Login page for ticket handlers

OSRS - Login

User ID

Password

Login

Terms & conditions

Using this form is optional; requests can be submitted either by this form included with OSRS (customizable), or via PHP POST for a fully customized experience on your website.

What can we help you with?

Our company offers multiple services. Select one to continue.

I need...

Select...

Service description: is Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Dapibus ultrices in iaculis nunc sed augue lacus viverra vitae.

Please fill in the following form:

Your first name

Your last name

Your email

Your phone number

Details

Attach documents: Browse...

Submit

Terms & conditions

Français

* SCENARIO *

User: Normal

Status: No request assigned

Open Service Request System (OSRS)

My Dashboard | Requests Database | Submit a request | About | My preferences | Logout

OSRS > My Dashboard

My Dashboard

You have no assigned request.

Submit a service request | Lookup a request

Français

Open Service Request System (OSRS)

* SCENARIO *
User: Normal
- 3 requests assigned
- 2 resolved requests

My Dashboard | Requests Database | Submit a request | About | My preferences | Logout

OSRS > My Dashboard

My Dashboard

You have 3 assigned requests, 0 past due.

My assigned requests:

Request #	Title	Service type	Status	Due date
OSRS - 945	Need help with my account	Account maintenance	Assigned	2024-03-29
OSRS - 912	Button not working	Bug fix	Assigned	2024-03-18
OSRS - 898	Legal document accessibility	Accessibility remediation	In Progress	2024-03-10

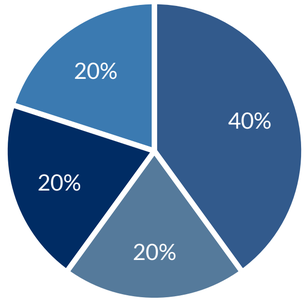
Show resolved requests ...

My stats:

Period: This year

Average response time: 1 business days
Average resolve time: 5 business days
Avegare client satisfaction: 10/10
Resolved requests: 2

Types of requests handled:



Account maintenance: 1 20%
Bug fixes: 2 40%
Server maintenance: 1 20%
Accessibility remediation: 1 20%

Français

* SCENARIO *
User: Normal
- 3 requests assigned
- 2 resolved requests

Open Service Request System (OSRS)

My Dashboard | Requests Database | Submit a request | About | My preferences | Logout

OSRS > My Dashboard

My Dashboard

You have 3 assigned requests, 0 past due.

My assigned requests:

Request #	Title	Service type	Status	Due date
OSRS - 945	Need help with my account	Account maintenance	Assigned	2024-03-29
OSRS - 912	Button not working	Bug fix	Assigned	2024-03-18
OSRS - 898	Legal document accessibility	Accessibility remediation	In Progress	2024-03-10

Hide resolved requests ...

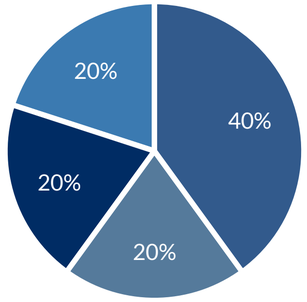
OSRS - 885	Error message on click	Bug fix	Resolved	2024-03-05
OSRS - 856	New features migration	Server maintenance	Resolved	2024-02-23

My stats:

Period: This year

Average response time: 1 business days
Average resolve time: 5 business days
Avegare client satisfaction: 10/10
Resolved requests: 2

Types of requests handled:



Account maintenance: 1 20%
Bug fixes: 2 40%
Server maintenance: 1 20%
Accessibility remediation: 1 20%

Requests Database

Lookup requests using various filters.

Show: Opened requests (default)

▸ Advanced search

Request #	Title	Service type	Status	Due date	Client name	Assigned team member
OSRS - 945	Need help with my account	Account maintenance	Assigned	2024-03-29	John Doe	Ashley Simpson
OSRS - 912	Button not working	Bug fix	Assigned	2024-03-18	Jane Doe	Alex Mclean
OSRS - 898	Legal document accessibility	Accessibility remediation	In Progress	2024-03-10	Jane Smith	Brandon Poulin
OSRS - 890	Button not working	Bug fix	Assigned	2024-03-18	Jane Doe	Alex Mclean
OSRS - 826	Legal document accessibility	Accessibility remediation	In Progress	2024-03-10	Jane Smith	Brandon Poulin
OSRS - 822	Button not working	Bug fix	Assigned	2024-03-18	Jane Doe	Alex Mclean
OSRS - 812	Legal document accessibility	Accessibility remediation	In Progress	2024-03-10	Jane Smith	Brandon Poulin
OSRS - 803	Button not working	Bug fix	Assigned	2024-03-18	Jane Doe	Alex Mclean
OSRS - 789	Legal document accessibility	Accessibility remediation	In Progress	2024-03-10	Jane Smith	Brandon Poulin
OSRS - 759	Button not working	Bug fix	Assigned	2024-03-18	Jane Doe	Alex Mclean

Requests Database

Lookup requests using various filters.

Show: Opened requests (default)

Advanced search

Lookup by: Default (all)

Keyword(s):

Request #	Title	Service type	Status	Due date	Client name	Assigned team member
OSRS - 945	Need help with my account	Account maintenance	Assigned	2024-03-29	John Doe	Ashley Simpson
OSRS - 912	Button not working	Bug fix	Assigned	2024-03-18	Jane Doe	Alex Mclean
OSRS - 898	Legal document accessibility	Accessibility remediation	In Progress	2024-03-10	Jane Smith	Brandon Poulin
OSRS - 890	Button not working	Bug fix	Assigned	2024-03-18	Jane Doe	Alex Mclean
OSRS - 826	Legal document accessibility	Accessibility remediation	In Progress	2024-03-10	Jane Smith	Brandon Poulin
OSRS - 822	Button not working	Bug fix	Assigned	2024-03-18	Jane Doe	Alex Mclean
OSRS - 812	Legal document accessibility	Accessibility remediation	In Progress	2024-03-10	Jane Smith	Brandon Poulin
OSRS - 803	Button not working	Bug fix	Assigned	2024-03-18	Jane Doe	Alex Mclean

OSRS-945 Accessibility audit of my app

Progress: Opened — Quality checked — Assigned — Auditing... (2/3) — Resolved — Survey sent

Summary | Scope | Findings | Settings

Request details

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Attach documents: Screenshot.jpg

Communication log:

(Client) Richard commented on 2024-03-16

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Mark - 2024-03-16

Request assigned to @Léa

About

Title: Accessibility audit of my app

Service type: Accessibility audit / initial audit

Client: John doe (john.doe@example.com)

Date received: 2024-03-08

Asset version: 7.1

New asset: No

Asset technology: Web - HTML/CSS/JS

Expected number of users: 500 000

Scheduled production date: 2024-06-23

Client due date: **2024-03-19** ⚠

Service standard due date: 2024-03-21

Status: Assigned

Assigned team member: Ashley Simpson

Survey: *Not sent to client...*

Request details

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Attach documents: Screenshot.jpg

Communication log:

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Mark - 2024-03-16

*Request assigned to **@Léa***

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Léa - 2024-03-16

Audit in progress

(Auditor) Léa commented on 2024-03-16

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Expected number of users: 500 000

Scheduled production date: 2024-06-23

Client due date: **2024-03-19** ⚠

Service standard due date: 2024-03-21

Status: Assigned

Assigned team member: Ashley Simpson

Survey: *Not sent to client...*

OSRS-945 Accessibility audit of Mywebsite.ca

Progress: Opened | Quality checked | Assigned | Auditing... (2/3) | Resolved | Survey sent

Summary | Scope | Findings | Settings

Scope

Re-audit

Attached document: scope.docx Number of pages: **3** Pages to audit: **3 (100%)**

Page #	Title	Scope	URL	Instructions & data	Issues	Status	Actions
1	Home	Page section	https://mywebsite.ca/home	Expand ...	1	Completed	New issue +
2	Our services	Entire page	https://mywebsite.ca/ourservices	Expand ...	4	In Progress...	New issue +
3	Become a member	Entire page	https://mywebsite.ca/member	Expand ...	...	In queue	New issue +

Request details: OSRS-945 Accessibility audit of my app

Progress: Opened — Quality checked — Assigned — Auditing... (2/3) — Resolved — Survey sent

Summary | Scope | Findings | Settings

Findings

Re-audit

Number of Issues: **8** Failed criteria: **4** Score: **92%**

Search: Filter by: Labels (default) New issue +

3 Open ✓ 15 Closed

Missing ALT attribute on <img /> Failure #16 - 1.1.1 None-Text Content (Level A)	**Our Services** https://mywebsite.ca/ourservices
Low Text colour contrast Suggestion #18 - 1.4.3 Contrast (Minimum) (Level AA)	**Our Services** https://mywebsite.ca/ourservices
Low Text colour contrast Suggestion #18 - 1.4.3 Contrast (Minimum) (Level AA)	**Home** https://mywebsite.ca/

Français

Open Service Request System (OSRS)

My Dashboard | Requests Database | Submit a request | About | My preferences | Logout

OSRS > Requests Database > Request details

Request details: OSRS-945 Accessibility audit of my app

Progress: Opened — Quality checked — Assigned — Resolved — Survey sent

Summary | Scope | Issues | Settings

Issues

Re-audit

Number of Issues: **8** Failed criteria: **4** Score: **92%**

Search: **Filter by:** Labels (default) New issue +

9 Open ✓ **15 Closed**

Missing ALT attribute on <img /> ~~Failure~~ Resolved #16 - 1.1.1 None-Text Content (Level A)	**Our Services** https://mywebsite.ca/ourservices
Low Text colour contrast ~~Suggestion~~ Resolved #18 - 1.4.3 Contrast (Minimum) (Level AA)	**Our Services** https://mywebsite.ca/ourservices
Low Text colour contrast ~~Suggestion~~ Resolved #18 - 1.4.3 Contrast (Minimum) (Level AA)	**Home** https://mywebsite.ca/

Missing ALT attribute on <img /> #16

New issue +

Failure Opened on **Sep 25, 2024**

Description

Location:
The top left logo image.

Issue:
This image lacks an `alt=""` attribute.

Expected behaviour / solution:
Add an `alt=""` attribute to this image. Example:

```
<img alt="logo" />
```

Impact on users

This may especially impact users that use screen readers or other assistive technologies to “see” or read images.

- [x] Screen reader users
- [x] Low vision users

WCAG Criteria
1.1.1 None-Text Content (Level A)

Failed Technique
H37: Using alt attributes on img elements

Raised by
John Doe - Auditor

Watch list
- John Doe (Auditor)
- Mike Smith (Client)

Attatched files
Screenshot.jpg

Communication log

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Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do

Request det

Summary | Scope

Issues

Number of Issues: 8

-audit

ore: 92%

Search:

9 Open

Missing A
#16 - 1.1.1 N

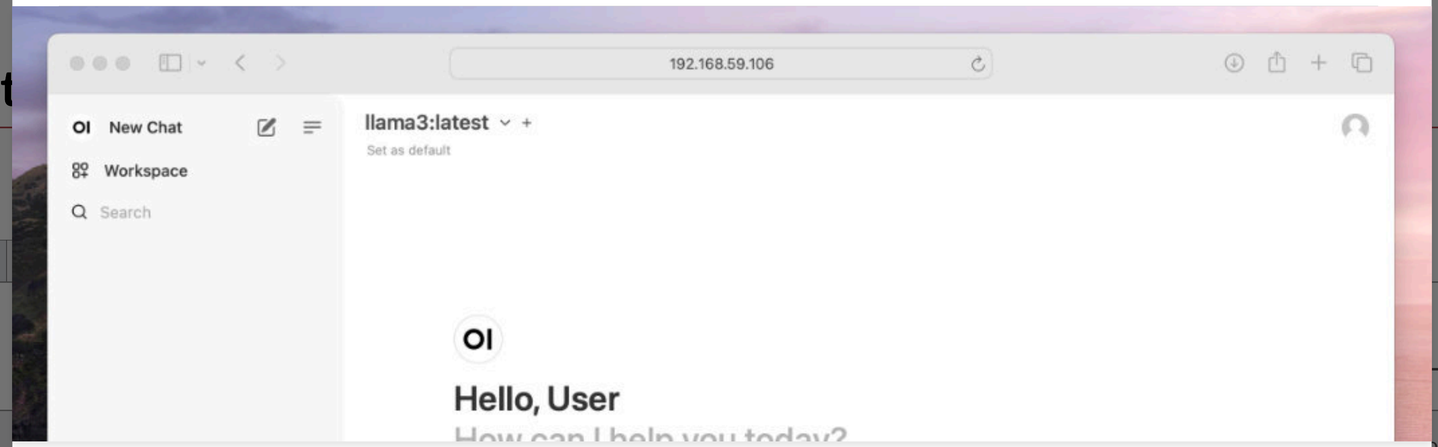
Low Text
#18 - 1.4.3 C

Low Text
#18 - 1.4.3 C

Missing ALT attribute on <img /> #16

New issue +

~~Failure~~ Resolved Opened on **Sep 25th 2024** | Resolved on **Sept 30th 2024**



Description

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WCAG Criteria
1.1.1 None-Text Content (Level A)

Failed Technique
H37: Using alt attributes on img elements

Raised by
John Doe - Auditor

Watch list
- John Doe (Auditor)
- Mike Smith (Client)

Attatched files

Screenshot.jpg