

New Bug Reporting Procedures for the 4-H Online Record Book

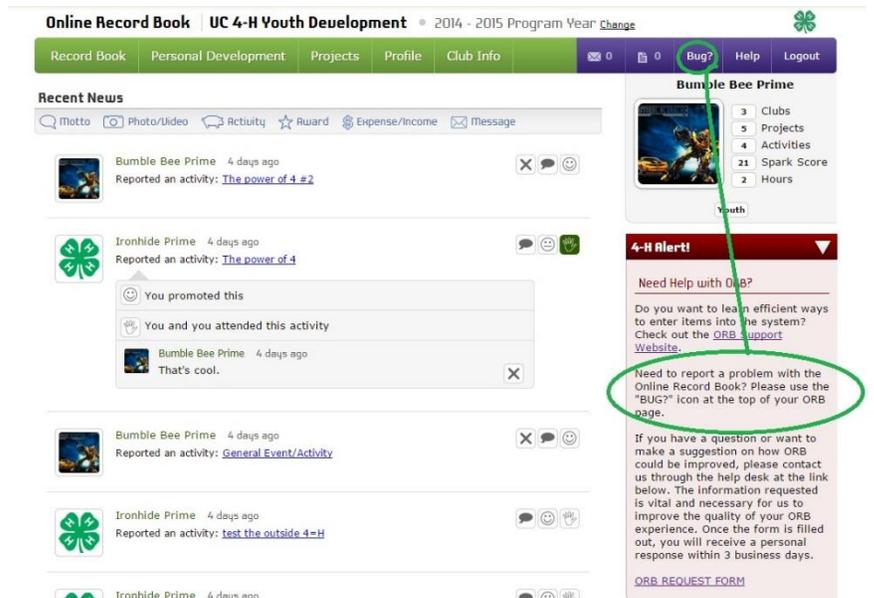
In an effort to increase the effectiveness of eliminating system errors within the 4-H Online Record Book, the programmers have developed a new reporting system for bugs. This new feature is located at the top right-hand corner of every users ORB page (see screen shot) and automatically collects information and code from the account to assist in identifying the problem. If the issue is determined to be human error rather than a glitch in the system, we will follow up with the user with instructions on how to use a particular feature.

Below are some important points in using this feature:

1. **Bugs need to be reported on the account with the issue on the page the issue occurred.** Please instruct both volunteers and youth to follow this procedure. In other words, do not fill out a report for someone else, show them how to report the problem on their account.

2. **Do not contact the State Office directly to report a potential bug in the ORB system, please use the Bug? Icon.** We do this because our ORB support involves multiple people from programmers to support staff and each of these people need first-hand information from the user to be able to verify the issue and resolve it. Contacting a single individual will not get the problem resolved any quicker, it will more likely slow the process down.

3. **To make a suggestion or ask a question use the "ORB Request Form" located on the side-bar of your ORB page.** Many of the improvements to the ORB system have come from suggestions that our users have made. We cannot stress how helpful it is to hear your amazing ideas. Also, we understand that there are times when you just don't know how to do something in the system, the ORB Request Form is the place to ask those "how to" questions so that we can help you get to success.



The screenshot shows the 'Online Record Book' interface for 'UC 4-H Youth Development' for the '2014 - 2015 Program Year'. The top navigation bar includes 'Record Book', 'Personal Development', 'Projects', 'Profile', 'Club Info', and a 'Bug?' icon circled in red. Below the navigation bar is a 'Recent News' section with several activity reports. On the right side, there is a sidebar with a '4-H Alerts' section. A red circle highlights the 'Need Help with ORB?' section in the sidebar, which contains text about reporting bugs and a link to the 'ORB REQUEST FORM'.

Thank you for using the 4-H Online Record Book system and for helping us get you to success.

Sincerely,

The ORB Support Team