Incidents

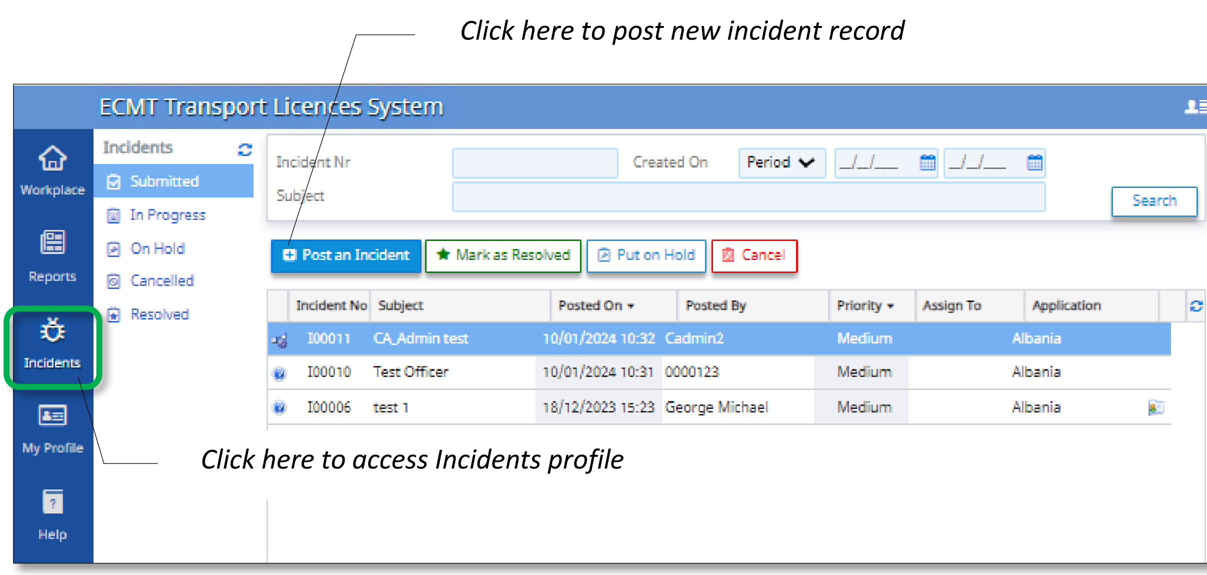
Incidents menu serves for logical or functional errors reporting which users can encounter during their work in the system. Incidents can also have a character of a new functionality, question or training request. When an incident is posted by a user, developing team sees the incident record and gets 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.

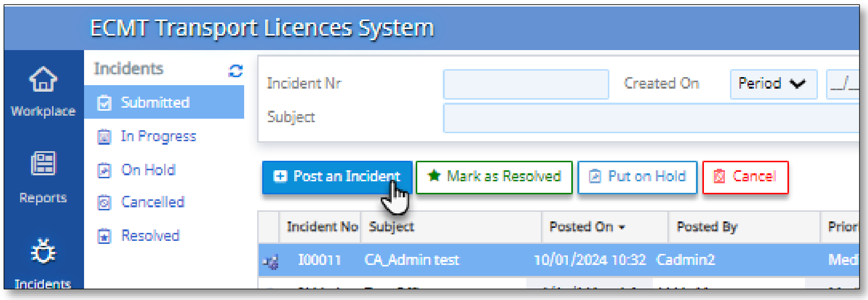
Below will be examined these ways of incident posting.

Figure 1 Incidents menu. "Submitted" interface



1.1 How to Post an Incident from “Incidents” Profile

In menu bar of submitted incidents click  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

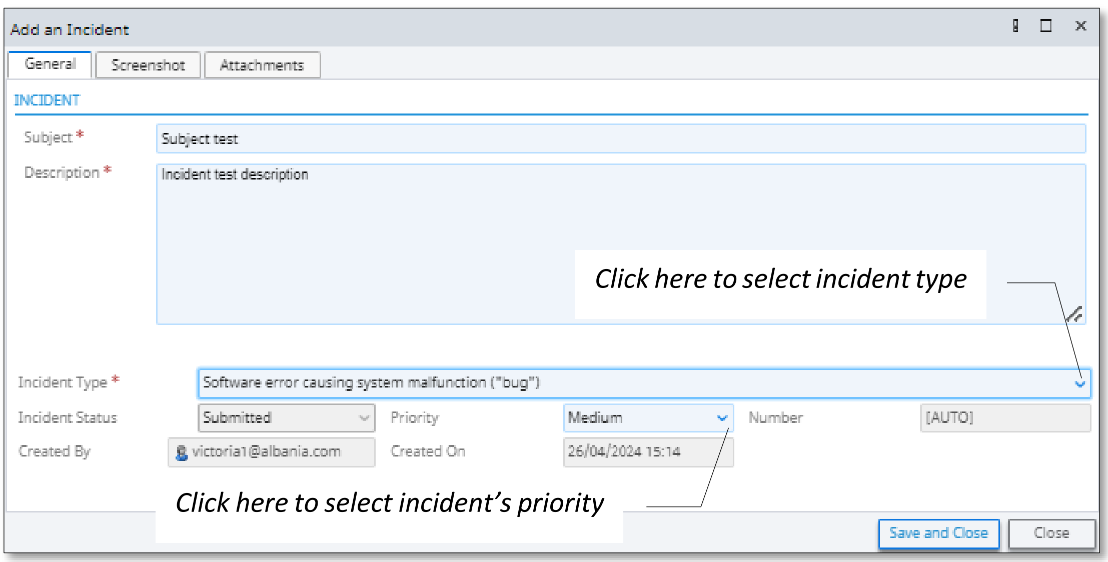
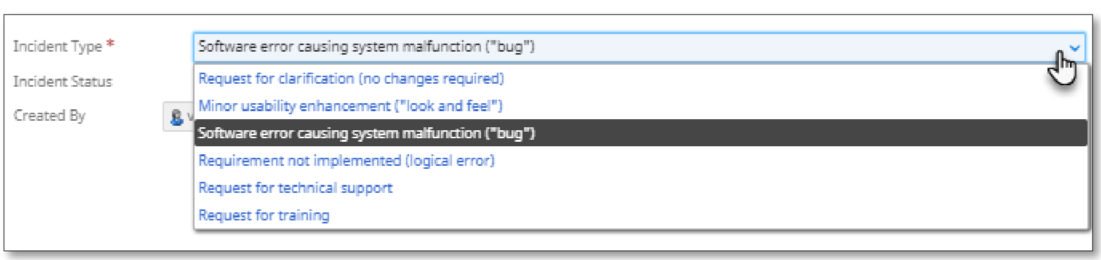
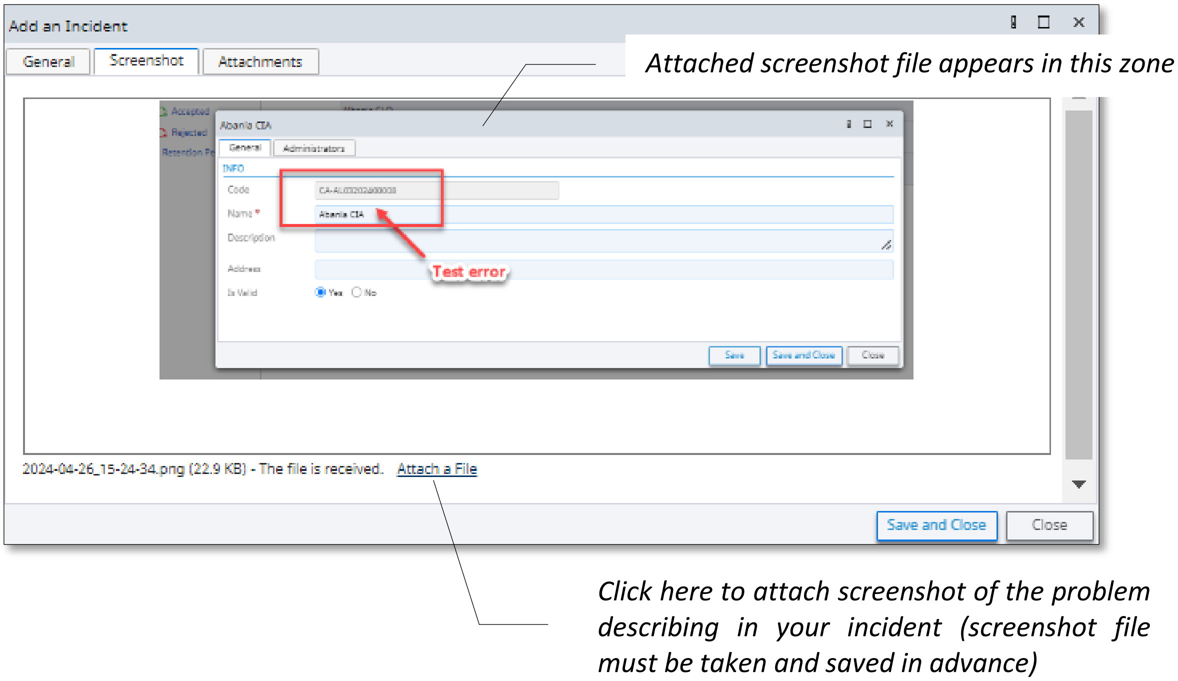


Figure 3 Incident type selection



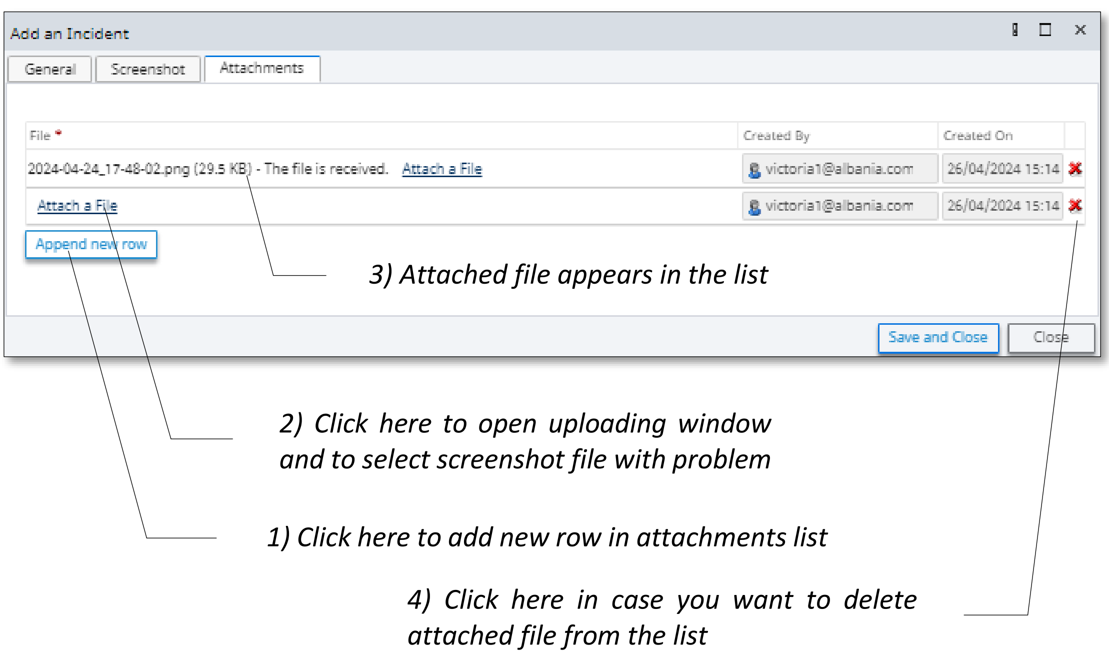
Go to “Screenshot” tab to attach screenshot file that shows emerged problem:

Figure 4 “Add an incident” form. Screenshot tab

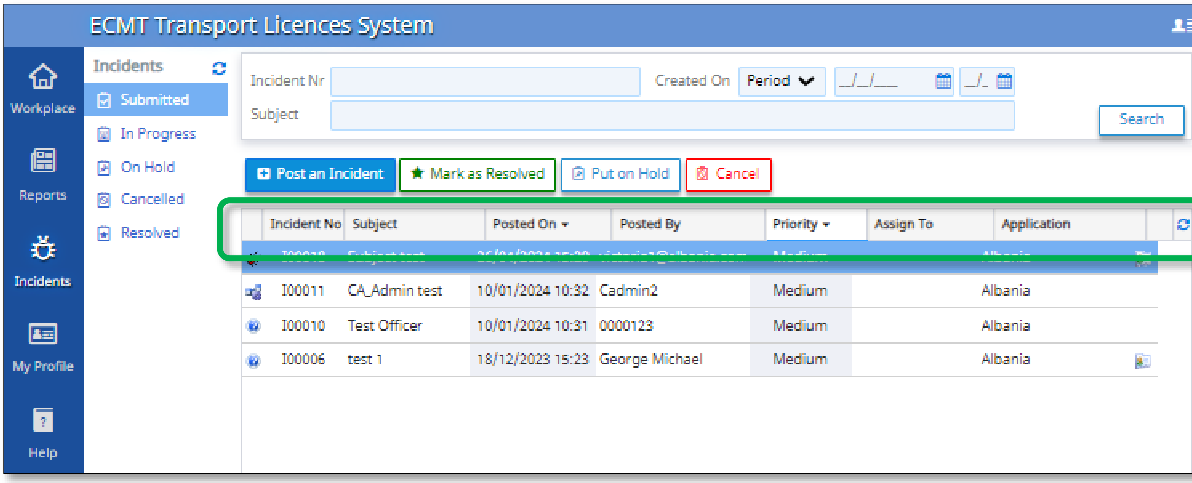


In case yo want to attach move then one screenshot file to your incident, use Attachments tab:

Figure 5 “Add an Incident” form. Attachments tab



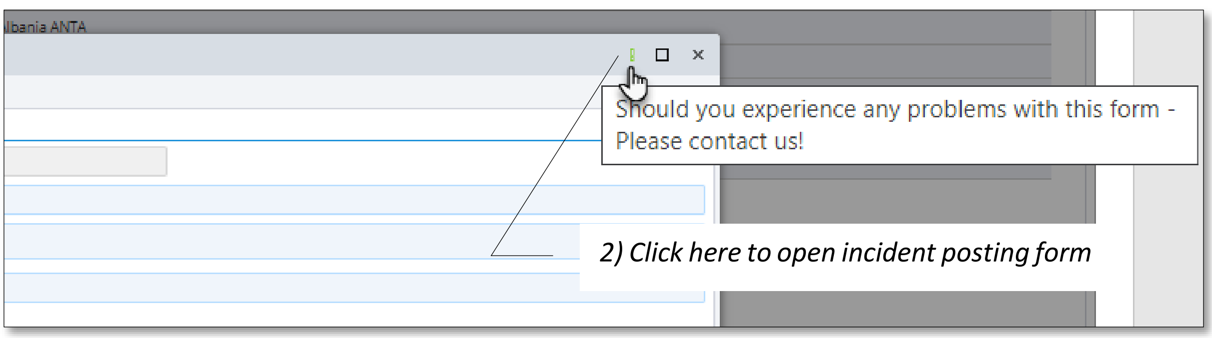
When all data about incident have been provided click Save and Close button: incident record will appear in the submitted incidents list:



1.2 How to Post Incident from Form's Interface

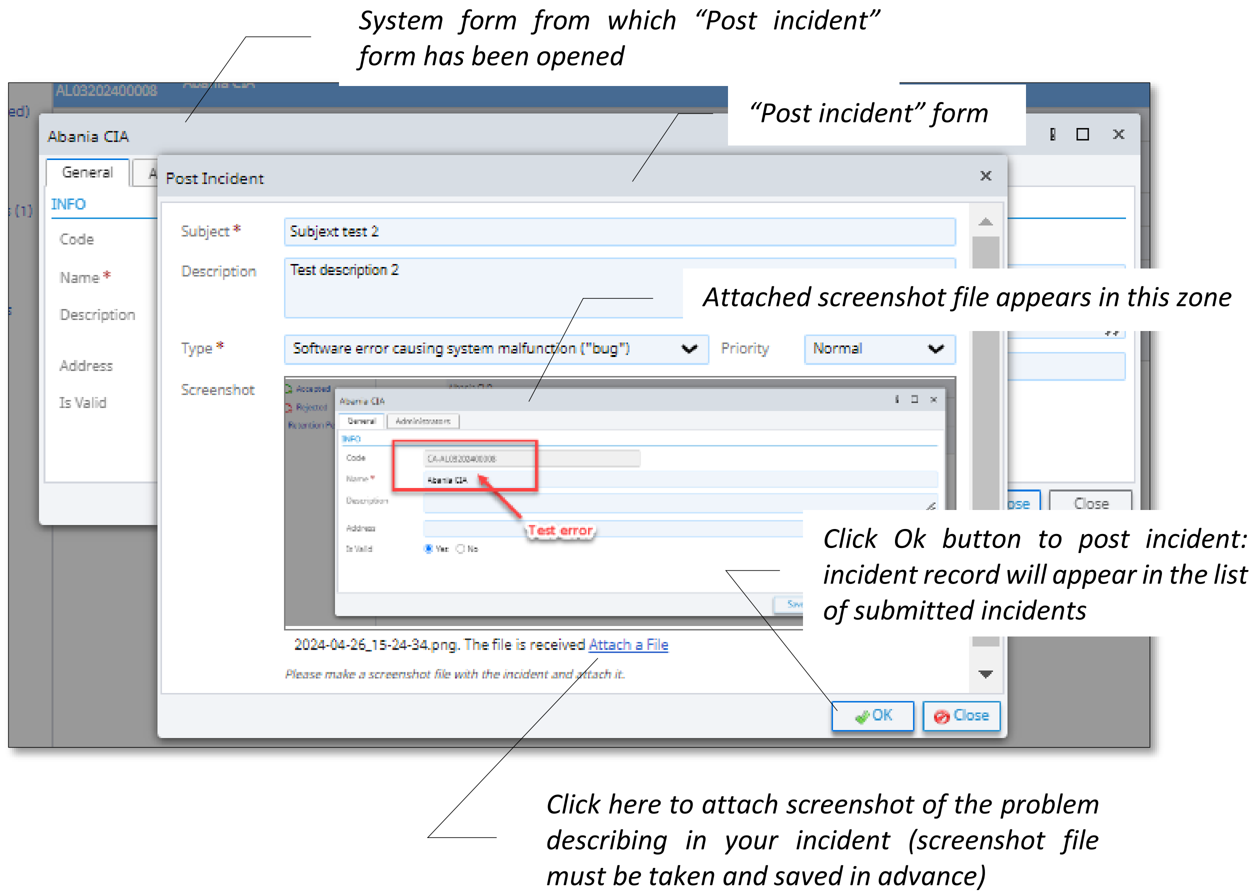
In interface of any of system's forms click on ! button

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):

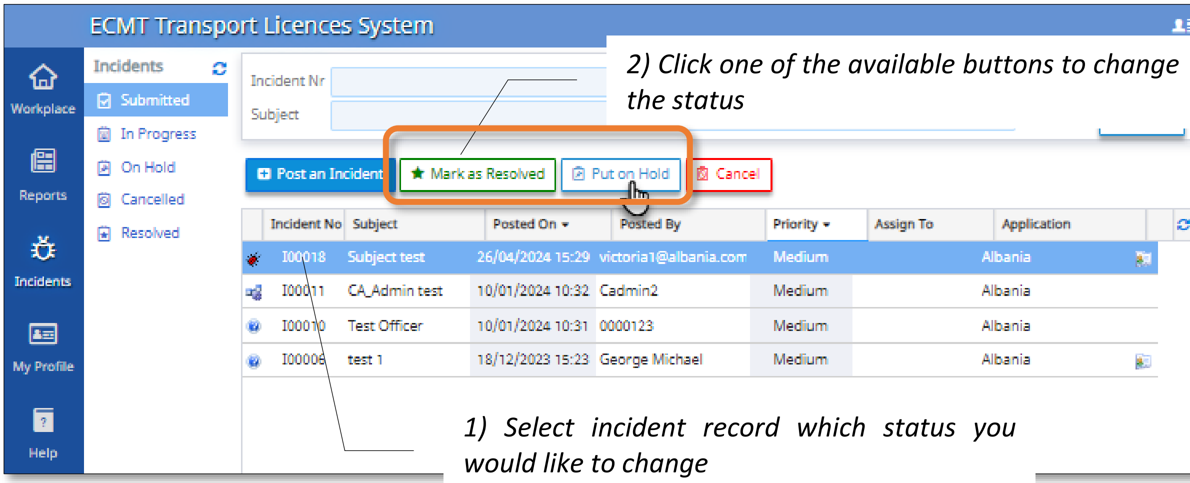
Figure 7 "Post Incident" form opened from system form's interface



1.3 How to Change Incident's Status

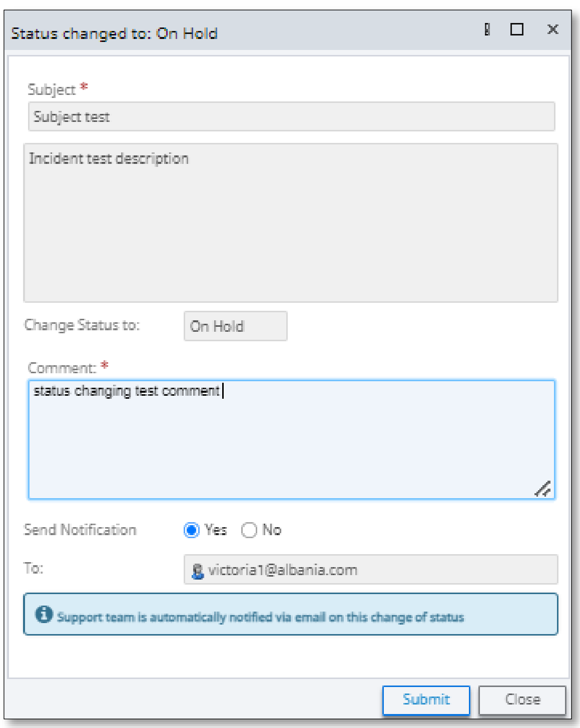
Being at any of incident lists click on any of available change status buttons: Mark as Resolved or Put on Hold (incident record must be selected in advance):

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



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: