# Submitting Feedback in theSource Job Aid

**Did You Know?** Whenever you click the Feedback  button on a document in theSource, the feedback is sent to the person who manages that document. You will receive notification when the feedback is received, and subject matter experts from the appropriate business area will review the document to determine if updates are needed.

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|  | Your feedback helps us make our documentation better and is a vital part of the documentation process!  Below we’ll share:   * [Tips for Giving Good Feedback](#_Overview) * [Top Reasons to Use the Feedback Button](#_Top_Reasons_to) * [When NOT to Use the Feedback Button](#_When_NOT_to) |

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| Tips for Giving Good Feedback |

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| * Make sure you review the document completely before submitting feedback. Remember to use CTRL + F to search within a document. * Only select **“It’s good!”** if you have positive feedback. This is not used to acknowledge that you have read the document. * To suggest a change, select **“It needs improvement”** and provide additional information. * Make sure your work-related email account is included so we can contact you about the feedback. * Be as detailed as possible. Do you have any specific concerns with the document or suggestions for improvement? * Include section names, step numbers, and link names when reporting an issue. Which step is out of order or numbered wrong? Which link is broken? Just let us know, and we will fix the problem. * Can’t figure out exactly how to say something to get it across? You can attach a **screenshot** or other image to your feedback message! * Only click **Send** once. You will receive a confirmation message once submitted. |  |

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| Top Reasons to Use the Feedback Button |

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| 1. Incorrect/outdated information or screenshots 2. Missing process step 3. Clarification needed 4. Spelling/grammar error 5. Step numbering error 6. Broken link in a document 7. Formatting issue that makes the document un-readable or hard to understand 8. Requests for an audience to be added to the document 9. Positive feedback with specific Feedback Comments! |  |

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| When NOT to Use the Feedback Button |

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| 1. **Anything that includes PHI / PII / PCI**    * This means DO NOT include any member information or payment information in your feedback message or attachments.    * For member-specific issues, follow internal processes and contact your Supervisor or team lead if you have any questions. 2. Questions already answered within the document or another document on theSource 3. Complaints about other colleagues 4. Reporting a current issue, such as a manufacturer backorder/shortage 5. Complaints about or suggestions to change/update a System **other than** theSource (systems include IVR, PeopleSafe, Member website, etc.) 6. Feedback about the **process** described within the document, including:    * Complaints    * Questions    * Requests to change   **Note:** These should be referred to a supervisor.   1. Reporting an issue with any System, including theSource 2. A potential client issue. Submit a [Client Issue Form](file:///C:\Users\NChristian\Desktop\1\AARP\W2\FILE%20PULL%20PROJECT\TSRC-PROD-002194) instead. |

**Reminder:** For current issues or complaints about other colleagues, follow internal processes to report these issues to your Supervisor or team lead.

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