sumo

open source support

mozilla

Helping 400 Million Firefox users

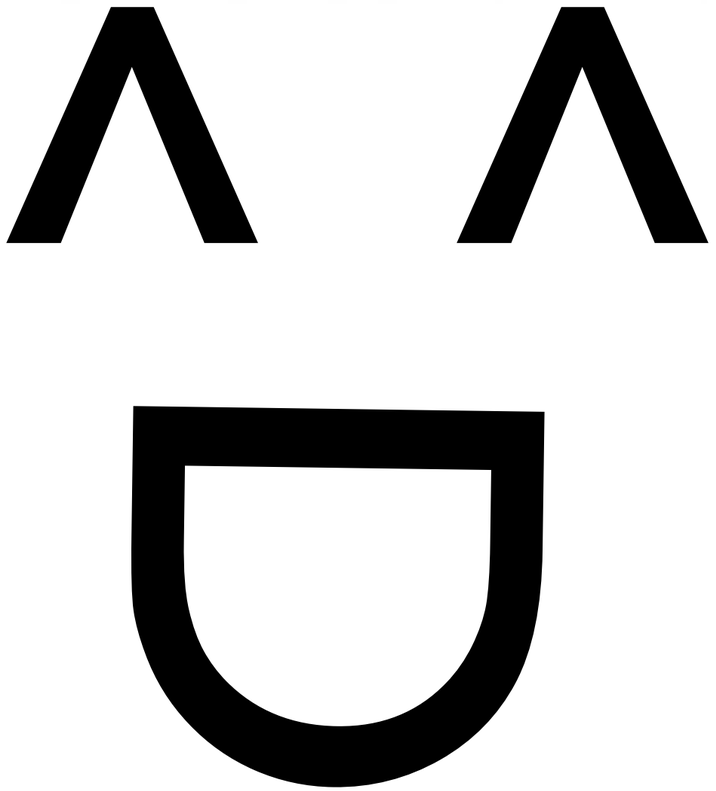
mozilla

Why to join?

1

Helping is great!

mozilla



#2

You can make a difference

Build a better web!

mozilla

http://www.mozilla.org/about/**mission**.html

3

It's fun!

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How to join?

1
Army of awesome

Join our

ARMY OF AWESOME

Love Firefox and have a few moments to help?
Help other Firefox users on Twitter. Good things
will come to those who tweet!

1. *Choose a* **TWEET BELOW**

2. *Sign in with* **TWITTER**

3. *Respond to* **THE TWEET!**

Choose a tweet to help

Sign in | Refresh | Most Recent

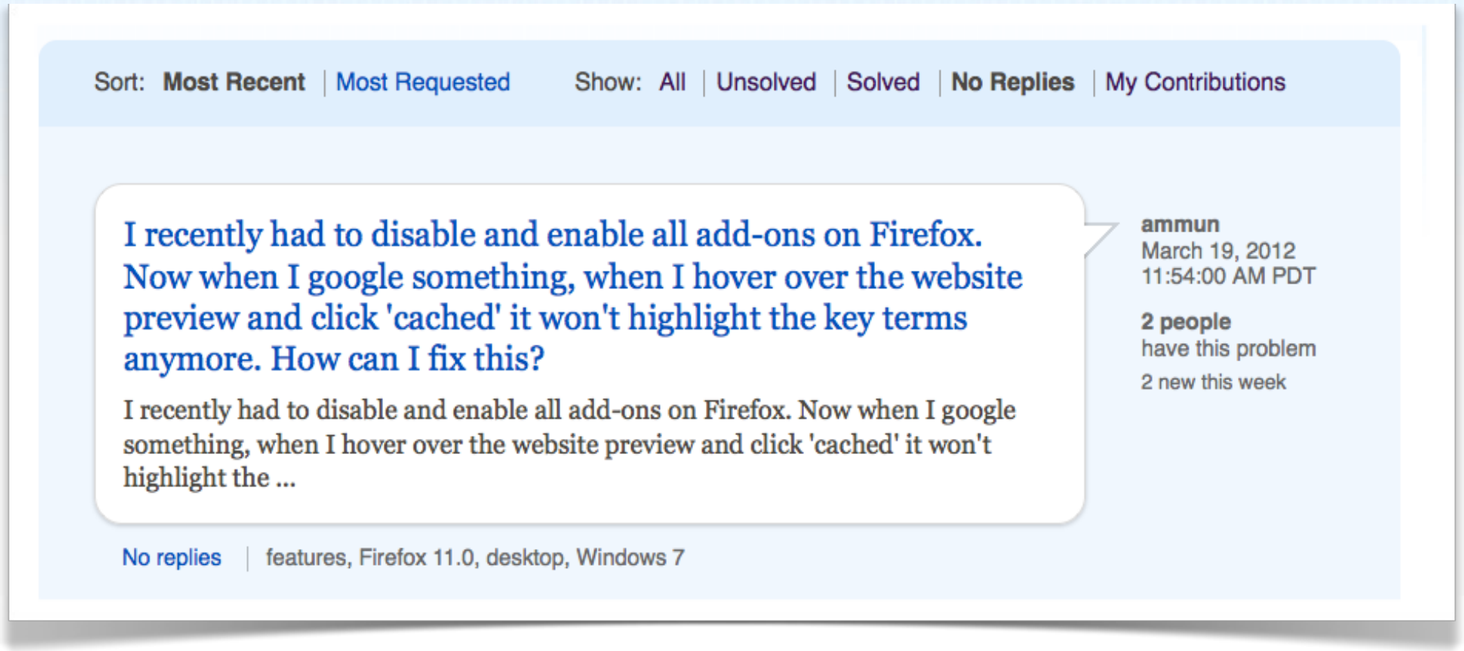
mozilla

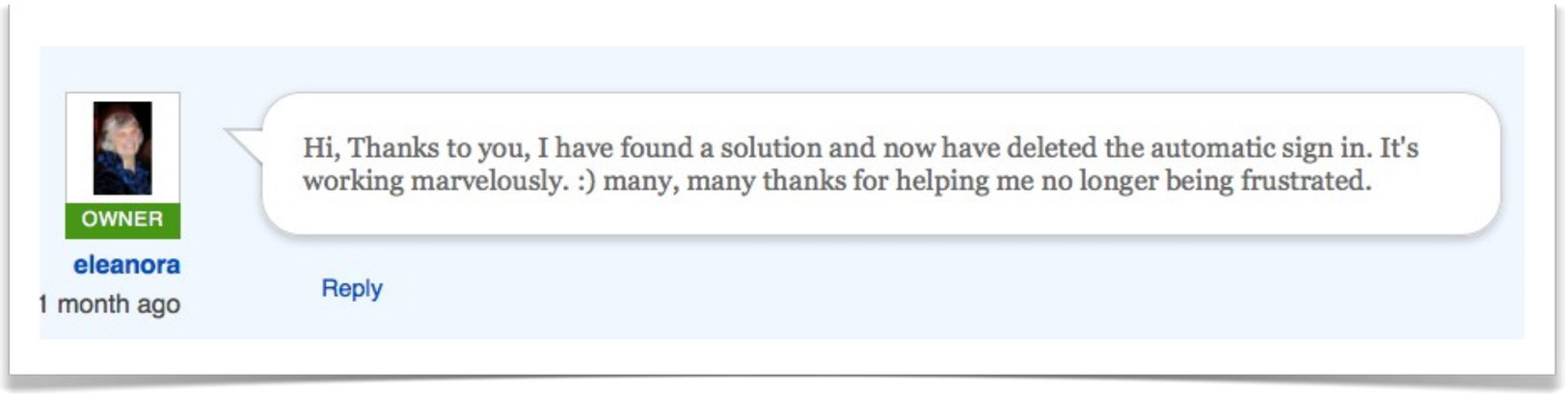
[If you want a screenshot of one of your tweets and the "thank you" after that]

Highlights

- Anyone can start immediately, no technical knowledge needed
- Fun and easy thanks to the canned answers
- Immediate help means also immediate gratitude, try it out!
- ATTENTION: Army of awesome is very addictive :)

2
Help Forums





[If you want a screenshot of one of your answers and the "thank you" after that to make it more personal]

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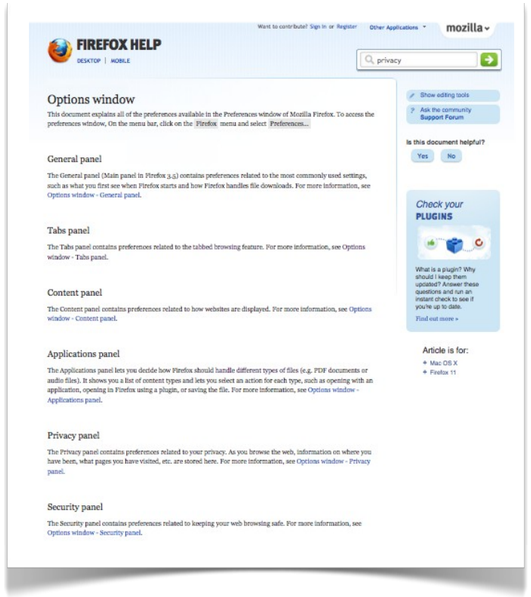
Highlights

- You can start with easy questions
- Users are very happy and grateful when you help them, your Karma points add up
- Take the challenge: troubleshooting is a lot of fun
- You are not alone: the SUMO community will help you on the IRC channel #sumo

3
Knowledge base

Want to contribute? Sign In or Register
Other Applications
mozilla
FIREFOX HELP
DESKTOP | MOBILE
tab
What are Tab Groups?
Tab Groups (also known as Panorama) are an easy way to organize a lot of tabs. With Tab Groups, you can visually group related tabs, switch between groups and quickly search through all of your tabs. This article will have you juggling dozens of tabs in no time.
Table of Contents
Why should I use Tab Groups?
How do I create a Tab Group?
How do I switch between Tab Groups?
How do I search through my tabs?
How do I organize my Tab Groups?
App Tabs in Tab Groups
I'm having problems
Why should I use Tab Groups?
If you're a tab addict, regularly ending up with more tabs than fit on the Tab Strip, Tab Groups were made for you. They're also great for grouping tabs by task and then switching between them. Try out the steps in the rest of this article – you'll quickly see how useful they are.
How do I create a Tab Group?
If you don't already have a number of tabs open to work with, do it now.
1. Enter the Tab Groups view by clicking the List All Tabs button at the far right side of the Tab Strip and selecting Tab Groups.
   - For those of you who like keyboard shortcuts, you can use Command + Shift + E.
2. When you enter the Tab Groups view for the first time, you'll see thumbnail previews of all of your tabs in one group. To make a new group, simply drag one tab out of the group and then drag a second one on top of it. A box will be drawn around them.
   - You can continue adding tabs to that new group and you can create more groups.
Show editing tools
Ask the community
Support Forum
Is this document helpful?
Yes
No
Check your
PLUGINS
What is a plugin? Why should I keep them updated? Answer these questions and run an instant check to see if you're up to date.
Find out more »
Article is for:
+ Mac OS X
+ Firefox 11

Huge Impact



One article

helps

Hundreds of thousands of people!

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Most Visited

Last 7 days | Last 30 days | Last 90 days | All Time

Article	Visits	Status
Using the Windows Media Player plugin with Firefox	844,440	
Private Browsing	577,233	
Plugin crash reports	470,113	
How do I turn on the Do-not-track feature?	338,932	
How to set the home page	238,467	
Updating Firefox	154,966	
Choosing More Secure Passwords	99,919	
How do I customize the toolbars?	91,379	
Clear Recent History	88,168	
How to clear the cache	80,227	

All knowledge base articles...

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Highlights

- Biggest reach possible: one article helps hundreds of thousands!
- You can start by telling us how to improve articles
- Say cheese: you can also take care of the screenshots
- Take the challenge of writing help articles that will be translated into many languages

#4
L10n

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Help Firefox users in YOUR language

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Highlights

- Biggest reach possible: one article helps hundreds of thousands!
- Say cheese: you can add screenshots in your language
- Take the challenge of translating and localizing help articles
- Be part of a local community

What are you waiting for?

Just go to http://support.mozilla.org and register

OR

Talk to your local Mozilla Rep

OR

Just drop a line to: Rosana or Madalina
(rardila@mozilla.com / mana@mozilla.com)

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We are waiting for you!

So, what now?

Talk to your friends !

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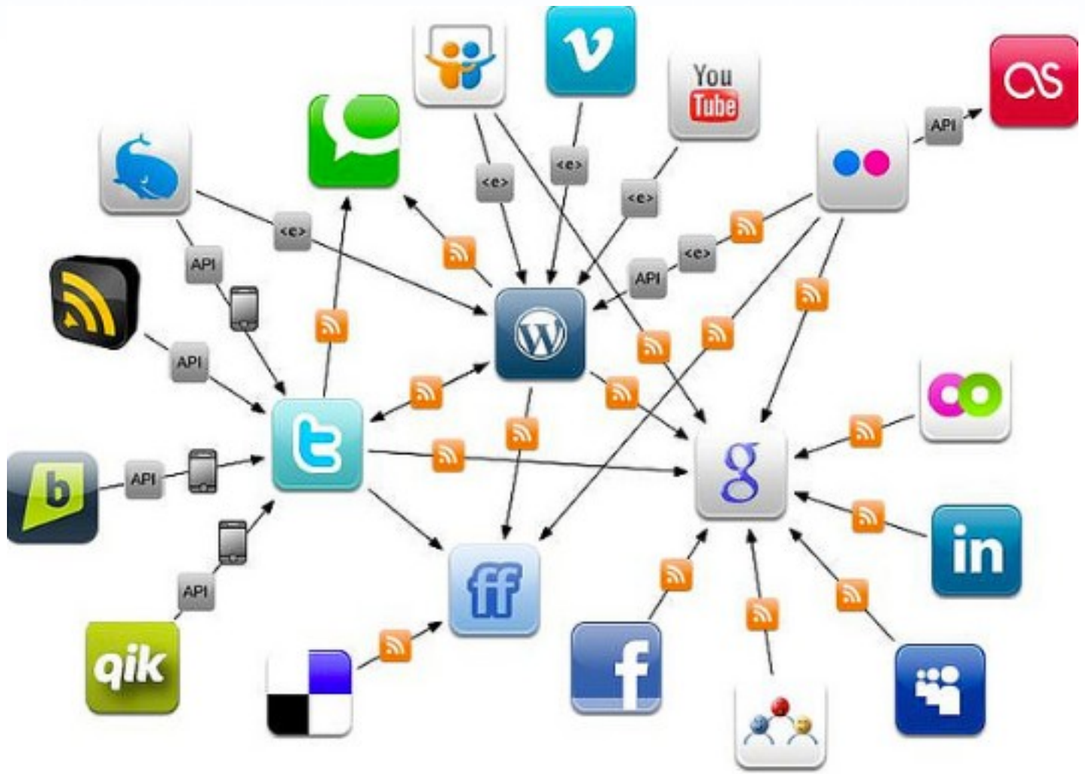
Talk to your followers!



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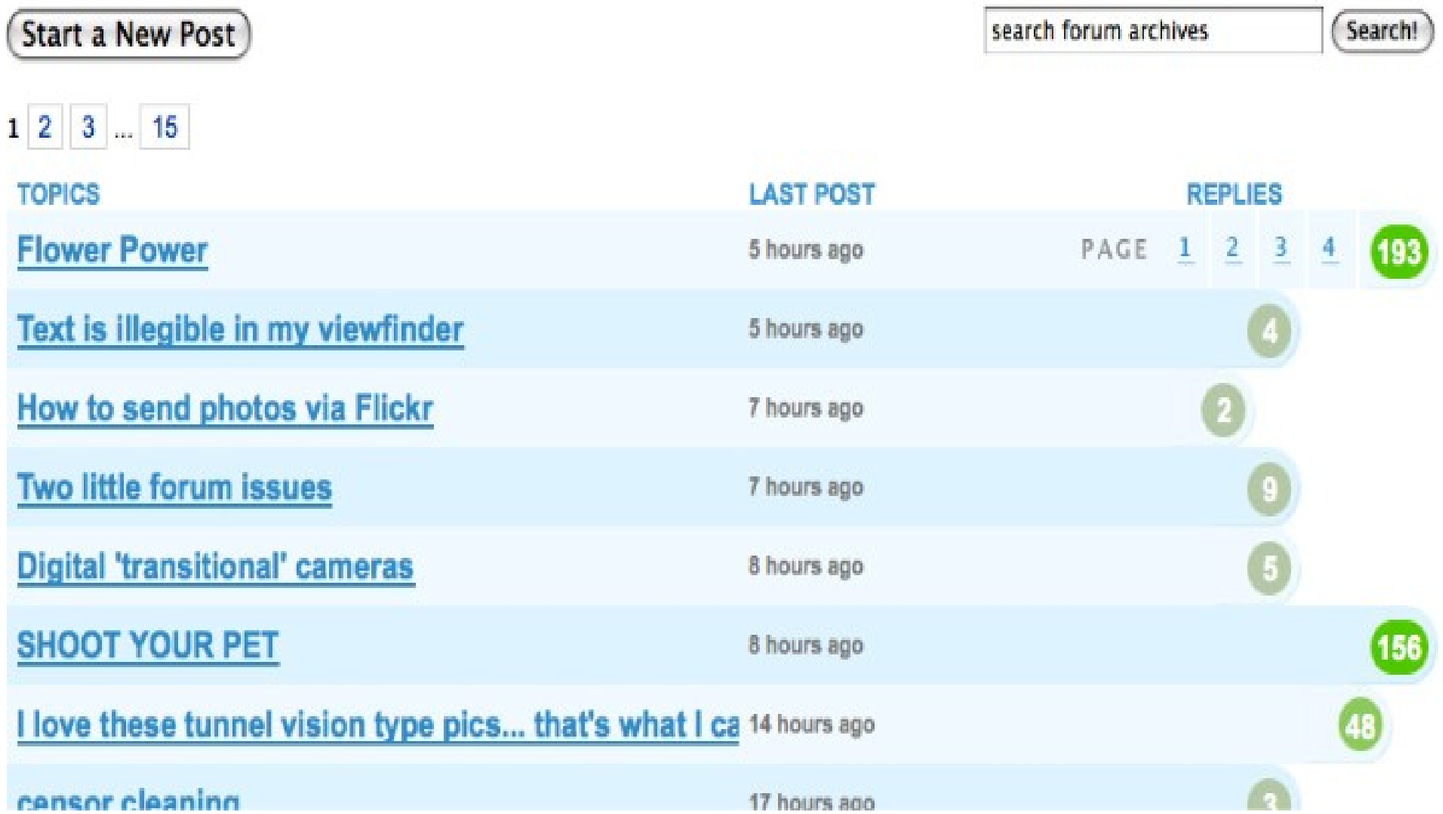
Talk to other communities!



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