

# Bug Reports

If you encounter a bug or problem you can't fix, here are the places you turn for help:

1. First check to see if there is information on the [help site](#) or the [Community Forum](#) that can help you solve the problem.
2. If you are unable to find an answer on the help site and you have a service contract with Dimagi, please contact your designated Dimagi representative.
  - a. If he or she is not available and the issue is urgent, please send a bug report to Dimagi by navigating to your project on CommCareHQ and using the "Report an Issue" option under the question mark on the top right of any page. Doing so will provide us links to your project space so that we can assist more quickly.
    - i. If your issue is specific to a page on CommCareHQ, please try to report the issue from that page. This will provide us a direct link to the location where you are experiencing the issue so that we can better assist you.
3. If you are unable to find an answer on the help site and you do not have a service contract with Dimagi, please submit a bug report by navigating to your project on CommCareHQ and using the "Report an Issue" option found by clicking the question mark in the top right corner of any page.
  - a. If your issue is specific to a page on CommCareHQ, please try to report the issue from that page. This will provide us a direct link to the location where you are experiencing the issue so that we can better assist you.

## Using "Report an Issue"

1. To report an issue, proceed to your project space at <https://www.commcarehq.org/a/<domain>>, click on the question mark in the top right corner, and choose "Report an Issue".
  - a. If your issue is related to CommCareHQ (as opposed to CommCare - the mobile application), please perform this step on the page where you are experiencing the issue.
2. Upon clicking the "Report an Issue" button, a new window will appear with several fields. Please use the following information as a guide about what should go in these fields:

### 1) Short description:

- This will be the title of the bug report that gets sent to our Support team.
- This should be meaningful (for example, "Form fails to submit", as opposed to "Bug in form").

### 2) Full Description:

- Please try to provide as much of the following information as possible here:
  1. Exact step-by-step instructions to reproduce the issue.
  2. Detailed description of the issue.
  3. What you expected to happen had you not encountered the error.
  4. Specify the application and build version number.
  5. If you are not reporting this issue immediately after experiencing it, please provide a date and time for when the issue occurred.
  6. Any links, urls, or additional information that would be needed to replicate or see the issue. This could include the name of or link to a mobile worker, report, fixture, location, etc.
  7. If you are receiving an error message, please provide the exact message you see.

### 3) Other Recipients (Optional):

- If you have a service contract with Dimagi, please enter your Dimagi representative's e-mail address in this field. In addition, add any other members of your project space or organization you would like aware of this issue.
- If you do not have a service contract with Dimagi, add any members of your project space or organization you would like aware of the issue.

### 4) Upload File:

- If you are able to take a screenshot of the error you are seeing, please do so and attach it here.
  1. If you are unable to provide a screenshot, please enter the exact error message you see in the Full Description field.

After you click on "submit" you will get an email with ticket number. If you want to add any additional detail, reply to that email without changing the subject line.

## Submitting Bugs via Email

If you do not have access to CommCareHQ, please e-mail [support@dimagi.com](mailto:support@dimagi.com) using the same template as the one above.

## Examples of Good Bug Reports

Examples of bug reports can be seen here: [Examples of Good Bug Reports](#)

[Downloadable Template](#)