



Welcome to the Helpdesk

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Who we are

The Cubik Helpdesk is managed by me, Cubik's Head of Customer Service, [Michael Scott](#). My team of [Andrew](#), [Natalie](#), [Louise](#), and [Steven](#) are on hand to answer your questions and help you get the most from your Cubik website. You will most often speak to Carrie, Andrew and Louise, but I am always available should you wish to talk to me directly. Just call the Helpdesk on 0113 238 6735 and ask for Mike...

What We Do

This help site has been designed to provide you with help, advice and guidance in the use of our software. However, you can [contact us directly](#) in order to:

- Address any problems ('bugs' or 'Errors') that you encounter when using our software.
- Configure features of the system that may not have been implemented at the outset of a project, as you decide that you wish to take advantage of advanced areas of functionality. We recommend that in most instances you contact us [through this website](#), so that all information needed to resolve the issue is captured in the first instance. If your query is of an urgent nature, please contact us on: 0113 238 6735

Quick Links

Have a problem?



- [How to report a problem to the Cubik Helpdesk](#)

If you need to report a problem to the Cubik Helpdesk, we need to know as much information as possible about what has happened. Here is a guide to help you report everything we need so that we can help you as soon as possible.



- [Search for an answer](#)

Search the Cubik Helpdesk site for answers to your questions.



- [Contact the Helpdesk](#)

To contact us, please email help@cubik.co.uk, or phone the Helpdesk on 0113 238 6735. To send a specific query, you can use one of these forms.

Frequently Asked Questions



- [How can I add eCommerce to my website?](#)

You can set up e-commerce on your website to allow you to take donations, and to set up a Shop area to sell your merchandise.



- [How do I set up a web form?](#)

Create simple or complex forms for your visitors to fill in. Decide how the information is processed and keep track of all the submissions using Cubik forms.





- [How do I upload a document?](#)

The Asset Uploader allows you to upload files into your Resource Galleries. It lets you upload more than one file at a time and to automatically scale your JPEG images to a size suitable for your site.

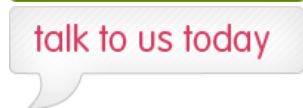
Can't find what you are looking for?



- [Help Site Feedback Form](#)

As part of our continued efforts to improve the Helpdesk Function that we provide to our customers, any feedback regarding our help website would be very welcome.

If you want to find out more, [Cubik's Helpdesk](#) will be able to help you.



PDF Downloads

- [Download our User Guide \(1475kb\)](#)

This user guide introduces you to the Cubik system and contains all you need to know to help you get the most from your Cubik website.

Helpful links



- [When creating a page, don't forget...](#)

There are some simple things you can do on all of your pages to make them engaging, attractive, and much more than just some text on a screen.