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Report Tracking in Converter Plus

> If you experience an error stop your work and report the error immediately. Copy the error message from your browser and paste it into a new email. Include the basic steps you took that lead up to the error. Send the email to the your team leader. It can take 24-48 hours to receive the message, and another additional 24-48 hours to fix any errors. This creates an average turnaround of 48-96 hours. We appreciate your patience as we work to fix any issues or errors.

When you log into your account on Converter Plus there is a link at the bottom of the page called `Request Tracker`. This will take you to a page were you can track and log reports. The types of reports as follows:

- `Bugs`: Anytime you get an error, or there is a disruption in the app that stops you from doing the work. Note, error messages mean you need to stop your work and email your team lead the message and what lead to the error.
- `Enhancements`: Suggested improvements that will improve your workflow. Include details about the current feature, details on what doesn't work, and specific suggestions on how to improve.
- `Wishlist`: Includes larger changes that you would like to see on the application that go beyond simply improving basic functionality.

> When reporting a bug or user feedback please review the other posts first to ensure it has not already been logged. If it has been posted, you can add a comment if you have information to add to the issue. See below for more instructions

To send a report:

- At the bottom of the page you will find a section for `New Issue`.
- Select `Report a new issue`
- This will take you to a form:
    - `Category` = choose appropriate category
    - `Title` = name the error/issue/feedback. Make it clear and concise so it is clear what the report is about. For example: Error When Scanning Track
    - `Project` = enter the file title as it appears in Converter Plus. This will help the developer find the specific file. If it is general feedback, leave blank.
    - `Location of Problem` = name of your profile, where you were when the issue occurred (e.g. Track 5) or location of function you are giving feedback for. For example: Scan Page.
    - `Steps to Reproduce Problem` = The steps that you did that lead to the problem. For example: I opened track 5 to edit, and selected the scan button, and got an error message. See below for an example of a good report. If you are reporting functionality feedback you can leave this section blank.
    - `Error Message` = copy and paste the error message. It is very important to have it exactly as it appears on your screen.
    - `Additional Details` = any other notes that you feel will help the developer. If you

have any suggestions for improvements, include them here as well.

> If you receive an error please immediately stop using COP. Copy the full text of the error, close your browser, email your team lead, and wait for instructions.

Example of a good bug report:

"Hi, I encountered an error when splitting a track. The book is under the account for Elizabeth and entitled RoughingIt. I selected Track 14, pressed Edit, and pressed Scan. It showed a time index of 1215, which was perfect. When I pressed Split, the following error was displayed: [insert error message]. I closed the browser as soon as the error came up, and will wait for instructions."

Here is a video tutorial on how to fill in a report.

If you find that a bug or enhancement report already exists, you can add a comment to that report if you have any additional information. To add a comment:

- Locate the existing report from the main page for the Report Tracker
- The titles are all hyperlinked.
- Select the title of the report you wish to comment on
- This will take you to a new page that includes the report at the top and a text box for a comment below.
- Enter your comment in the text box and select Save
- You comment will now be logged.

Here is a video tutorial on how to leave a comment on an existing report.

If you have an issue with the file, such as it is not divided into proper chapters or the file on NNELS is incomplete, you can pass the book to Rachel without exporting it. Please see Hand to Rachel for more info, and follow the same template for reporting the issue.

Any questions or concerns around your work beyond this you can post it on the Q&A page.

It is important you go through this documentation and process carefully. This project is all about paying attention to detail and asking questions if anything is confusing.

When you have finished a book you will export it and Send to QA to Check.

> It is important we move slower at the beginning of this process to make sure you understand every step. Rachel is here to help you learn and answer all your questions, so do not hesitate to reach out through either the Hand to Rachel function or the Q&A page if you are stuck or unsure of something. NNELS aims for high quality in output, and the work you are doing is directly helping our patrons have better access to audiobooks. You should take pride in the work and feel good you are part of this essential piece of our library.