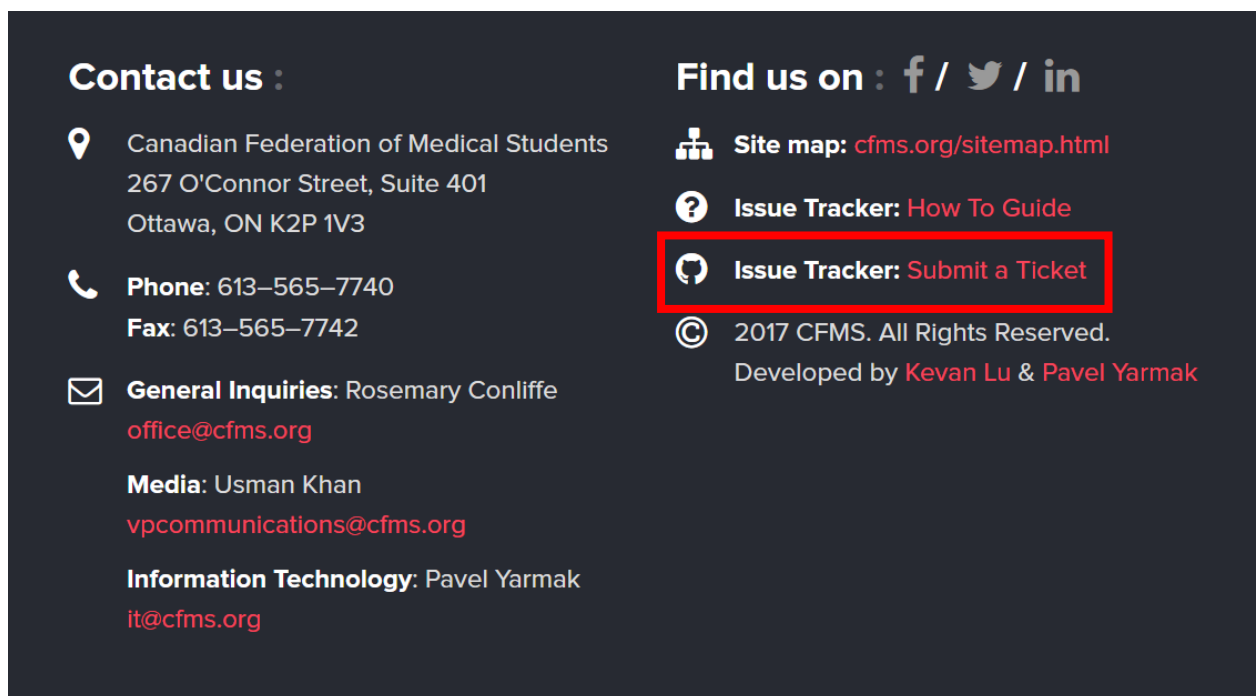


## Issue Tracker Guide for the CFMS Website

*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

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



The image shows a dark-themed footer for the CFMS website. It is divided into two main sections: 'Contact us' on the left and 'Find us on' on the right. The 'Contact us' section includes a location pin icon for the address (Canadian Federation of Medical Students, 267 O'Connor Street, Suite 401, Ottawa, ON K2P 1V3), a phone icon for the phone number (613-565-7740) and fax number (613-565-7742), and an envelope icon for general inquiries (Rosemary Conliffe, office@cfms.org). It also lists media contact (Usman Khan, vpcommunications@cfms.org) and information technology contact (Pavel Yarmak, it@cfms.org). The 'Find us on' section features social media icons for Facebook, Twitter, and LinkedIn. Below these are links for a site map (cfms.org/sitemap.html), an issue tracker guide (How To Guide), and a 'Submit a Ticket' button, which is highlighted with a red rectangular border. At the bottom right, there is a copyright notice (© 2017 CFMS. All Rights Reserved.) and a credit to the developers (Kevan Lu & Pavel Yarmak).

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.

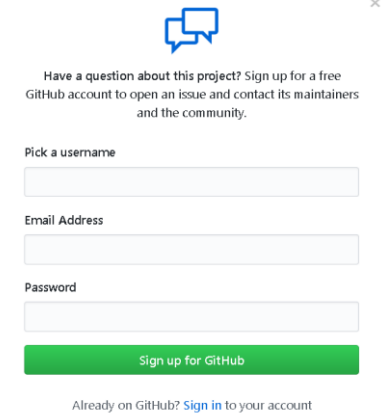
*Note: you can click on the various Tickets to see a more detailed description, to make sure that it matches yours.*

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 ticketing system interface. At the top, it prompts the user to "Write a title that briefly describes your Problem, Concerns or Recommendations #28". Below this, a comment from user 'erm619' is shown, stating "Here is where you describe what is happening." and providing instructions on how to reference specific pages. The interface includes a "Write" section with a rich text editor and a "Preview" tab. A red box highlights the "Write" section, including the text input area and the "Comment" button. Another red box highlights the "Notifications" section on the right, which contains a "Subscribe" button. The interface also shows fields for Assignees, Labels, Projects, Milestone, and a list of participants.

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 a question, and ensures that your concerns are being heard! It is free, and all you need is a 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

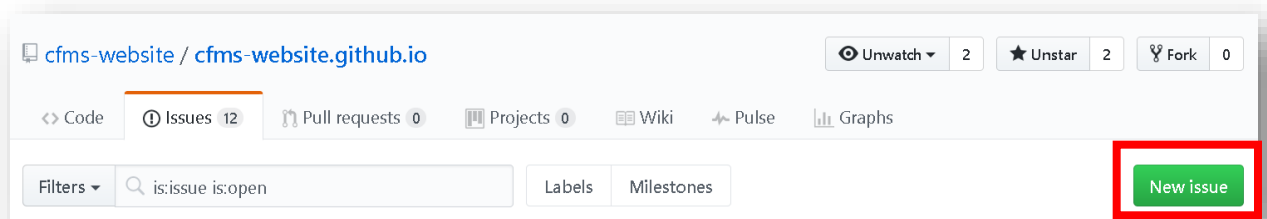
Email Address

Password

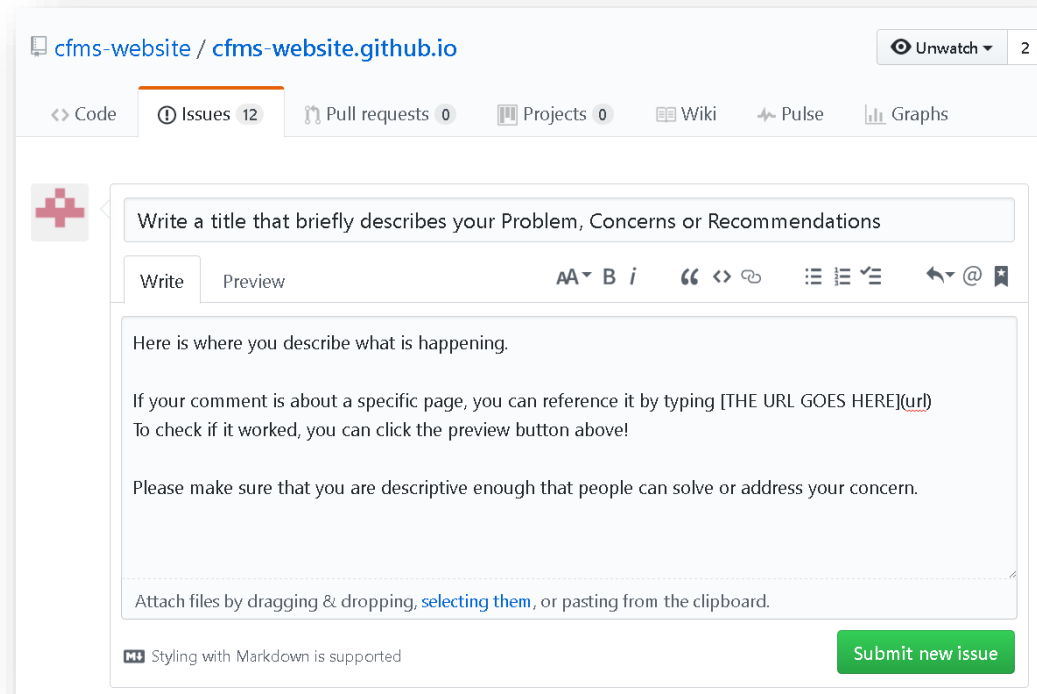
[Sign up for GitHub](#)

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

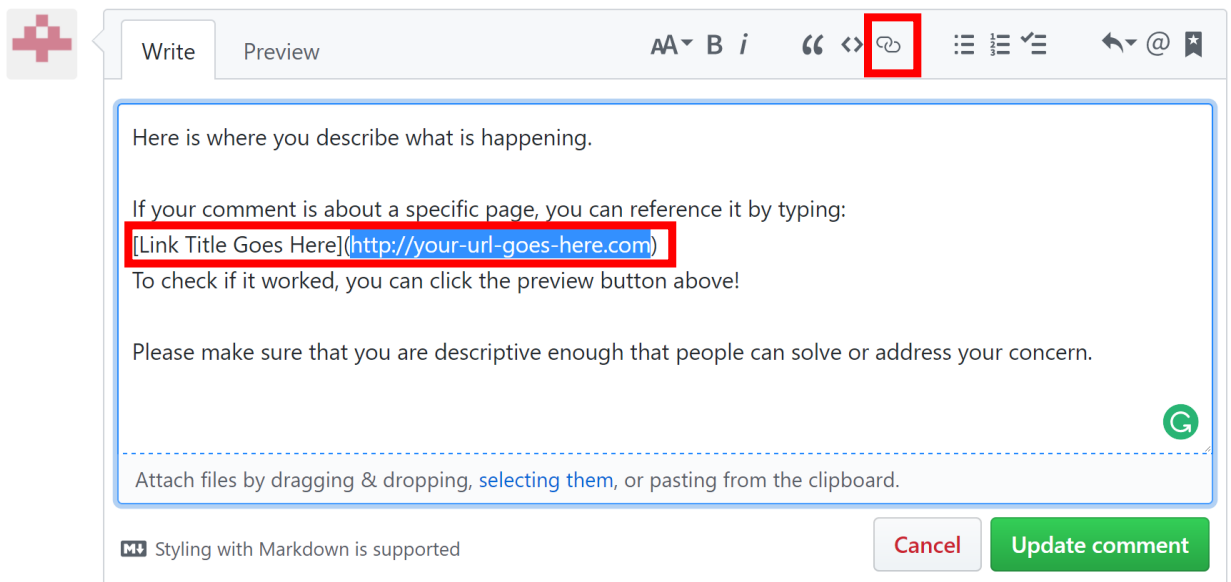
5. At the top, click the green **“New Issue”** button



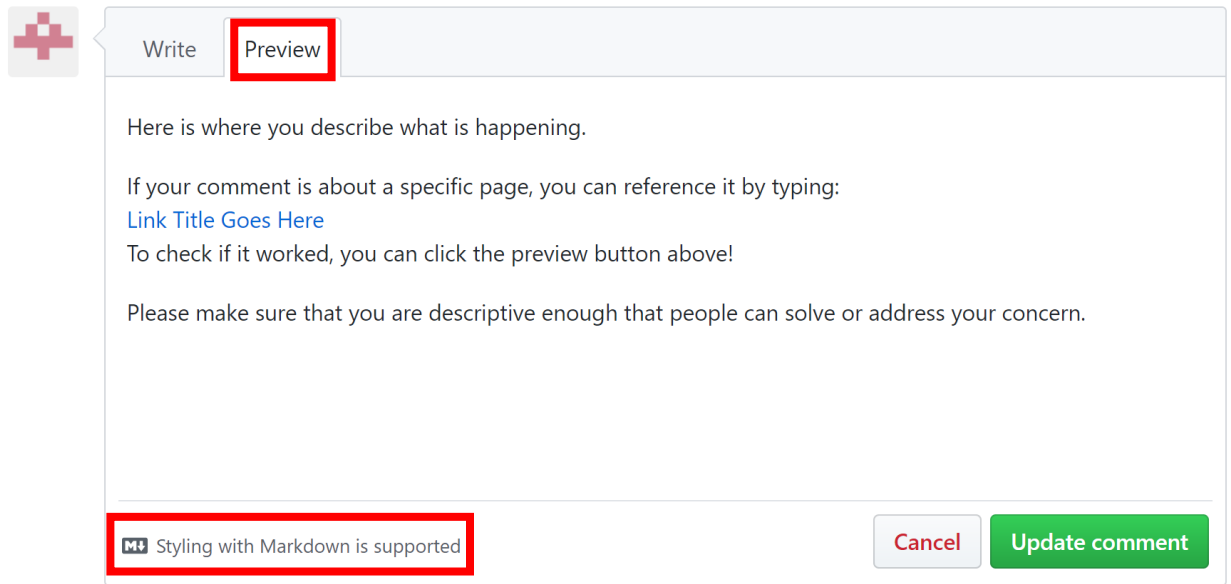
6. Enter the information about the ticket that you are entering. Make sure that the title is descriptive enough that someone scrolling through the tickets can understand what the problem is. In the textbox, you can be more descriptive about why you are submitting a ticket.



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 your formatting, click the “**Preview**” button. If you need styling help (e.g. with links, tables, etc.) use the highlighted link below



Write Preview

Here is where you describe what is happening.

If your comment is about a specific page, you can reference it by typing:  
[Link Title Goes Here](#)

To check if it worked, you can click the preview button above!

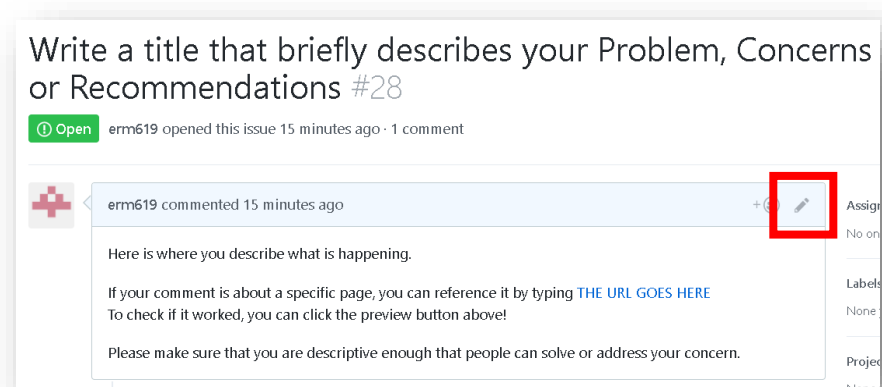
Please make sure that you are descriptive enough that people can solve or address your concern.

**M** Styling with Markdown is supported

Cancel Update comment

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



Write a title that briefly describes your Problem, Concerns or Recommendations #28

**Open** erm619 opened this issue 15 minutes ago · 1 comment

erm619 commented 15 minutes ago

Here is where you describe what is happening.

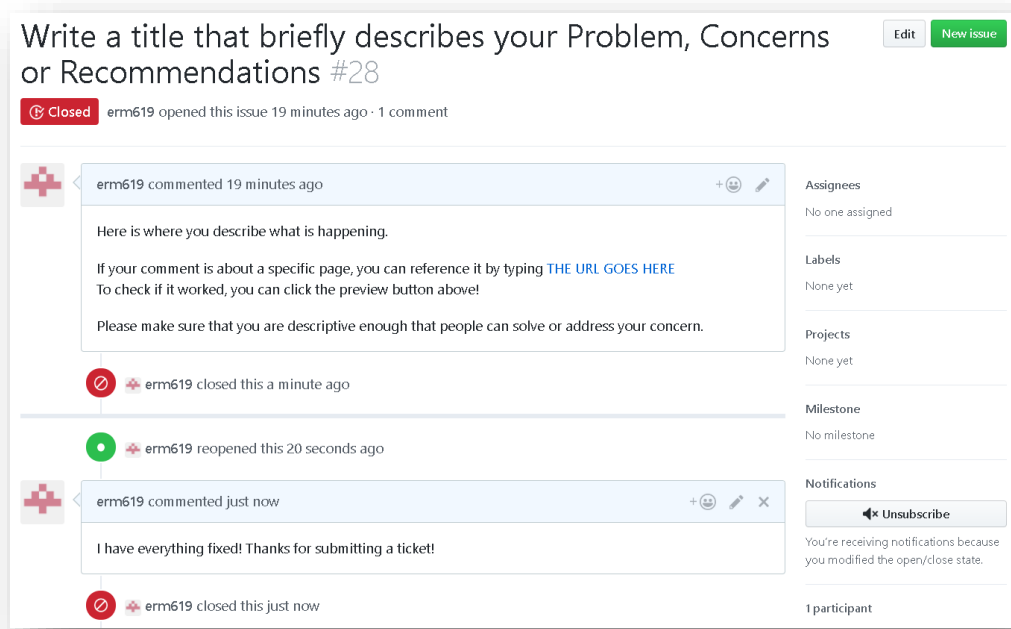
If your comment is about a specific page, you can reference it by typing [THE URL GOES HERE](#)

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.

Assign  
No on  
Labels  
None  
Projec  
None

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

