

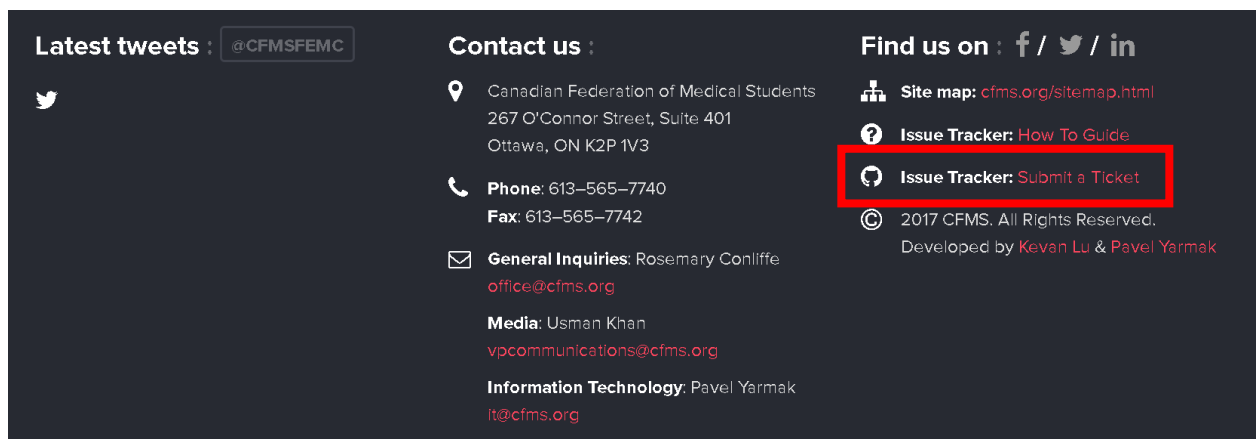
Issue Tracker Guide for the CFMS Website

Notice a problem with the website? Have a recommendation? Please follow the steps below to submit a ticket! This system helps us follow-up with concerns, and keep track of the changes that have been made!

Submitting a Ticket

*****Important Note** if you notice something wrong with the website related to security (login, passwords, accessing certain areas, etc.) please do not post that information on the tracker, instead email it@cfms.org as soon as possible. Thank you.***

1. Navigate to <https://github.com/cfms-website/cfms-website.github.io/issues> to access the CFMS Website Issue Tracker, or click on the “**Submit a Ticket**” button on the CFMS Website



2. Scroll through the current list of Tickets, to see if someone has already noticed the same concern as you and created a ticket.

If you find a ticket that matches your concern – go to step 3.

If you do not find a ticket that matches your concern - go to step 4.

Note: you can click on the various Tickets to see a more detailed description, to make sure that it matches yours.

3. **Someone noticed the same issues** – you can either:
- a. stop here, **or**
 - b. create an account/login to add an extra comment (*in the textbox below the issue*)
or to follow the issue to get notified when it gets resolved or commented on (*make sure you click the “Subscribe” button*)

Write a title that briefly describes your Problem, Concerns or Recommendations #28

Open erm619 opened this issue a minute ago · 0 comments



erm619 commented a minute ago

Here is where you describe what is happening.

If your comment is about a specific page, you can reference it by typing [THE URL GOES HERE](#)
To check if it worked, you can click the preview button above!

Please make sure that you are descriptive enough that people can solve or address your concern.

WritePreview

AA B i “ < > ↩ @

If you have anything to add, you can type it here after logging in!

Attach files by dragging & dropping, [selecting them](#), or pasting from the clipboard.

 Styling with Markdown is supported

Close and commentComment

Assignees

No one assigned

Labels

None yet

Projects

None yet

Milestone

No milestone

Notifications

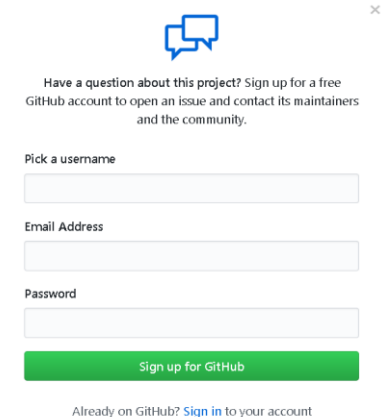
 Subscribe

1 participant

4. **You are the first to notice an issue** – To post a ticket, you will need to create an account with GitHub and will be prompted to do so when you click

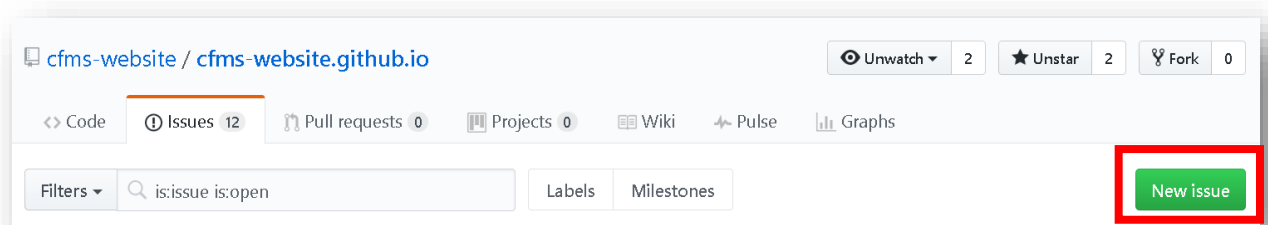
“New Issue” (step 5)

Note: this will allow you to post a new ticket, be alerted when it gets dealt with, allows us to follow-up if we have question, and ensures that your concerns are being heard! It is free, and all you need is an username, email address and password!

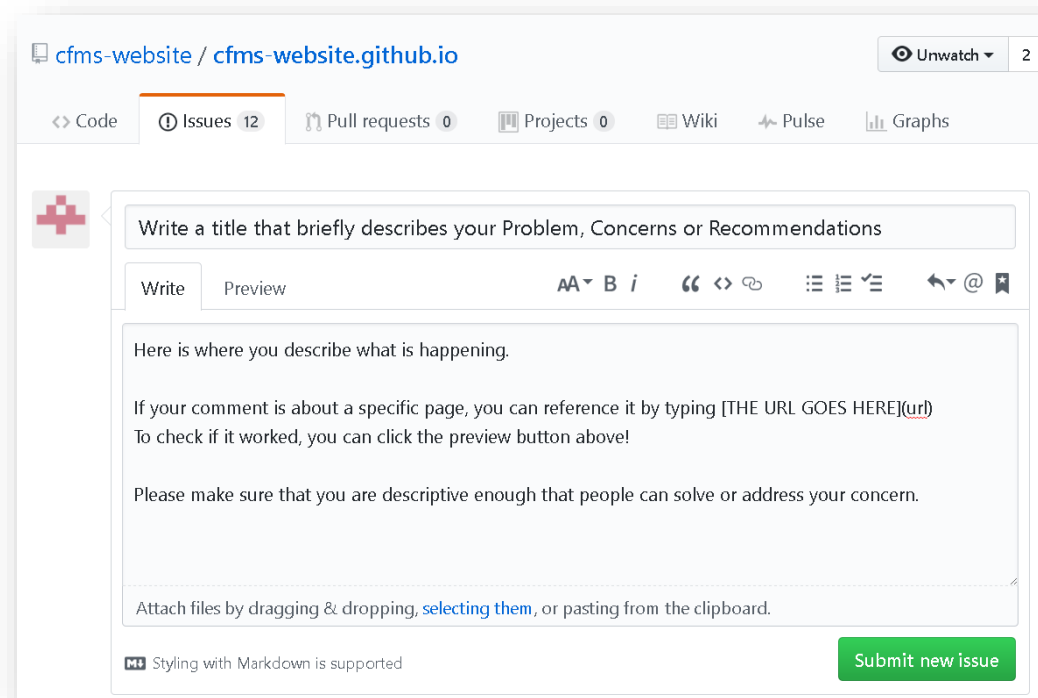


A GitHub sign-up modal window. At the top is a blue speech bubble icon. Below it, text says: "Have a question about this project? Sign up for a free GitHub account to open an issue and contact its maintainers and the community." There are three input fields: "Pick a username", "Email Address", and "Password". Below these is a green button labeled "Sign up for GitHub". At the bottom, it says "Already on GitHub? [Sign in](#) to your account".

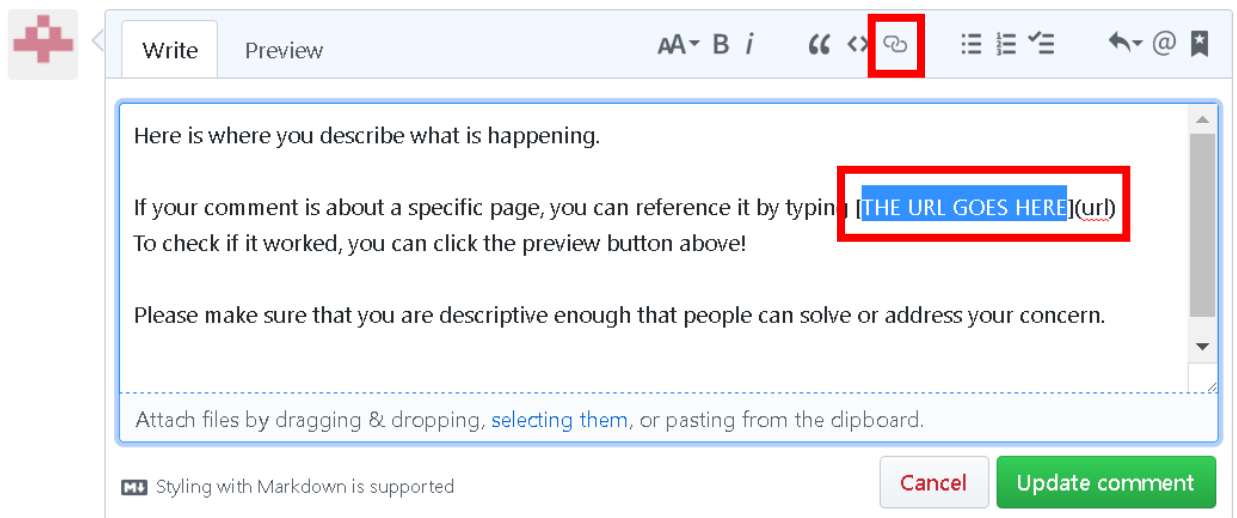
5. At the top, click the green **“New Issue”** button



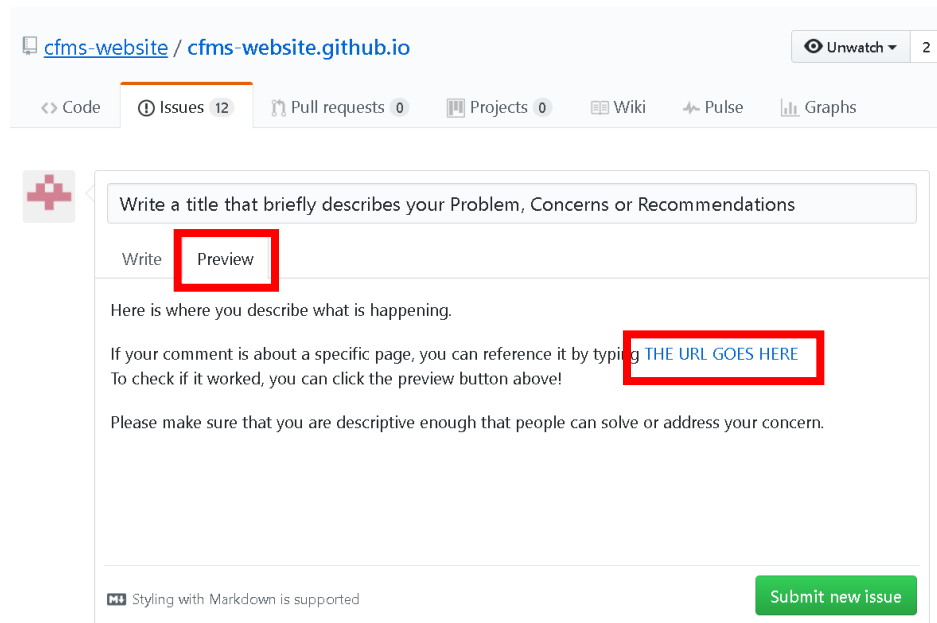
6. Enter the information about the ticket that you are entering. Make sure that the title is descriptive enough that someone scrolling through the tickets can understand what the problem is. In the textbox, you can be more descriptive about why you are submitting a ticket.



7. To help us find what you are referencing, it is helpful if you can include a URL. To do so, click the URL button at the top bar and then enter the URL between the two square brackets

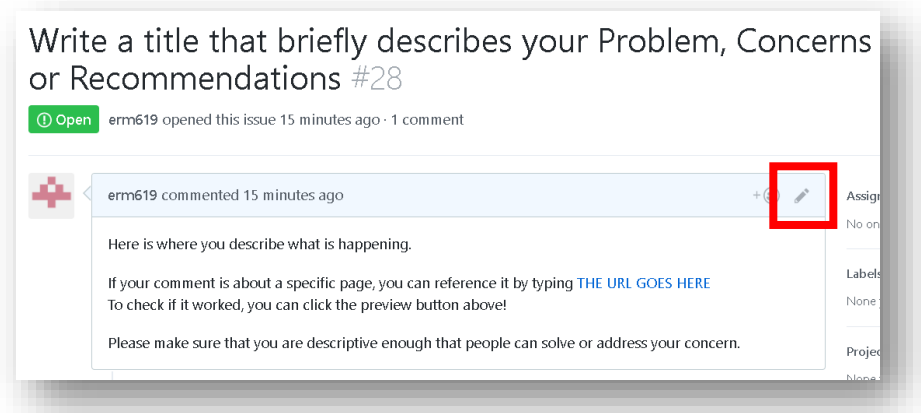


8. To check that your URL worked, click the “**Preview**” button, and it should look like the example below



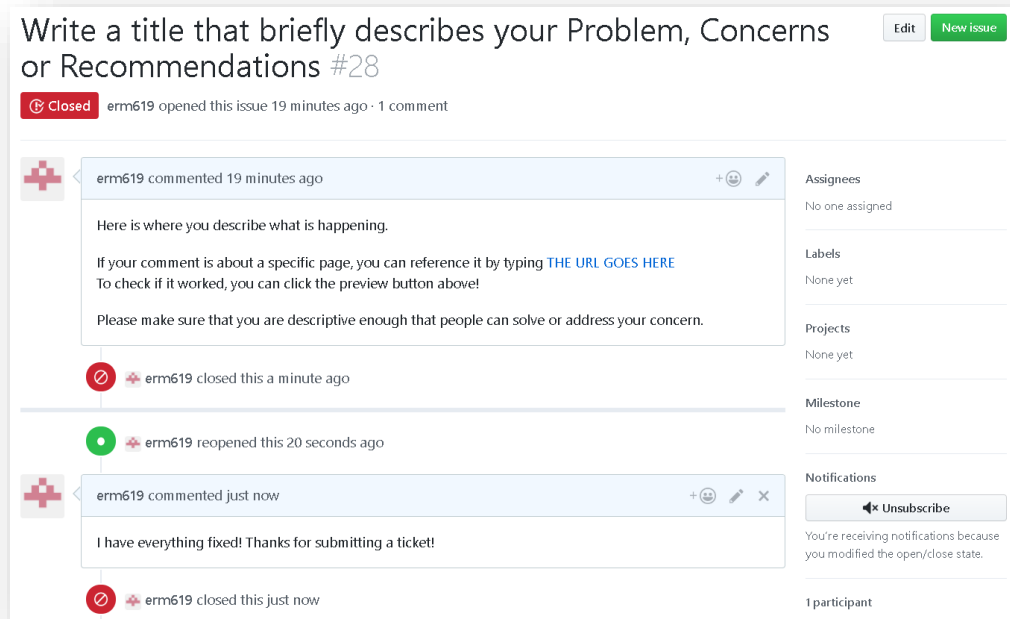
The screenshot shows the GitHub interface for creating a new issue in the repository 'cfms-website'. The repository name is displayed at the top. Below it, navigation tabs for 'Code', 'Issues' (12), 'Pull requests' (0), 'Projects' (0), 'Wiki', 'Pulse', and 'Graphs' are visible. The 'Issues' tab is active. The issue creation form is shown with a title field containing the placeholder text 'Write a title that briefly describes your Problem, Concerns or Recommendations'. Below the title field are two buttons: 'Write' and 'Preview'. The 'Preview' button is highlighted with a red rectangle. The main text area contains the following text: 'Here is where you describe what is happening.', 'If your comment is about a specific page, you can reference it by typing [THE URL GOES HERE](#). To check if it worked, you can click the preview button above!', and 'Please make sure that you are descriptive enough that people can solve or address your concern.'. The text 'THE URL GOES HERE' is highlighted with a red rectangle. At the bottom right of the form is a green button labeled 'Submit new issue'.

9. Once you have everything written down, click the green “**Submit New Issue**” button
10. If you realized you can add information, or want to change something after you submit a ticket, click the “**Edit Comment**” button



The screenshot shows the GitHub issue page for issue #28. The title is 'Write a title that briefly describes your Problem, Concerns or Recommendations #28'. The issue status is 'Open' and it was opened by 'erm619' 15 minutes ago. There is 1 comment. The comment by 'erm619' is shown with the text: 'Here is where you describe what is happening.', 'If your comment is about a specific page, you can reference it by typing [THE URL GOES HERE](#). To check if it worked, you can click the preview button above!', and 'Please make sure that you are descriptive enough that people can solve or address your concern.'. The comment is highlighted with a red rectangle. To the right of the comment is a red rectangle containing an edit icon (a pencil). To the right of the edit icon is a dropdown menu with options: 'Assign', 'No on', 'Labels', 'None', 'Proje', and 'None'.

11. Once we have commented or addressed your ticket, it will say “**Closed**”



12. You can find a closed ticket by going to <https://github.com/cfms-website/cfms-website.github.io/issues> and clicking on the “**Closed**” filter

