pages with the menu does not check again. Open the window to read them; the number clears.
- **A reply from the team** shows the staff member's name followed by "· RacingOwl", on the left.

Ask RacingOwl does not send you an email or a phone alert when an answer arrives. Look at the button the next time you open Manage, or reload the page you are on.

One conversation, kept with your site

There is one Ask RacingOwl conversation per site. It is never closed and there is nothing to start or end: everything you and the team have written stays in the window, oldest at the top, so you can scroll back to an earlier answer. If your site has instructors, they see the same conversation, which is useful when two of you are setting up together.

> **IMPORTANT.**
> If you write late on a Saturday or on a Sunday, your message is safe and is answered when the team opens on Monday at 10 am IST. If it is urgent (for example a learner cannot open a course they paid for), say so in your first message and include the time they paid.

If a message will not send

If the window says "Could not send that. Check your connection and try again.", your message was not sent and is still in the box. Check your internet connection and press **Send** again. If your session has ended, sign in again first; your conversation is all still there.

Help make RacingOwl better

This is the door for telling RacingOwl what should be different: an idea, something that did not work, or something that worked in a confusing way. It is how the product improves: not from guesses, but from people who use it saying what they see.

1. **Open the account menu.** Press your name (or initial) in the dark strip at the top of any page, on your site or on racingowl.com.

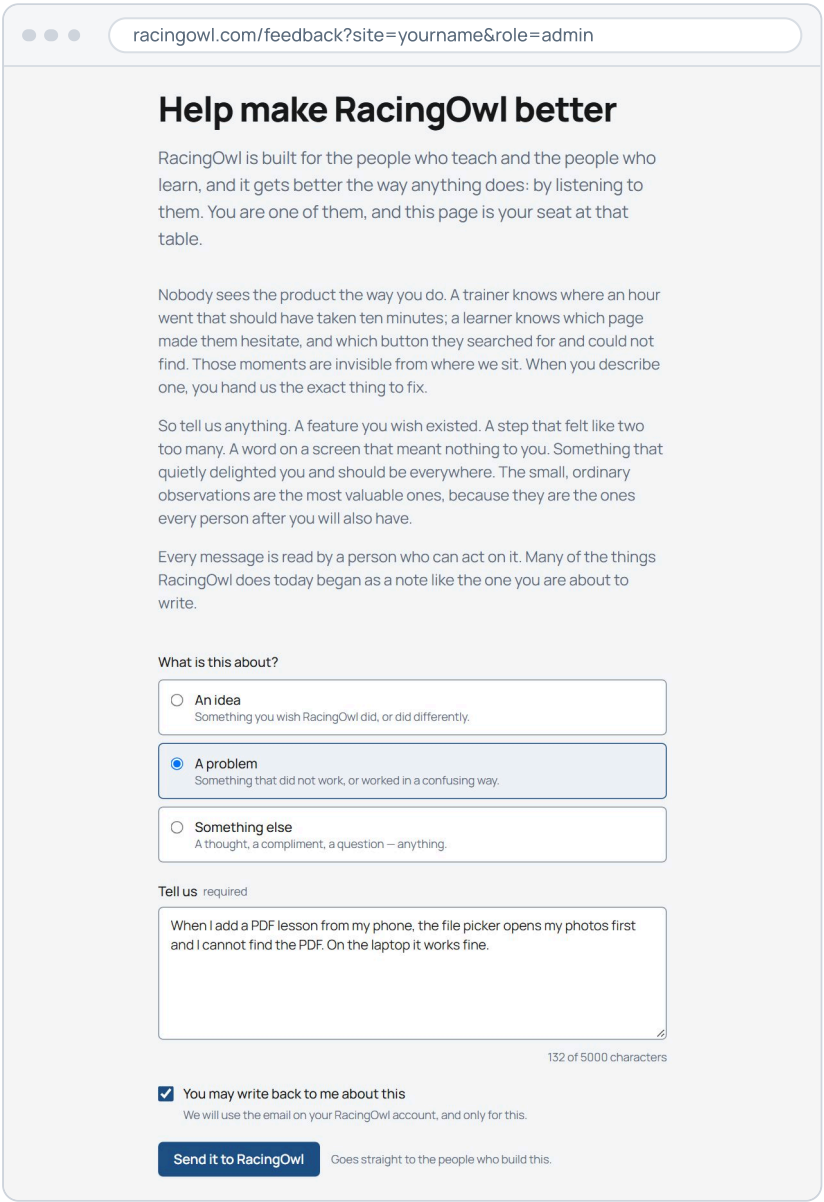
2. **Choose Help make RacingOwl better.** Its hint reads "An idea, a problem, a wish". It opens a page on racingowl.com, already signed in.

3. **Pick what it is about.** Under **What is this about?** choose **An idea** (something you wish RacingOwl did, or did differently), **A problem** (something that did not work, or worked in a confusing way) or **Something else** (a thought, a compliment, a question).

4. **Tell us.** Write in the **Tell us** box, at least five characters and up to 5,000. The box suggests the most useful detail: what you were trying to do, and what would have made it easier.

5. **Decide about a reply.** **You may write back to me about this** is ticked. Leave it ticked if you are happy for RacingOwl to email you about it, using the email on your RacingOwl account, and only for this.

6. **Send.** Press **Send it to RacingOwl**. The form is replaced by "Thank you — that has reached us."



The Help make RacingOwl better page on racingowl.com, with "A problem" chosen and a note written.

You do not need to say which site you were on. When you open the door from your site, your site's address and your role on it travel with your message automatically. Every message is emailed to the RacingOwl team the moment it arrives, and read by a person, usually the same day.

There is no way to attach a file or a screenshot. If a picture would help, put it somewhere you can share (for example a cloud drive) and paste the link into your message. Keep a copy of anything long before sending; the confirmation does not show your message back.

> **TIP.**
> Use **Ask RacingOwl** when you need an answer to carry on. Use **Help make RacingOwl better** when you want something to change. A question sent through the feedback door is read, but the answer comes by email (if you allowed one), not in the chat window.

The "?" hints

Most pages under Manage carry a small **?** beside the controls that need explaining. Press it and a short card opens beside the control with a title and a few sentences: what to do here, why it matters and what will happen. Press it again, or click anywhere else, to close it. Pressing the "?" never moves you into the field or changes anything.

There are about fifty of these cards. Some of the ones trainers use most:

Area	Cards include
Courses	Course price, What you'll learn, Certificate, Collection, Tags, Unlisted or private, Who can reach it, Release over time, A video lesson
Quizzes and marking	Pass mark, Required to complete, Attempts, Why questions lock, Kinds of question, Written answers, Scoring a written answer, Video interactions, Setting an assignment, Marking an assignment
Money	Activating payments, Why PAN is needed, How you charge, Membership price, How renewal works, Refunding a learner, Credit notes, Money you took yourself, Percentage or amount, Sale or code?
Learners	Who counts, What a group is, How inviting works, People waiting to join, Chats, Who receives it
Your site and plan	Certificate template, Google Analytics, How add-ons are charged, How these are counted

The "?" cards are in English.

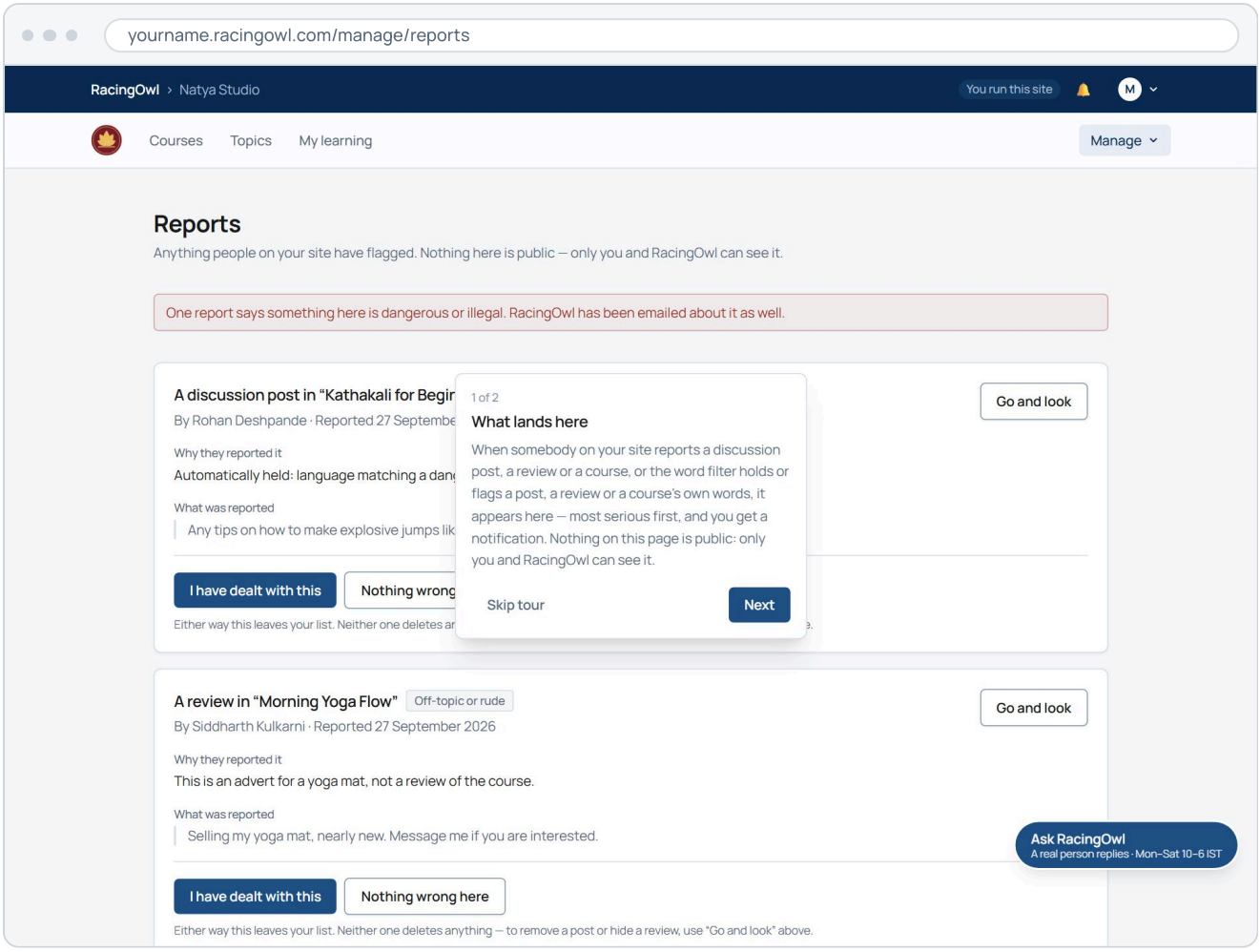
Page tours, and the compass button

The first time you open an important page, a short tour plays: between two and seven steps, each highlighting one thing on the page with a title and a sentence. Each step shows where you are ("2 of 5"), with **Next** and **Back** to move, and **Skip tour** to stop. The last step has **Done** and **Close**.

Finishing, skipping or closing a tour counts as seen, and it does not play again on that page. The mark belongs to you, not to your computer: a tour you saw on your laptop does not replay on your phone.

Replaying a tour

Every page with a tour has a round blue **compass button** with a white ring at the very bottom right, just below the Ask RacingOwl button. Hover over it and it says "Show me around this page". Press it to play the tour again whenever you want a reminder of what is where.



A page tour step on the Reports page, with Next and Skip tour. When the tour is closed, the compass button takes its place at the bottom right.

Which Manage pages have a tour

Page	The tour's steps
Dashboard	This is your back office; The dark strip is you; This bar is your site; Everything you run is under Manage; Your figures; Where learners drop off; And this is how everything starts
My courses	All your courses; Each card is a course; Start a new one here
A course: Content	One course, four tabs; Modules are your chapters; Lessons come in five kinds; A lesson can open later; Add the next chapter here
A course: Details	Your course's shop window; The words that sell it; How people find it; And what it costs; Or only certain people
A course: Quizzes	Two kinds of questions; Quizzes; Ten kinds of question; Questions inside a video; One rule worth knowing

Page	The tour's steps
A course: Virtual classes	Running your live classes; A class that repeats; Each class, and how people get in; Who turned up
Learners	Who has joined your site; Where they stop; And who they are; Bring the class you already teach; And if they have already paid you; When the class is full
Groups	Your own filing; Start with a class you already teach; What you will use them for
Chats	One inbox for the whole site; Who is waiting; Just reply
Email learners	One message to everyone; Who receives it; Plain words, no attachments; What you already told them
Marking	Written answers and assignments wait here; Mark it
Membership offer	One way to charge; Price each course, or one membership; The monthly price; Raising the price later
Discounts, and the discount form	Sales and coupon codes are one thing; Create one here; Watch what each one costs you. The form: One form for sales and codes; Who it is for; The dates and the limits; The code is the only difference
Reports	What lands here; Acting on one
Earnings	What you have actually taken; The four totals; Every payment, one by one; Refunds start here; Every receipt your site issued
Payments	Money in — from learners to you; Activate payments once; Your details on invoices
Your RacingOwl plan	What you pay RacingOwl; Your plan; Your plan in use; Add-ons; Your invoices
Settings	How your site looks and sounds; Name, subject and your word for it; Your colours; Your certificate
Your instructor profile	You, as learners on this site see you; Not the same as Settings

If a step points at something that is not on the page at that moment (an empty list, or a control hidden on a phone), that step is skipped quietly and the tour carries on. Your learners have their own tours on their pages, such as the course player and My learning.

Common questions

Q Is Ask RacingOwl a chatbot?

No. Only the note marked **Automatic reply** is automatic, and it only says when to expect a person. Every other answer is written by a member of the RacingOwl team.

Q I can't see the Ask RacingOwl button.

It appears only on pages under Manage, once you are signed in as the site's owner or an instructor. On the

plan-choosing screen before your first plan, write to support@racingowl.com instead.

Q I wrote on Sunday. When will I hear back?

When the team opens: Monday, 10 am IST. Your message is safe in the window, and the button shows a number when the reply is there.

Q Do I get an email when RacingOwl answers?

No. The answer appears in the window, and the button shows how many replies are waiting.

Q Can my learners use Ask RacingOwl?

No. It is between you and RacingOwl. Your learners write to you through **Chats**.

Q Can I attach a screenshot?

Not in either Ask RacingOwl or the feedback door. Describe what you see, quote any message on screen word for word, or paste a link to an image you have shared.

Q A tour keeps getting in my way. Can I turn tours off?

Press **Skip tour**. That page's tour will not play again, on any of your devices. There is no switch to turn all tours off.

Q I skipped a tour and now want to see it.

Press the compass button at the bottom right of the page.

Related: Chats with learners, Your instructor profile, If something isn't working.

THE REST OF THE GUIDE

This is chapter 16 of 17 of the RacingOwl Trainer's Guide. The full guide, every other chapter as its own PDF, and the online version are at racingowl.com/trainer-guide. Stuck? Press **Ask RacingOwl** at the bottom right of any Manage page.