

How to report a system issue

When reporting a system issue, please send the following information to WEI Support:

- location
- title
- description
- steps to reproduce

1. Location

In which application or system does the problem exist?

2. Title of Issue

Generally summarize the issue so it is easily identifiable.

3. Description of Issue

Use complete sentences to describe what is going wrong *and* what should happen when the application functions correctly.

4. Steps to Reproduce the Issue

Provide step-by-step instructions (including URL links and attached screenshots) of how someone else can also experience the issue.

EXAMPLE

This example demonstrates how to report a problem.

From: Pryor, Lindsay
Sent: Wednesday, January 30, 2013 4:43 PM
To: weisupport@sos.wa.gov
Subject: RE: Can't update contact info in WEI Admin

- 1 Location: Online Statement Submission
- 2 Title: Can't update contact info in WEI Admin
- 3 Description: When the candidate submits his voters' pamphlet information, he can edit his campaign phone, email and website. These changes successfully appear when the candidate selects the "review" button and on the confirmation screen, but the edits are not carried forward to WEI Admin. Instead, the original candidate filing information remains in the WEI Admin candidate details screen. When the candidate submits changes to his contact info using Online Statement Submission, the modified info should be updated in the WEI Admin Candidate Detail, Candidates Who Have Filed, and the Online Voters' Guide. For archival purposes, we must retain history of original candidate filing information and any modifications made to these fields so that it can be retrieved in case of a records request.
- 4 To Reproduce:
 1. Go to QA Candidate Statement Submission link for candidate "test murphy". Screenshot 1. (<http://198.238.204.92/elections/Candidates/SubmitStatement/?at=adcbc974-7717-4c0e-bc32-f47f60e13efd>)
 2. Changed Campaign contact information from/to the following. Screenshot 2.
 - Phone from (360) 701-1753 to (360) 725-5780
 - Email from patty.murphy@sos.wa.gov to stephanie.goebel@sos.wa.gov
 - Website from blank to www.test.com
 - Statement from blank to "Testing system capture of changes made to campaign contact info during online candidate statement submission"
 - Uploaded a test photo
 - Cropped photo
 - Clicked submit
 3. "Candidate Statement Submission Form, Statement Submitted" contained the changes made to Campaign contact information. Screenshot 3.
 4. Accessed "test murphy" candidate statement in WEI Admin QA to view statement submitted. **Contact information submitted with statement submission is not shown.** The original candidate filing information is shown. The statement and photo submitted with statement submission is shown correctly.

EXAMPLE

Example of Screenshot 1, sent as an attachment.

Candidate Statement Submission Form

Office Name
Justice Position 2

Ballot Name
TEST Bill for Judge

Campaign Phone