

Incidents

Incidents menu serves for logical or functional errors reporting which users can encounter during their work in the system. Incidents can also have a character of a new functionality, question or training request. When an incident is posted by a user, developing team sees the incident record and gets measures for its quick elimination. When incident's status is changing, user that posted incident, gets informed about this fact through the email notification. In Incidents menu each user can view only those incident records that had been posted by him in person. Access to the entire list of incident records has only users with administration permissions and developing team.

Incidents can be posted in two modes:

- From the list of posted (submitted) incidents that makes part of the “Incidents” profile
- From the form's interface where an error has been discovered.

Below will be examined these ways of incident posting.

Figure 1 Incidents menu. “Submitted” interface

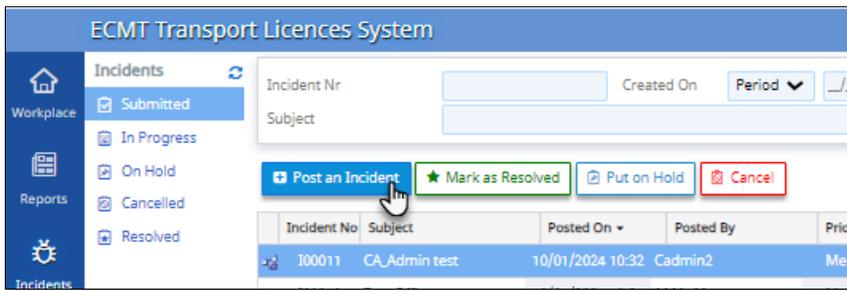
Click here to post new incident record

Click here to access Incidents profile

Incident No	Subject	Posted On	Posted By	Priority	Assign To	Application
I00011	CA_Admin test	10/01/2024 10:32	Cadmin2	Medium		Albania
I00010	Test Officer	10/01/2024 10:31	0000123	Medium		Albania
I00006	test 1	18/12/2023 15:23	George Michael	Medium		Albania

1.1 How to Post an Incident from “Incidents” Profile

In menu bar of submitted incidents click **Post an Incident** button:



In incident form that will be opened use General tab to provide info about incident's subject, description, select incident type, its priority:

Figure 2 “Add an Incident” form. General tab

INCIDENT

Subject * Subject test

Description * Incident test description

Incident Type * Software error causing system malfunction ("bug")

Incident Status Submitted Priority Medium Number [AUTO]

Created By victoria1@albania.com Created On 26/04/2024 15:14

Buttons: Save and Close, Close

Annotations: "Click here to select incident type" (pointing to Incident Type dropdown), "Click here to select incident's priority" (pointing to Priority dropdown)

Figure 3 Incident type selection

Incident Type * Software error causing system malfunction ("bug")

Incident Status Request for clarification (no changes required)

Created By Minor usability enhancement ("look and feel")

Software error causing system malfunction ("bug")

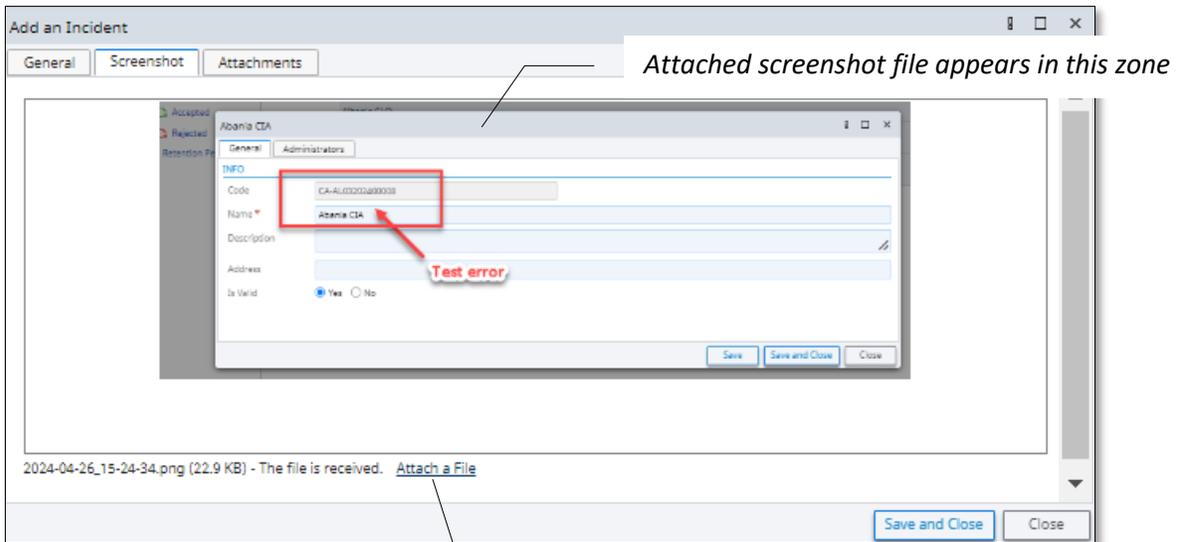
Requirement not implemented (logical error)

Request for technical support

Request for training

Go to “Screenshot” tab to attach screenshot file that shows emerged problem:

Figure 4 "Add an incident" form. Screenshot tab



Click here to attach screenshot of the problem describing in your incident (screenshot file must be taken and saved in advance)

In case you want to attach more than one screenshot file to your incident, use Attachments tab:

Figure 5 "Add an Incident" form. Attachments tab

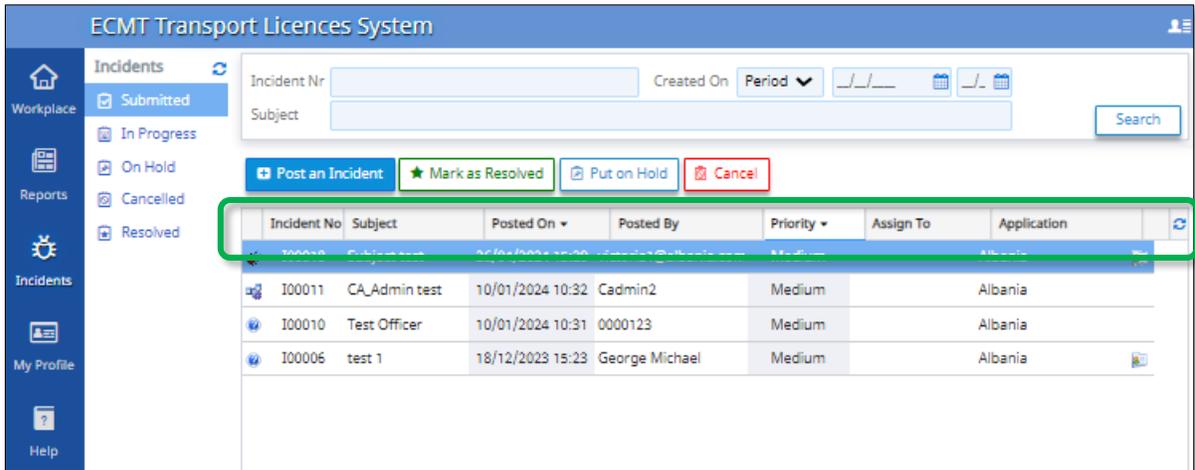


2) Click here to open uploading window and to select screenshot file with problem

1) Click here to add new row in attachments list

4) Click here in case you want to delete attached file from the list

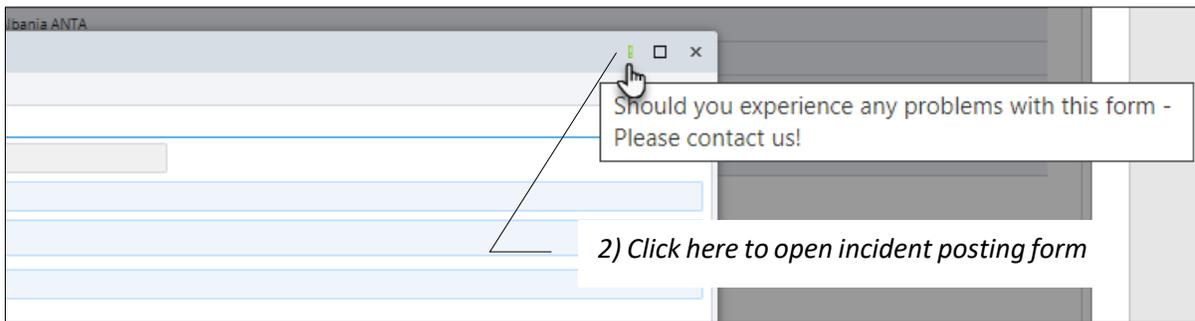
When all data about incident have been provided click [Save and Close](#) button: incident record will appear in the submitted incidents list:



1.2 How to Post Incident from Form's Interface

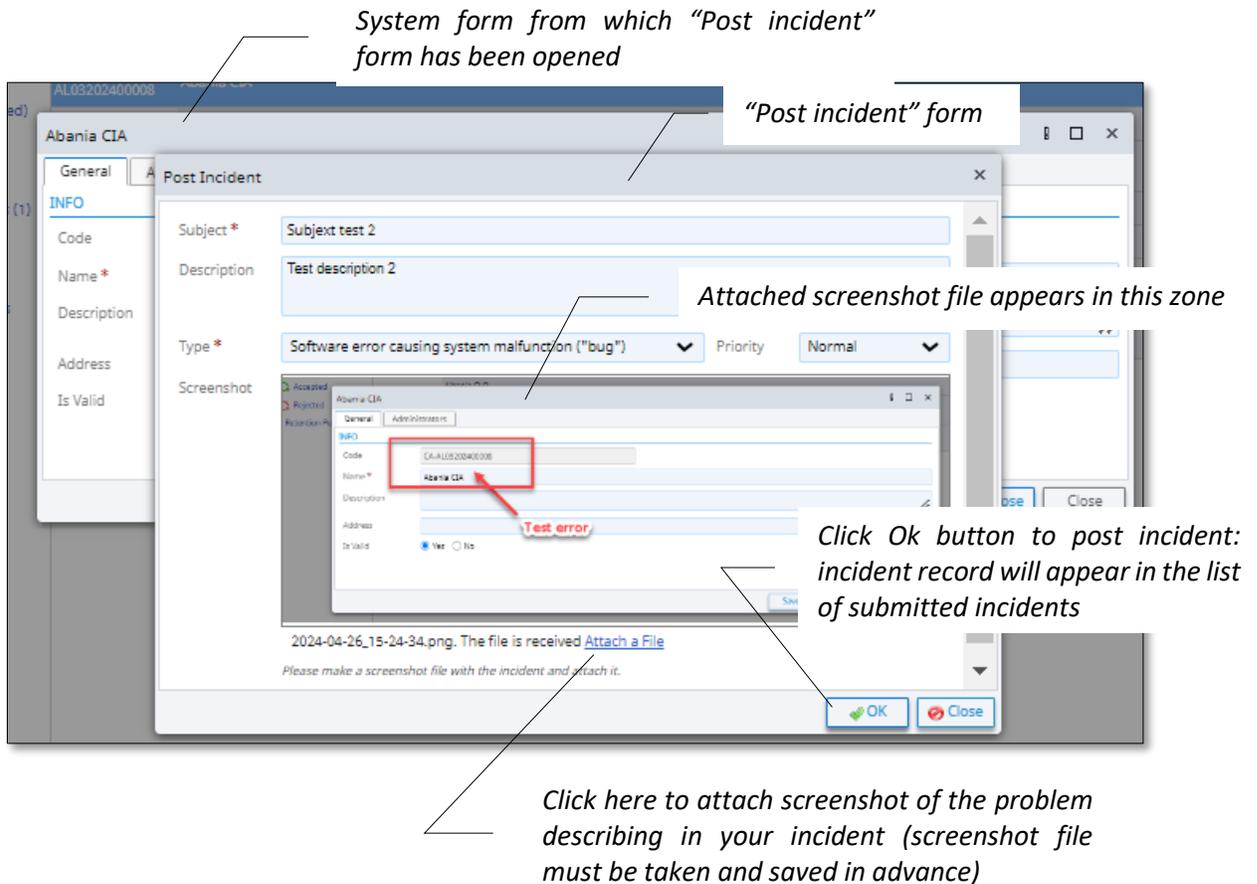
In interface of any of system's forms click on  button

Figure 6 Posting incident from form's interface (incident posting button)



As a result on your screen will be opened "Post Incident" form where you'll be able to provide incident's data and to attach screenshot file (taken and saved on your hard disk in advance):

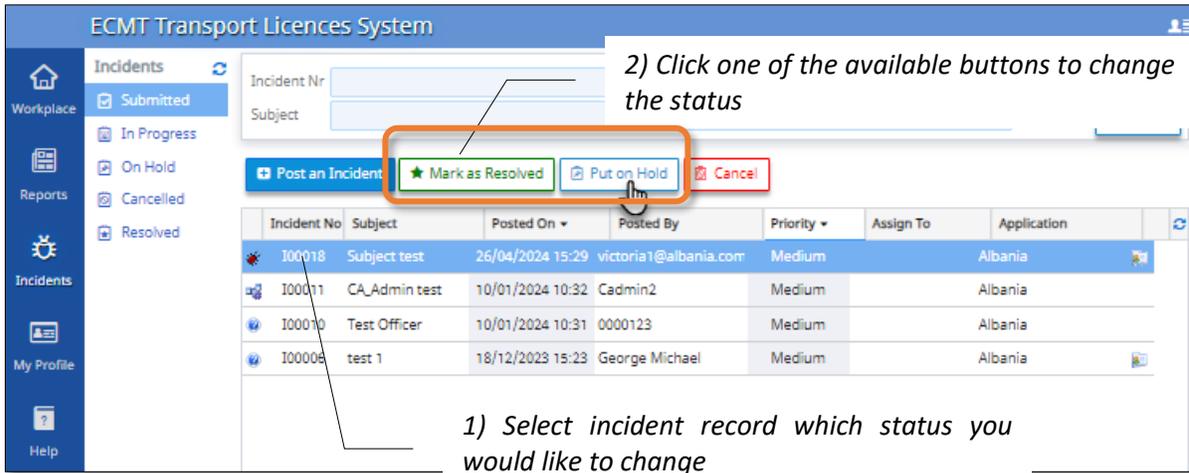
Figure 7 "Post Incident" form opened from system form's interface



1.3 How to Change Incident's Status

Being at any of incident lists click on any of available change status buttons: ★ Mark as Resolved or 🔒 Put on Hold
(incident record must be selected in advance):

Figure 8 Start of incident status changing process



In "Status changing" form that will be opened provide status changing comment, use "Send notification" radio-buttons to define whether email notification about status changing would be sent to user who posted the incident:

Figure 9 Status changing form

The screenshot shows a form titled 'Status changed to: On Hold'. It contains the following fields and controls:

- Subject ***: Text input field containing 'Subject test'.
- Incident test description**: Text area.
- Change Status to:** Dropdown menu with 'On Hold' selected.
- Comment: ***: Text area containing 'status changing test comment'.
- Send Notification**: Radio buttons for 'Yes' (selected) and 'No'.
- To:** Text input field containing 'victoria1@albania.com'.
- Support team is automatically notified via email on this change of status**: Information message.
- Submit** and **Close** buttons at the bottom.

Click on **Submit** button: status changing form will be closed, and incident record will be moved in one of the incident list depending on its new status: