

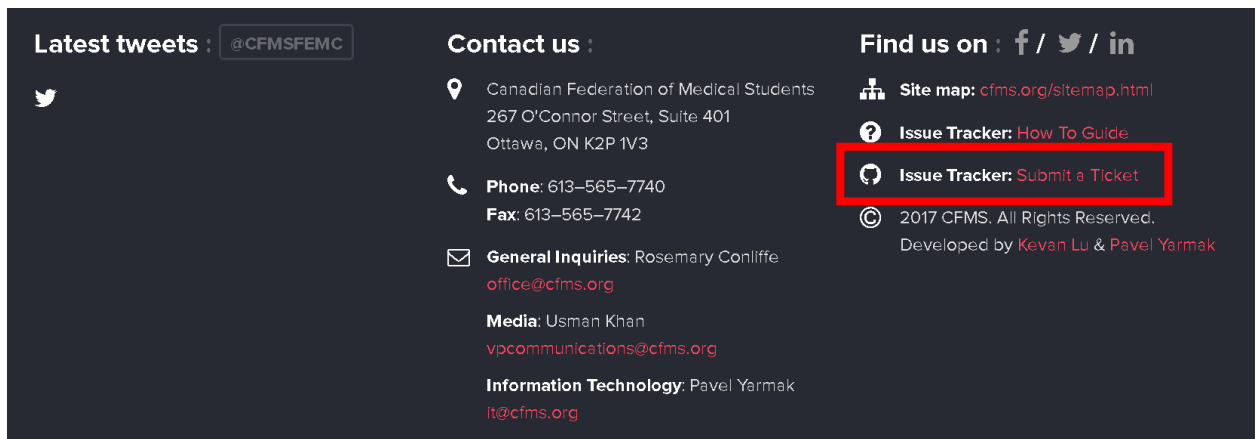
## Issue Tracker Guide for the CFMS Website

*Notice a problem with the website? Have a recommendation? Please follow the steps below to submit a ticket! This system helps us follow-up with concerns, and keep track of the changes that have been made!*

### Submitting a Ticket

***\*\*Important Note\*\* if you notice something wrong with the website related to security (login, passwords, accessing certain areas, etc.) please do not post that information on the tracker, instead email [it@cfms.org](mailto:it@cfms.org) as soon as possible. Thank you.***

1. Navigate to <https://github.com/cfms-website/cfms-website.github.io/issues> to access the CFMS Website Issue Tracker, or click on the “**Submit a Ticket**” button on the CFMS Website



2. Scroll through the current list of Tickets, to see if someone has already noticed the same concern as you and created a ticket.

If you find a ticket that matches your concern – go to step 3.

If you do not find a ticket that matches your concern - go to step 4.

*Note: you can click on the various Tickets to see a more detailed description, to make sure that it matches yours.*

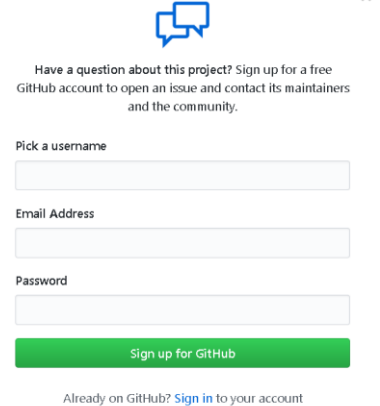
3. **Someone noticed the same issues** – you can either:
- a. stop here, **or**
  - b. create an account/login to add an extra comment (*in the textbox below the issue*)  
or to follow the issue to get notified when it gets resolved or commented on (*make sure you click the “Subscribe” button*)

The screenshot displays a GitHub issue page. At the top, it says "Write a title that briefly describes your Problem, Concerns or Recommendations #28" with "Edit" and "New issue" buttons. Below this, a green "Open" button and text indicate "erm619 opened this issue a minute ago · 0 comments". A comment from "erm619" is shown, with a text area containing instructions: "Here is where you describe what is happening. If your comment is about a specific page, you can reference it by typing THE URL GOES HERE To check if it worked, you can click the preview button above! Please make sure that you are descriptive enough that people can solve or address your concern." Below the comment is a "Write" form with a "Preview" tab, a rich text editor toolbar, and a text area with the message "If you have anything to add, you can type it here after logging in!". Below the text area are "Attach files" instructions and "Close and comment" and "Comment" buttons. On the right side, there are sections for "Assignees", "Labels", "Projects", "Milestone", "Notifications" (with a "Subscribe" button), and "1 participant". Red boxes highlight the "Write" form and the "Subscribe" button.

4. **You are the first to notice an issue** – To post a ticket, you will need to create an account with GitHub and will be prompted to do so when you click

“**New Issue**” (step 5)

*Note: this will allow you to post a new ticket, be alerted when it gets dealt with, allows us to follow-up if we have question, and ensures that your concerns are being heard! It is free, and all you need is an username, email address and password!*



Have a question about this project? Sign up for a free GitHub account to open an issue and contact its maintainers and the community.

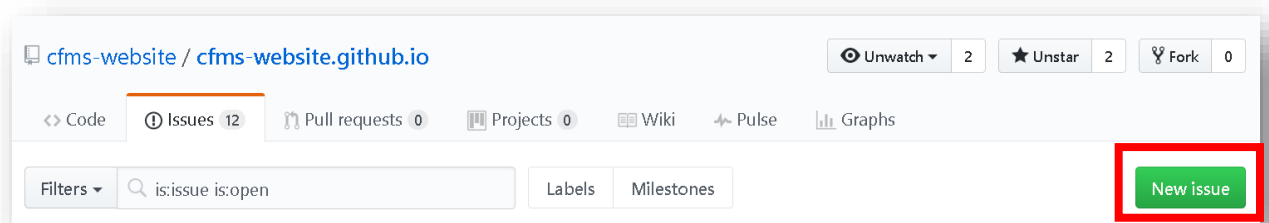
Pick a username

Email Address

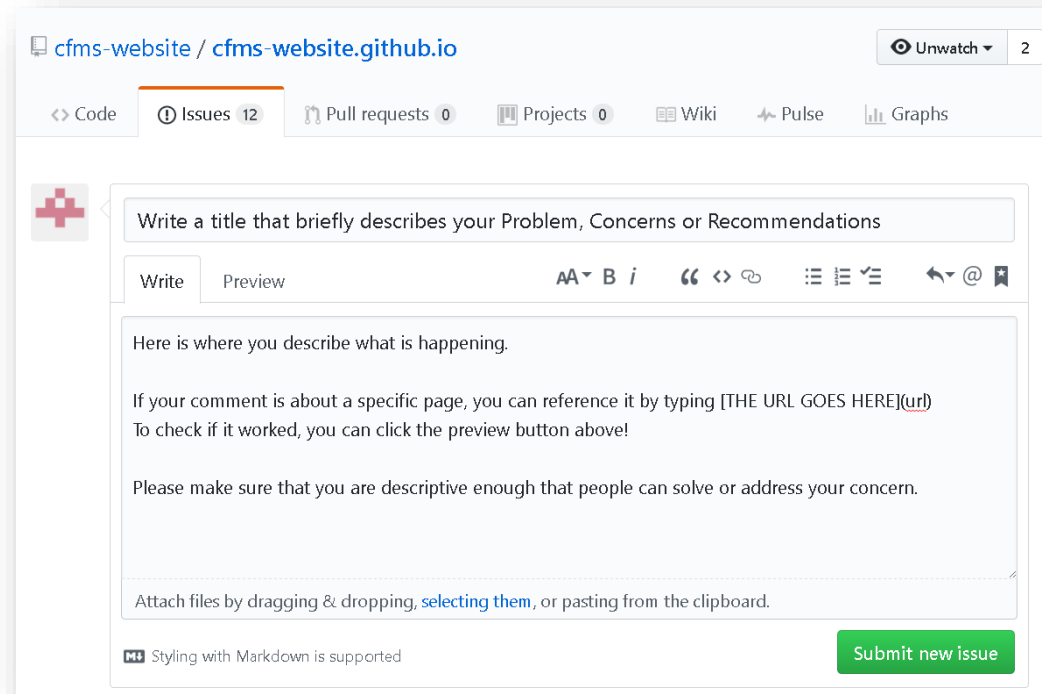
Password

Already on GitHub? [Sign in](#) to your account

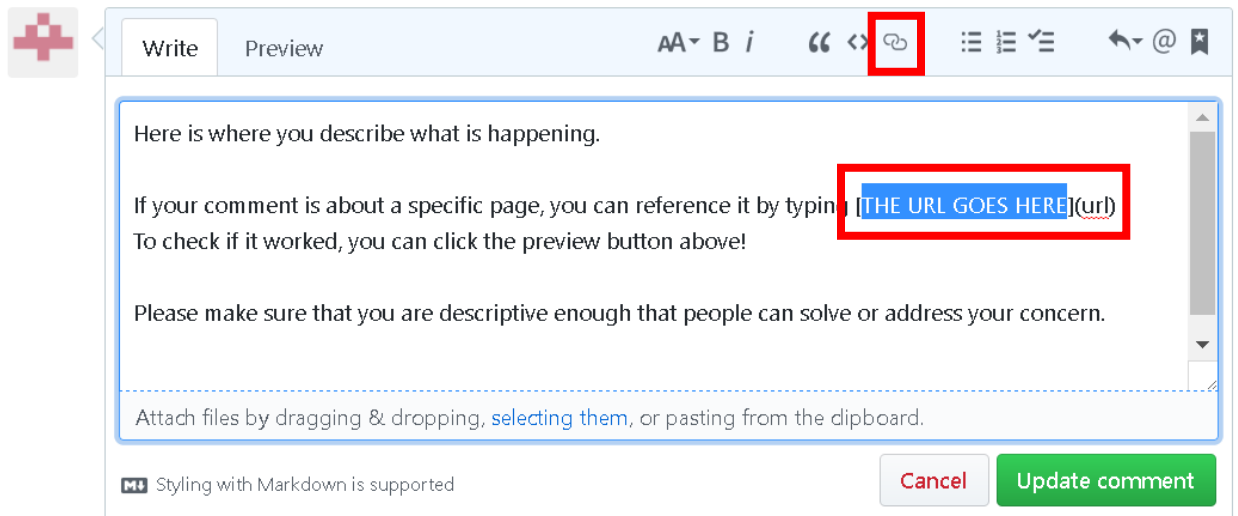
5. At the top, click the green “**New Issue**” button



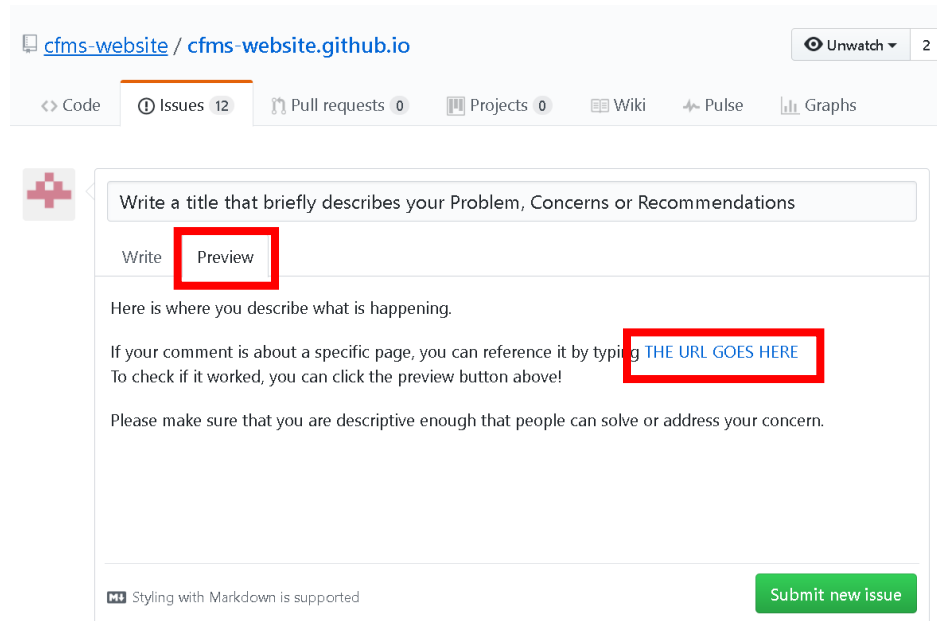
6. Enter the information about the ticket that you are entering. Make sure that the title is descriptive enough that someone scrolling through the tickets can understand what the problem is. In the textbox, you can be more descriptive about why you are submitting a ticket.



7. To help us find what you are referencing, it is helpful if you can include a URL. To do so, click the URL button at the top bar and then enter the URL between the two square brackets



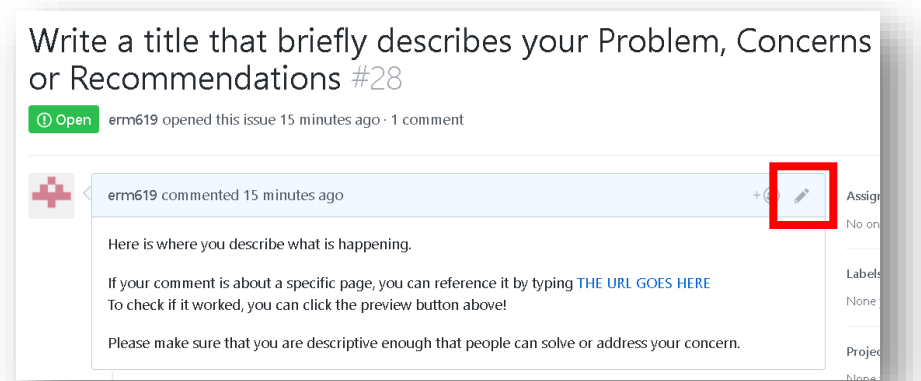
8. To check that your URL worked, click the **“Preview”** button, and it should look like the example below



The screenshot shows the GitHub issue creation interface for the repository 'cfms-website / cfms-website.github.io'. At the top, there are navigation tabs for Code, Issues (12), Pull requests (0), Projects (0), Wiki, Pulse, and Graphs. The main form has a title input field with the placeholder text 'Write a title that briefly describes your Problem, Concerns or Recommendations'. Below the title field are two buttons: 'Write' and 'Preview', with the 'Preview' button highlighted by a red box. The form body contains the following text: 'Here is where you describe what is happening.', 'If your comment is about a specific page, you can reference it by typing [THE URL GOES HERE](#). To check if it worked, you can click the preview button above!', and 'Please make sure that you are descriptive enough that people can solve or address your concern.'. At the bottom right of the form is a green 'Submit new issue' button. A small note at the bottom left states 'Styling with Markdown is supported'.

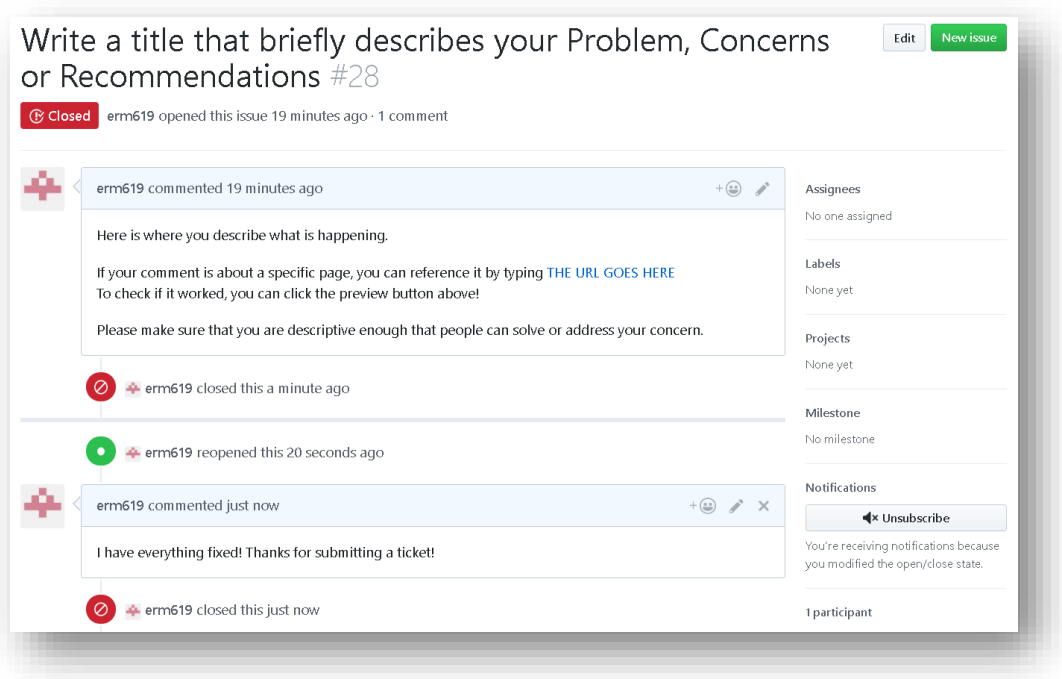
9. Once you have everything written down, click the green **“Submit New Issue”** button

10. If you realized you can add information, or want to change something after you submit a ticket, click the **“Edit Comment”** button



The screenshot shows a GitHub issue page for the repository 'cfms-website / cfms-website.github.io'. The issue title is 'Write a title that briefly describes your Problem, Concerns or Recommendations #28'. The issue status is 'Open', and it was opened by user 'erm619' 15 minutes ago with 1 comment. The main content of the issue is the same text as in the previous screenshot: 'Here is where you describe what is happening.', 'If your comment is about a specific page, you can reference it by typing [THE URL GOES HERE](#). To check if it worked, you can click the preview button above!', and 'Please make sure that you are descriptive enough that people can solve or address your concern.'. A comment from user 'erm619' is shown, with the text 'erm619 commented 15 minutes ago'. To the right of the comment is a red box highlighting the 'Edit Comment' button (represented by a pencil icon).

11. Once we have commented or addressed your ticket, it will say “**Closed**”



12. You can find a closed ticket by going to <https://github.com/cfms-website/cfms-website.github.io/issues> and clicking on the “**Closed**” filter

