

REPORTING BUGS

TELL US ABOUT 'EM SO WE CAN FIX 'EM

01.

SEPARATE IT

SUBMIT ONLY ONE ISSUE PER CASE



- Each issue needs its own case
- Individual cases are easier to track
- Relevant information remains with the case
- Issues are prioritized properly

DESCRIBE IT

PROVIDE A DESCRIPTIVE SUBJECT LINE

- Provides context
- Quickly identifies the issue
- Helps everyone easily understand the problem

02.



03.

DETAIL IT

PROVIDE COMPLETE AND FACT-FILLED DETAILS



- Provide entire error messages and full URLs
- Include the steps to recreate, your expectations, and actual results
- Explain what you did and what the software did

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