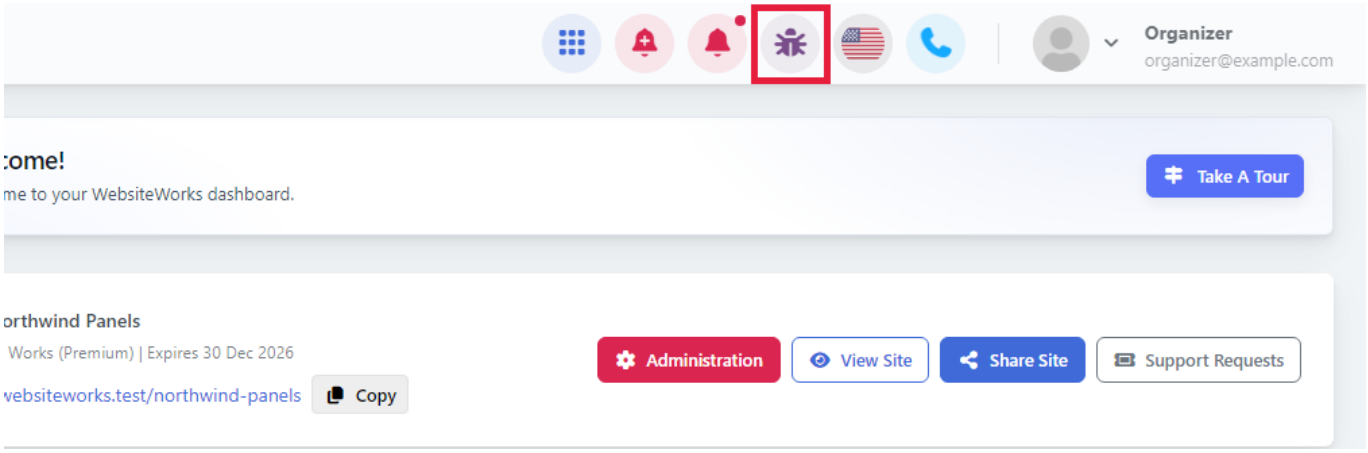
How to suggest an improvement

Category: Feedback & Support
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Reading Time: 2 min

Have an idea that would make WebsiteWorks work better for you? You can send a suggestion to our team from your dashboard. We read every suggestion when planning improvements.

Step 1: Click the bug icon

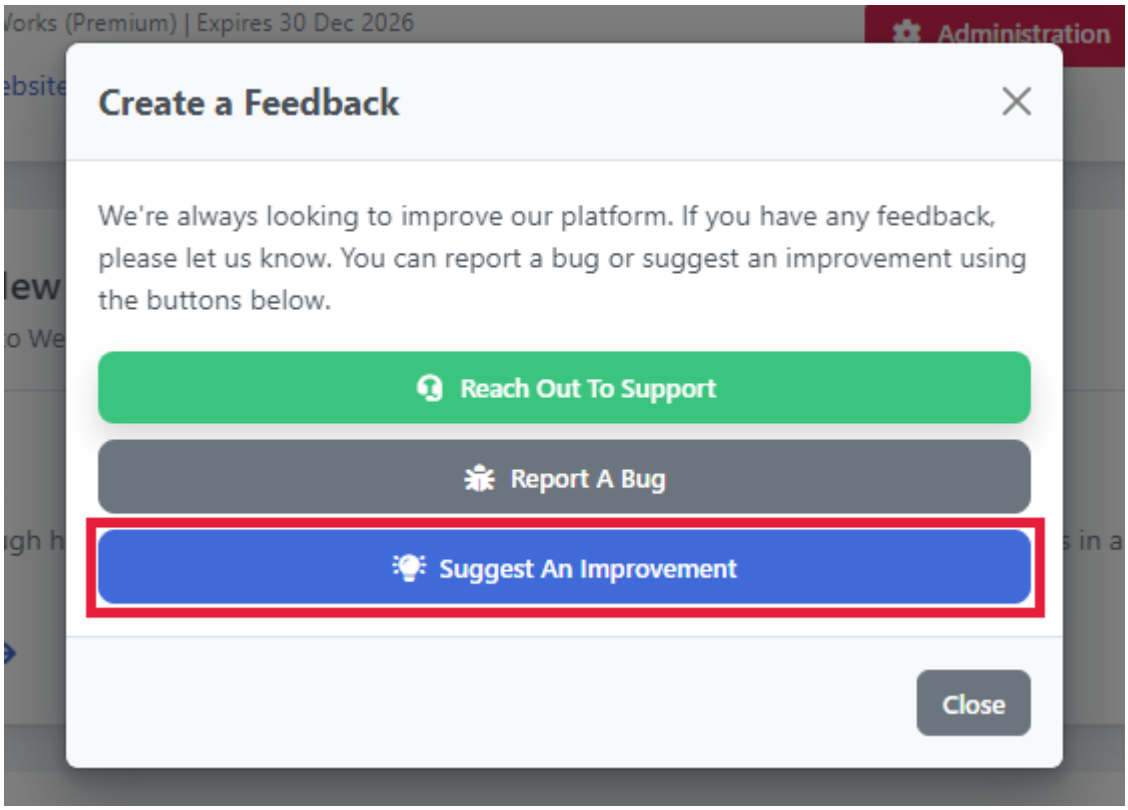
In the top bar of your dashboard, click the **bug icon** (its tooltip says **Send feedback**). The same button is used for bug reports and suggestions.



Bug icon in the dashboard top bar

Step 2: Choose Suggest An Improvement

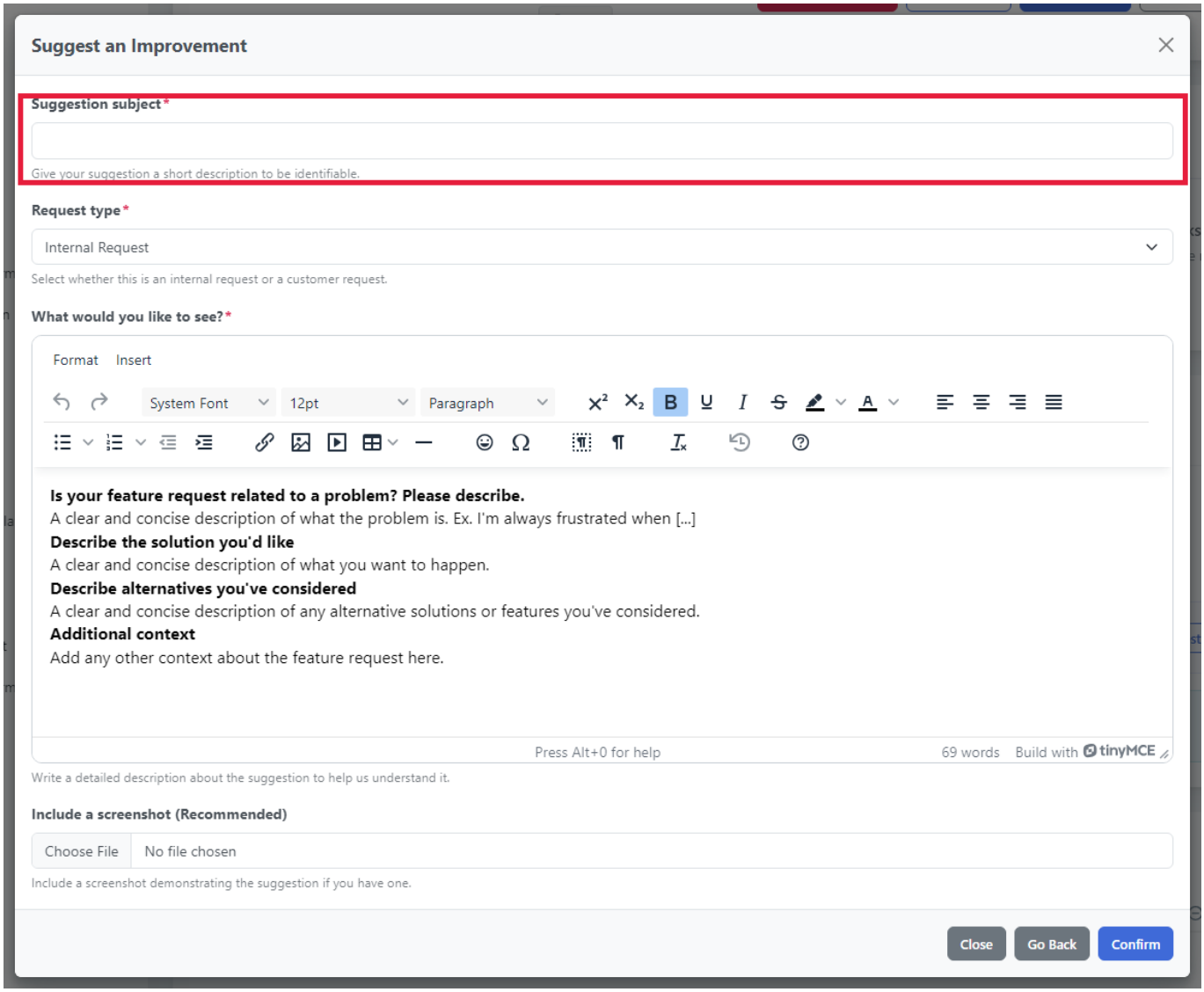
The **Create a Feedback** window opens. Click **Suggest An Improvement**.



Suggest An Improvement button

Step 3: Give your suggestion a subject

In **Suggestion subject**, write a short title for your idea, for example "Let me duplicate a ticket type". As you type, the form may show help articles that match your subject. Check them: the feature might already exist.



Suggestion subject field

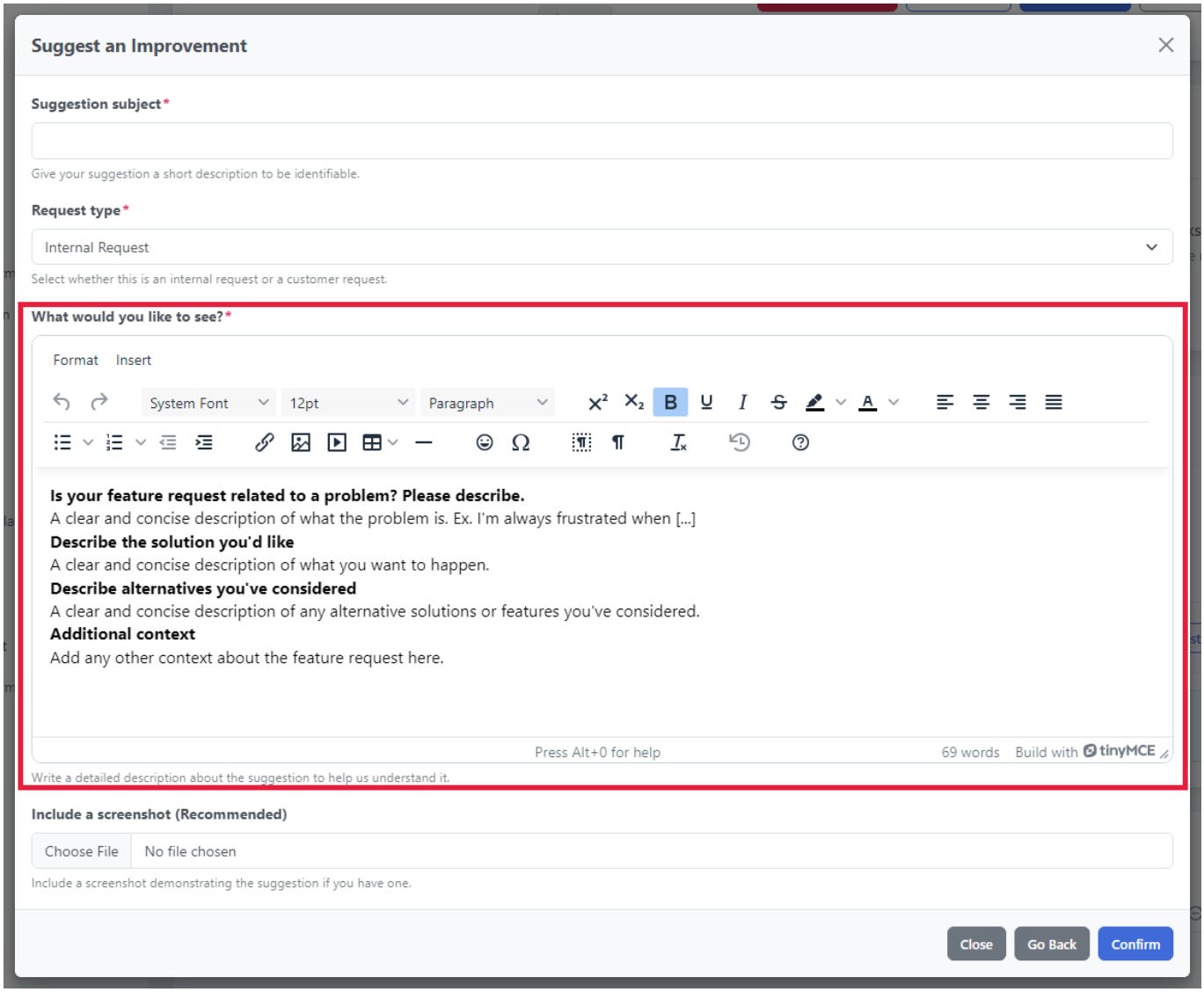
The form also shows a **Request type** menu. You can leave it as it is.

Step 4: Describe what you'd like to see

The **What would you like to see?** box already contains a short template. Replace the sample text under each heading:

- **Is your feature request related to a problem? Please describe.**: what's hard or missing today.
- **Describe the solution you'd like**: what you'd like to happen.
- **Describe alternatives you've considered**: other ways it could work, or what you do today instead.

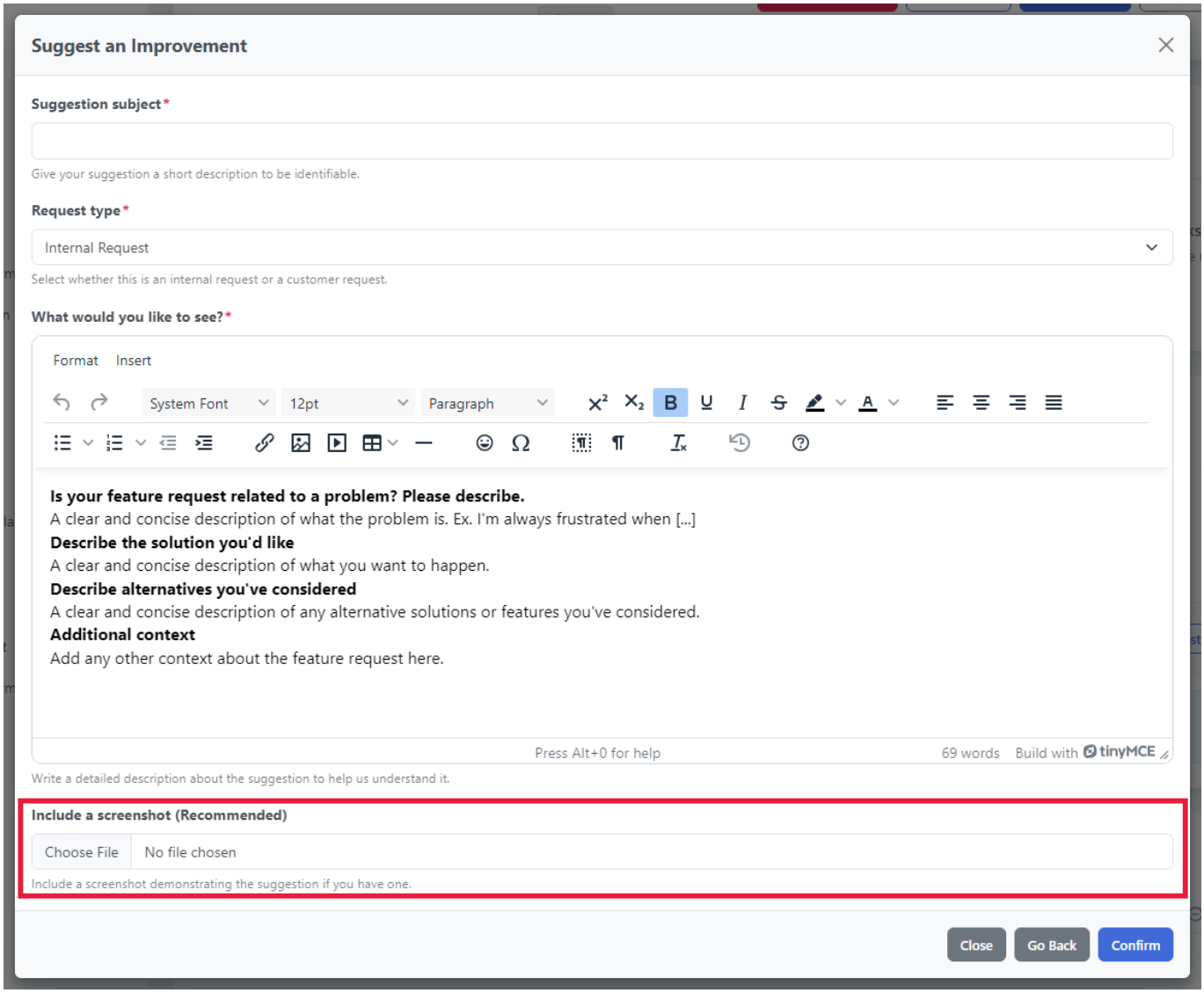
- **Additional context**: anything else that might help.



What would you like to see? box with the template

Step 5: Add a screenshot (recommended)

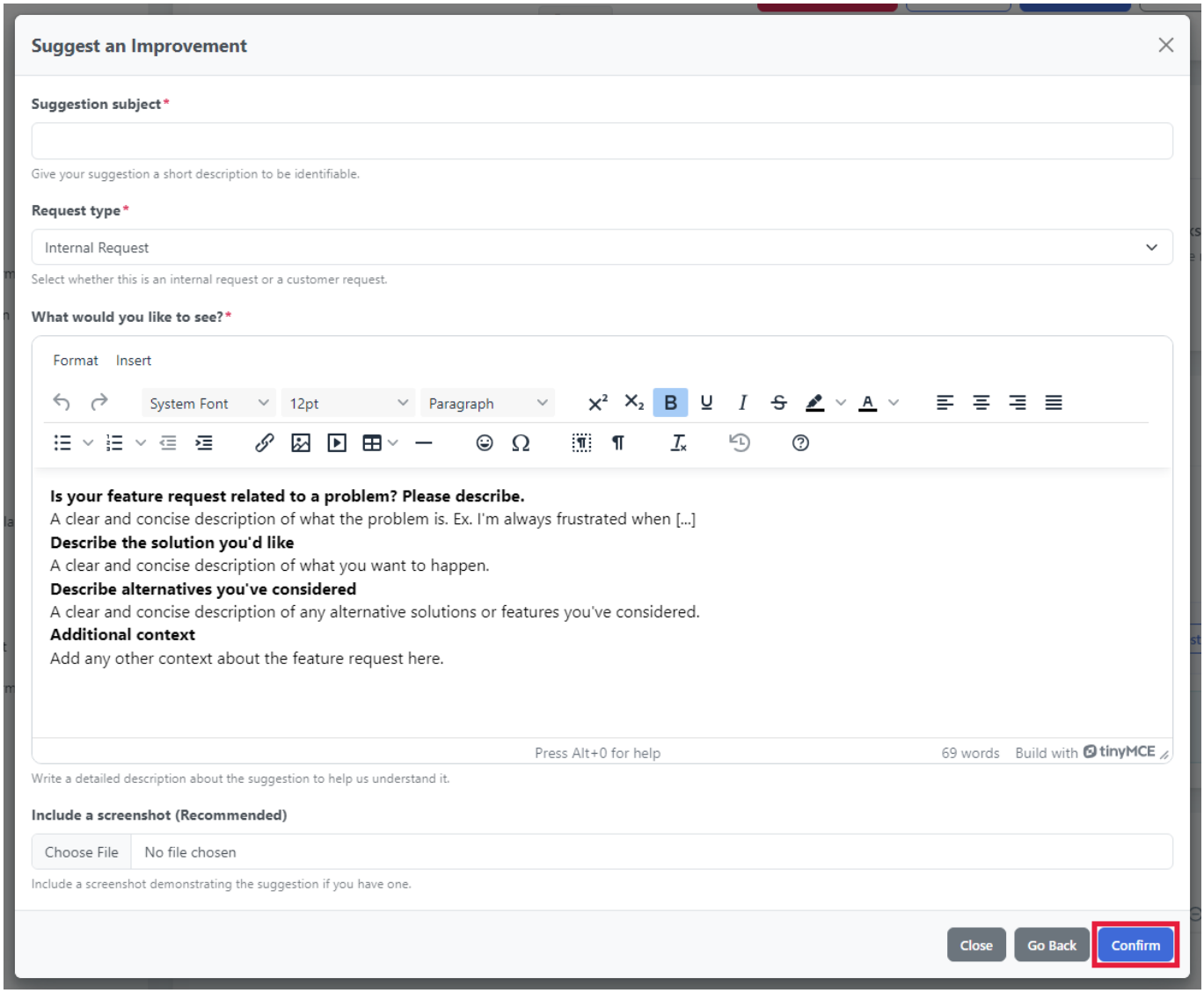
Under **Include a screenshot (Recommended)**, click **Choose File** to add an image of the page your idea is about, or a sketch of what you have in mind. This is optional, and the image can be up to 2 MB.



Include a screenshot (Recommended) field

Step 6: Send your suggestion

Click **Confirm**. You'll see the message **Feedback created successfully**.



Confirm button

Tips for a helpful suggestion

- **Start with the problem.** Telling us why you need something helps us find the best solution.
- **Be specific.** Name the page or feature your idea is about.
- **Share an example.** A screenshot or a link to something similar you've seen helps a lot.
- **One idea per suggestion.** Send separate suggestions for separate ideas.

Found a bug instead?

If something isn't working as it should, choose **Report A Bug** in the same window. See our article on reporting a bug for tips.