



CHAPTER 5

How to Report Bugs or Issues in One-e-App

One-e-App: How to Report Production Issues to Test Track Pro

When you experience an issue or problem in One-e-App, please contact the One-e-App Help Desk by phone at **(866) 429-1979** or email at **ttpro@oneapp.org** to report your issue. The following are instructions for contacting the Help Desk by phone or email.

I. Calling the Help Desk

When calling the Help Desk to report an issue, please be prepared to providing the following information:

- County reporting the call
- Your name and organization
- Your User ID and role (example, CAA)
- The Application ID or name of applicant or primary informant on the application
- Screen print of error message or the URL of the screen name where the issue was encountered, Example URL: <https://thecenter.oneeapp.org>
- Detailed description of the problem, at what point in the system that the problem occurred (e.g., Searches, Application Processing, Eligibility Calculation, Data Transfer to Health-e-App, User Account, Faxing of Verification Documents, Generation of Universal Summary, Notices or PDF Documents).

II. Sending an e-mail

Send an e-mail to **ttpro@oneapp.org** with a brief summary of the issue in the subject line and a detailed description of the problem you are experiencing in the body of the e-mail, along with the One-e-App Application ID, User Name and, whenever possible, a screen-shot of the error you have encountered.

The e-mail will get loaded into Test Track Pro's Help Desk Log and you will receive an automatic e-mail notification with a ticket number, which can be used for future reference.



DO NOT REPLY TO EMAIL FROM TEST TRACK PRO

You should not reply to the automatic messages sent by Test Track Pro, nor should you "cc" or copy anyone at the "ttpro" e-mail address while 'Replying' or 'Forwarding' your original message. This will generate new ticket numbers and duplicate the issues in the helpdesk log!

Feel free to “cc” or copy your e-mails to necessary individuals from One-e-App Helpdesk/Support Team, One-e-App Management, County System Administrators, and/or your own Supervisor.

Attaching screen-shots on e-mails to TTPro

Attaching screen-shots is a great way to communicate a One-e-App bug, as they help the Development Team recreate the issue and/or isolate the cause of the problem.

Test Track Pro

E-mails sent to **ttpro@oneapp.org** are directly received by the One-e-App Support Team. The text in the body of the e-mail is imported as the “ticket description” and any attachments to the e-mail are attached to the ticket in Test Track Pro. It is important that if a screenshot is included with the e-mail sent to this address, **it must be saved to a file and then the file must be attached separately to the e-mail.**

INSTRUCTIONS:

1. When you make the screen-shot, be sure you are looking at the screen with the problem!
2. Press *print screen* on your keyboard to record the screen-shot to your computer’s clipboard.
3. Open your word processing software (such as Microsoft Word) and create a new document.
4. Choose *Edit* → *Paste* from the menu (or *Control + V* on the keyboard) to paste the screen-shot into the document.
5. Save the document to your computer—remember where you saved it! Saving it to your desktop or a special folder for “One-e App” may be helpful.
6. Address your e-mail to: ttpro@oneapp.org - Write your message.
7. From your e-mail software (i.e., MS Outlook, Groupwise, Yahoo, etc...) select *attach a file*.
8. Find the document you saved in step 4 and select it.
9. Verify that your document is now attached to the e-mail (open it up and look at it as a final check, if there is any chance that you might have attached the wrong document!)
10. Send the e-mail.

Reporting a Bug: PROBLEM REPORTING FORM

SAMPLE PROBLEM REPORTING FORM – below are samples of the e-mail notifications of Tickets created from a bug report

Report that a Ticket was created for a bug.

Ticket 16206 has been created on Aug 13, 2007.

Severity: P3 – Medium

Project: OEA DOT NET

Summary: Question about Topaz Tip Sheet

Description: Liz Ramirez called to find out about the document regarding Topaz that was sent out on 8/10/2007. Brian explained to her that this was a Tip Sheet sent out with our build that explains how to install the Topaz software on the user's computer when they are going to begin using electronic signature pads. He told her that she did not need to do anything to current machines that were already set up with the Topaz software, successfully being used to store electronic signatures. Liz requested that on the future builds that we give more of an explanation as to what the documents attached are to be used.

Thank you for your input.

Application Support Team

Please DO NOT reply to this automated message. If you need further assistance please call the Help Desk at **1-866-429-1979**.

Report that a Ticket was closed— the issue was solved.

Ticket 16206 was closed on 8/13/2007.

Severity: P3 - Medium

Project: OEA DOT NET

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Description: Liz Ramirez called to find out about the document regarding Topaz that was sent out on 8/10/2007. Brian explained to her that this was a Tip Sheet sent out with our build that explains how to install the Topaz software on the user's computer when they are going to begin using electronic signature pads. He told her that she did not need to do anything to current machines that were already set up with the Topaz software, successfully being used to store electronic signatures. Liz requested that on the future builds that we give more of an explanation as to what the documents attached are to be used.

Should you wish to re-open this issue, please refer to the Ticket#16206 and contact the Help Desk at 1-866-429-1979 for further assistance.

Thank you for your patience.

Application Support Team

Please DO NOT reply to this automated message.