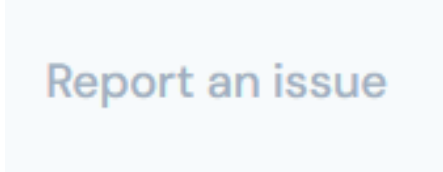


Resident Portal Report an Issue How-to Guide

This guide walks you through how to report a bug within the new resident portal.

Step 1: Look for “Report an Issue”

- On the bottom right corner of your screen, you will see the “Report an Issue” link.



- This link is accessible on any page.

Step 2: Click “Report an Issue”

- Click once on the “report an issue” link.
- The computer will automatically take a screenshot of the current page you are on
- After a moment, a new page titled “Report a Bug” will open

Step 3: Fill out the Form

On the Report a Bug page:

1. **Describe what happened**
 - In the big text box, write what went wrong.
2. **Screenshot box**
 - A picture of the page is usually shown for you.
 - If the picture looks blank or wrong, you can uncheck “Include captured screenshot.”
3. **Add extra files (optional)**
 - If you have another picture, document, or file that helps explain the problem, click **Choose File** and upload it.

Report a Bug

A screenshot of the previous page is captured automatically (if small enough). Add details and attachments below.

API: <https://buurtapi.ccmnet.com>
Draft key: –
Has screenshot: no (0 KB)
Attachments: 0

What happened?

Steps to reproduce, expected result, actual result...

☒ Include captured screenshot

Attach more files (optional)

Choose Files No file chosen

Back

Submit bug

Step 4: Submit the Bug

- At the bottom of the page, click the **purple “Submit bug” button**.
- Wait a few seconds.
- A green message will pop up at the top that says **“Bug logged”**. That means it worked!

Step 5: Go Back (Optional)

- To return to the previous screen, click the **Back** button next to Submit.

Tips

- **Be simple.** When submitting the bug, simply write what you tried to do and what went wrong
- **One problem at a time.** If you see two different issues, please send them in separately