

A Beta Tester's Field Guide

How to report bugs and give good feedback

BUG REPORTING

Before reporting a bug, search through the other reports (also called “tickets”) to see if anyone already reported the same problem. If so, add your feedback to theirs.

A good bug report includes:

1. The build number used,
2. How to repeat the error,
3. What should happen, and
4. What happened instead.

The build number is at the top of Dashboard pages, near the logout link. This is the exact version of the software, which will change over time.

Pictures add extra clarity. If you have a chance, attach an image file to your ticket that shows the problem as it appears on your screen. (We call this image a “screenshot.”)

SCREEN SHARING

The programmers need to see things from a normal person's point of view. Please sign up for a screen-sharing session so we can learn how the software works for you.

Sessions are 30 minutes long. You can quit at any time.

Only the development team will see what happens in the session.

You just need a non-ancient version of Windows and an Internet connection that is faster than a dial-up modem.

TESTING NETADVENTIST 3

To test NA3, we suggest creating a fake web site that would meet your church's needs.

For example, try different visual theme packages. Add some content. Arrange your site so people can find what they need.

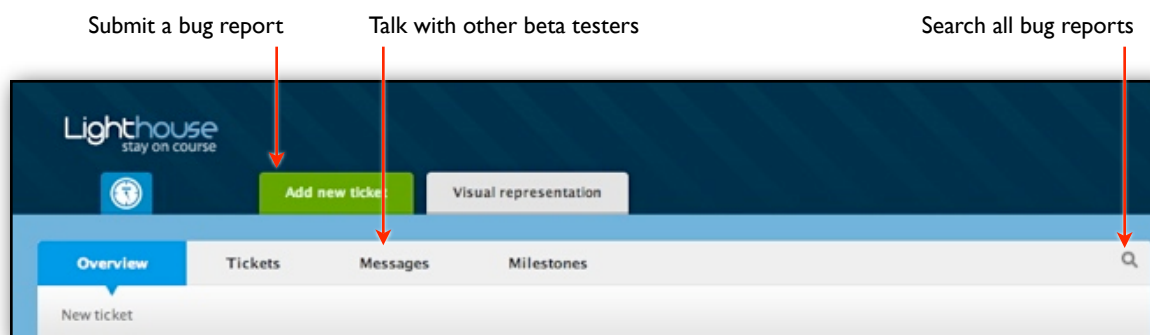
Please report bugs and challenges that you encounter. No frustration is too small.

Report a bug:

<http://netadventist.lighthouseapp.com/projects/2467-netadventist-3-0-beta/tickets/new>

Find screen sharing times:

http://docs.google.com/Doc?id=dgpp6bxq_3295wj2c



Partial screenshot from Lighthouse, the bug-tracking web site