# Reporting Issues

This is a manual for the DMPbelgium organization admins on how to report issues with the DMPonline.be application.

Sometimes the admins will encounter or become aware of bugs in the software (e.g. because they get an error message). These will need to be flagged as issues in the DMPbelgium GitHub repository. The text below explains which steps to follow to report an issue.

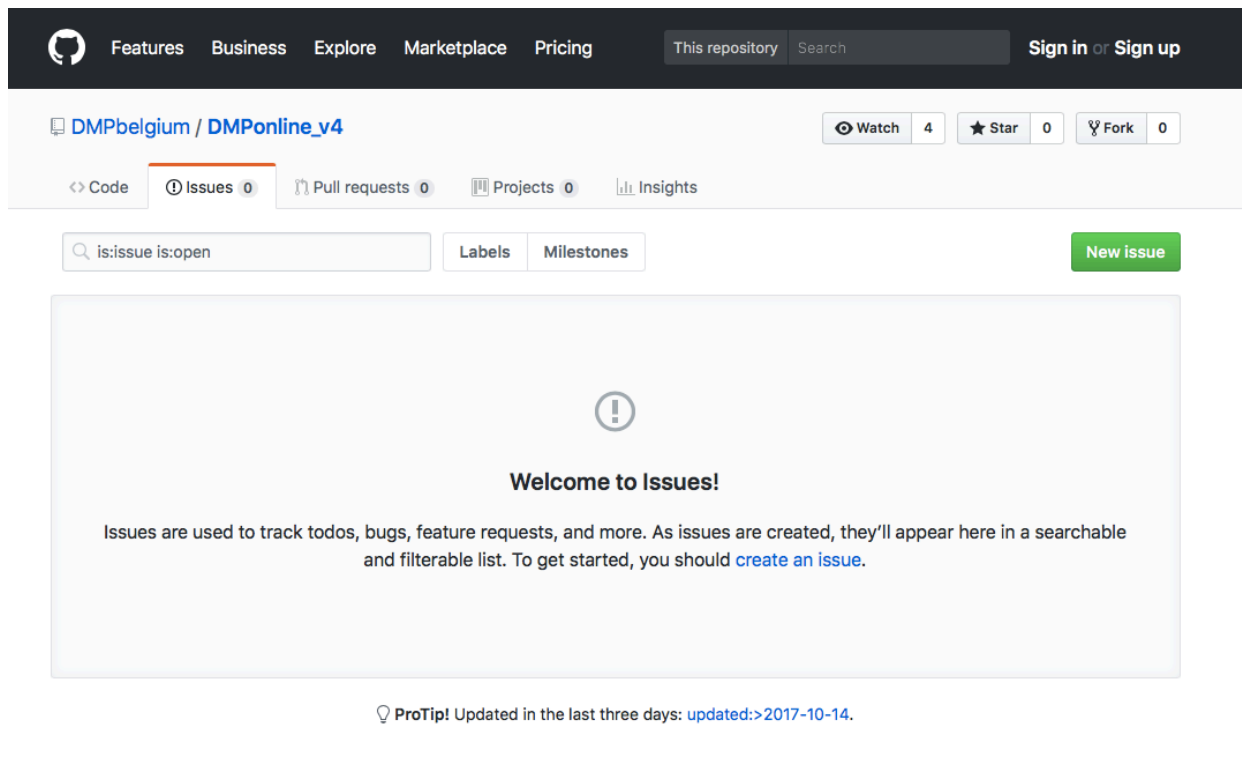## STEP 1: Go to the DMPbelgium/DMPonline_v4 repo on GitHub and sign in

URL: https://github.com/DMPbelgium/DMPonline_v4

If you don't have a GitHub account yet, create one first by selecting "Sign up".
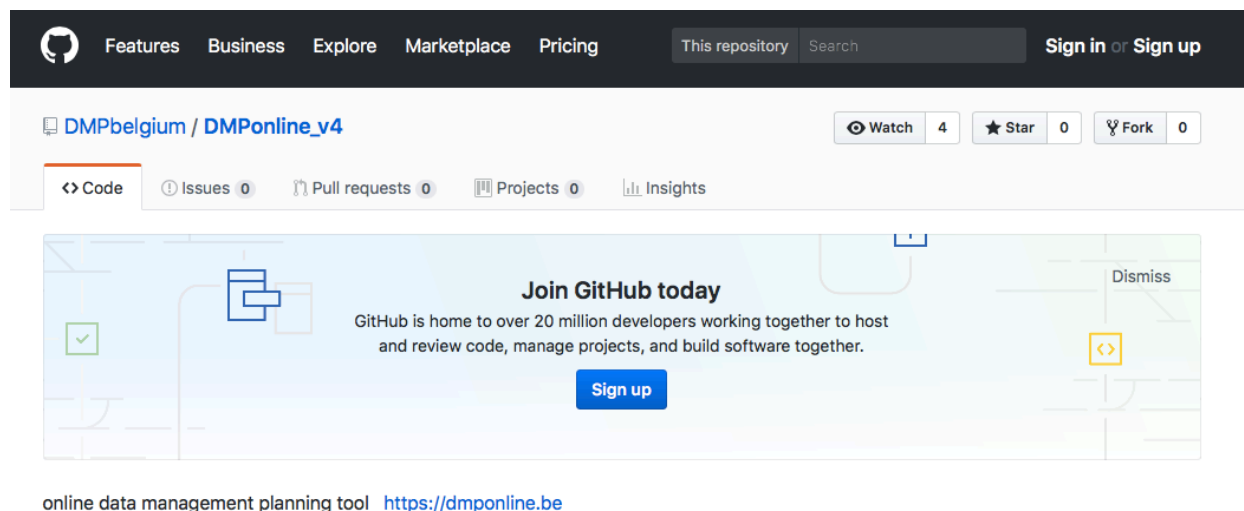
STEP 2: Go to the "Issues" section in the DMPbelgium GitHub repo

Simply click the tab called "Issues" (https://github.com/DMPbelgium/DMPonline_v4/issues).
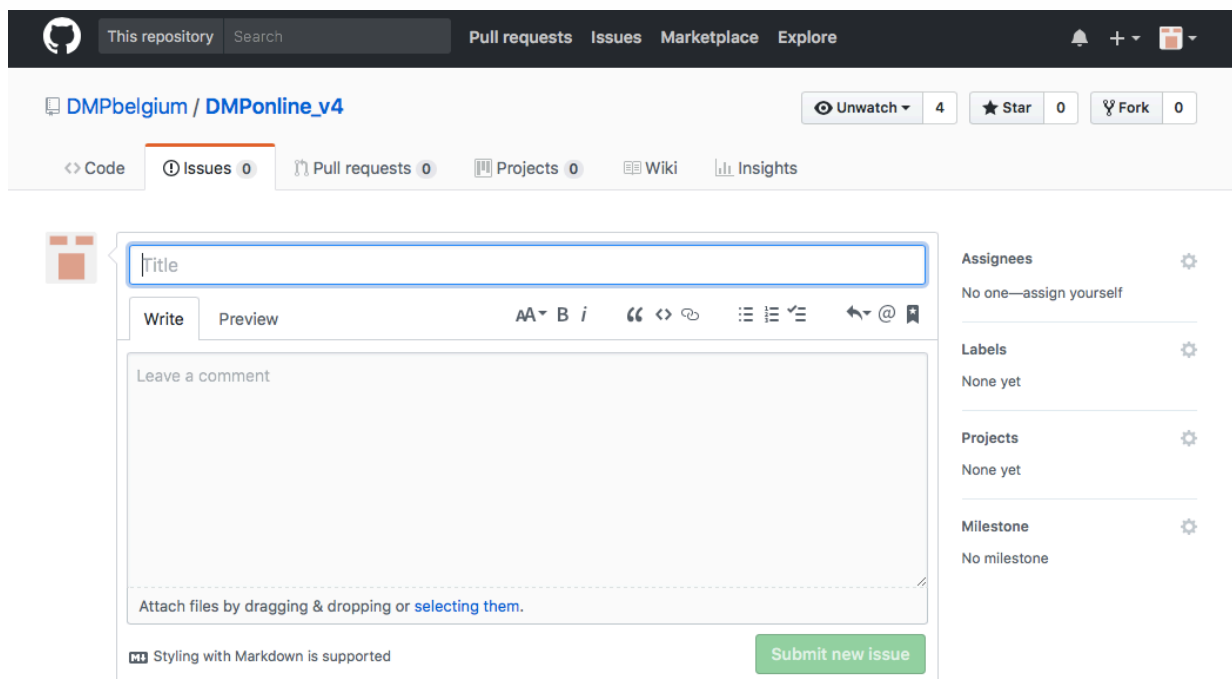
STEP 3: Check whether the issue you want to report is already present in the list of issues

STEP 4: If not, create a new issue by clicking the green 'New issue' button on the right

STEP 5: Add a title and description for your issue

Enter a title in the dedicated field and describe your issue in the text box below the "Write" tab.
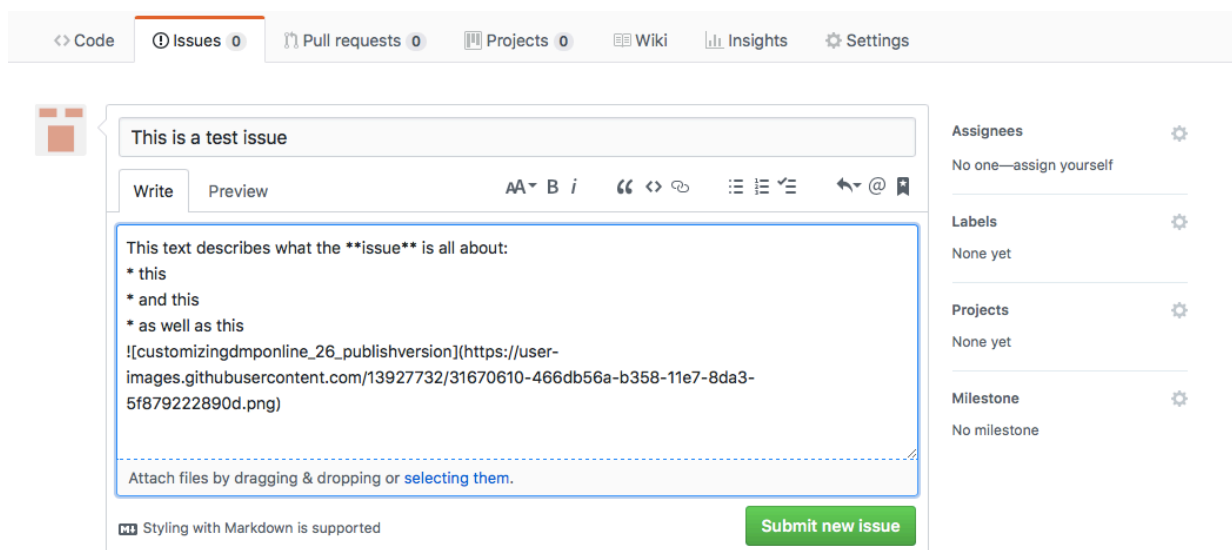
You can use Markdown syntax to style your text. To add a file (e.g. a screenshot), drag & drop it or choose "selecting them" in the sentence below the text box.

IMPORTANT NOTE: When describing an issue, make sure that you include the following information:

- the browser you use
- the exact url of the webpage where you encounter the problem in **preview.dmponline.be** (in other words, admins should always reproduce the issue in the preview environment and use a preview url here, *not* a url pointing to a page on the production site)
- a description of the actions you were doing that led up to the problem

- if possible, a screenshot that illustrates the problem

STEP 6: Click the "Preview" tab to see what your text will look like with the Markdown formatting applied

Keep in mind that your writings will be made public once you submit your issue.

STEP 7: When you are ready, click the green "Submit new issue" button in the lower right corner

Your issue will now appear in the list of open issues (marked with a green exclamation mark) under the tab "Issues".

You can open your issue to see more details by clicking on the title in the list.

STEP 8: Wait for your issue to be assigned by a superadmin

One of the superadmins will first check whether s/he can reproduce your issue based on the description you provided. If so, s/he will assign it to one of the consortium's software developers, so that they can follow it up.

This is a test issue #1

[Edit]   [New issue]

⊙ **Open**   mm449 opened this issue 25 minutes ago · 0 comments

| | mm449 commented 25 minutes ago | Owner | + ☺ | ✎ |

This text describes what the **issue** is all about:

- this
- and this
- as well as this

Assignees   ⚙

Assign up to 10 people to this issue ✕

Filter people

🟧 **mm449** Myriam Mertens

Versions

A first version is created automatically. If you want to make major changes to published versions later (e.g. add section or questions) please create a new version. If you only want to fix typos or make small changes that do not alter meanings, edit the current version.

Title	Published	Created at	Last updated	Actions
UGent DMP v.1	false	27-06-2017	27-06-2017	View Edit Preview

Version details

Title   UGent DMP v.1

Description   **B** *I* ≔ ≔ ⇥ ∂ ⊞▾   ?

Published ☑

Save   Cancel

Projects   ⚙
None yet

Milestone   ⚙
No milestone

Notifications
[⊀ Unsubscribe]
You're receiving notifications because you authored the thread.

1 participant
🟧

If your issue has been assigned to someone, that person will appear as an "assignee" for your issue.

This is a test issue #1

[Edit]   [New issue]

⊙ **Open**   mm449 opened this issue 22 hours ago · 0 comments

| | mm449 commented 22 hours ago | Owner | + ☺ | ✎ |

This text describes what the **issue** is all about:

- this
- and this
- as well as this

Assignees   ⚙
🟧 mm449

Labels   ⚙
None yet

STEP 9: Look out for comments about your issue

Comments can be added below an issue. A superadmin may leave a comment when checking whether s/he can reproduce your issue, e.g. to ask for more details. Or the software developer(s) assigned to your issue may leave a comment to ask follow-up questions or keep you up to date on what they're doing.

This is a test issue #1

Edit | New issue

⊙ Open   mm449 opened this issue 22 hours ago · 1 comment

mm449 commented 22 hours ago   Owner +☺ ✎

This text describes what the **issue** is all about:

- this
- and this
- as well as this

Versions

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Version details

Title [UGent DMP v.1]

Description

B *I* ☰ ☰ ☰ 🔗 ▦ ▾   ?

Published ☑

Save Cancel

Assignees ⚙
🔲 mm449

Labels ⚙
None yet

Projects ⚙
None yet

Milestone ⚙
No milestone

Notifications

🔇 Unsubscribe

You're receiving notifications because you were assigned.

1 participant
🔲

🔒 Lock conversation

👤 🔲 **mm449** self-assigned this 18 minutes ago

🔲 mm449 commented 26 seconds ago   Owner +☺ ✎ ✕

This is a comment regarding the issue you described.

🔲 | Write | Preview | AA▾ B *i*   “ <> 🔗   ☰ ☰ ✓☰   ↰▾ @ 🔖

Leave a comment

Attach files by dragging & dropping or selecting them.

📝 Styling with Markdown is supported   Close issue   **Comment**

Under the "Sort" label in the list of issues there will also be an indication that there is a comment (i.e. the balloon).

<> Code   ⊙ Issues 1   ⑃ Pull requests 0   🗐 Projects 0   📖 Wiki   📊 Insights   ⚙ Settings

| Filters ▾ | 🔍 is:issue is:open | | Labels | Milestones | | New issue |

☐	⊙ **1 Open** ✓ 0 Closed		Author ▾	Labels ▾	Projects ▾	Milestones ▾	Assignee ▾	Sort ▾
☐	⊙ **This is a test issue**						🔲	💬 1
	#1 opened 22 hours ago by mm449							

💡 **ProTip!** Mix and match filters to narrow down what you're looking for.

STEP 10: Once your issue has been resolved, the software developers will 'close' it

The closed status will be clearly indicated in your issue (in red).

The issue will also disappear from the list of open issues, and instead be added to the list of closed issues.

<><> Code　　⚠ Issues **0**　　⑂ Pull requests **0**　　▥ Projects **0**　　▣ Wiki　　᠁ Insights　　⚙ Settings

Filters ▾ 　🔍 is:open is:issue　　　　　Labels　Milestones　　　　　　　　**New issue**

☒ Clear current search query, filters, and sorts

☐　⚠ **0 Open**　✔ 1 Closed　　　　　　　　Author ▾　Labels ▾　Projects ▾　Milestones ▾　Assignee ▾　Sort ▾

⚠

There aren't any open issues.

Use the links above to find what you're looking for, or try a new search query. The Filters menu is also super helpful for quickly finding issues most relevant to you.

<><> Code　　⚠ Issues **0**　　⑂ Pull requests **0**　　▥ Projects **0**　　▣ Wiki　　᠁ Insights　　⚙ Settings

Filters ▾ 　🔍 is:issue is:closed　　　　　Labels　Milestones　　　　　　　　**New issue**

☒ Clear current search query, filters, and sorts

☐　⚠ 0 Open　✔ **1 Closed**　　　　　　　　Author ▾　Labels ▾　Projects ▾　Milestones ▾　Assignee ▾　Sort ▾

☐　🚫 **This is a test issue**　　　　　　　　　　　　　　　　　　　　　🗑　💬 1
　　　#1 by mm449 was closed 9 minutes ago

💡 **ProTip!** What's not been updated in a month: updated:<2017-09-18.

Further Reading

- GitHub Guide on Mastering Issues