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 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)*
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!*

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

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
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