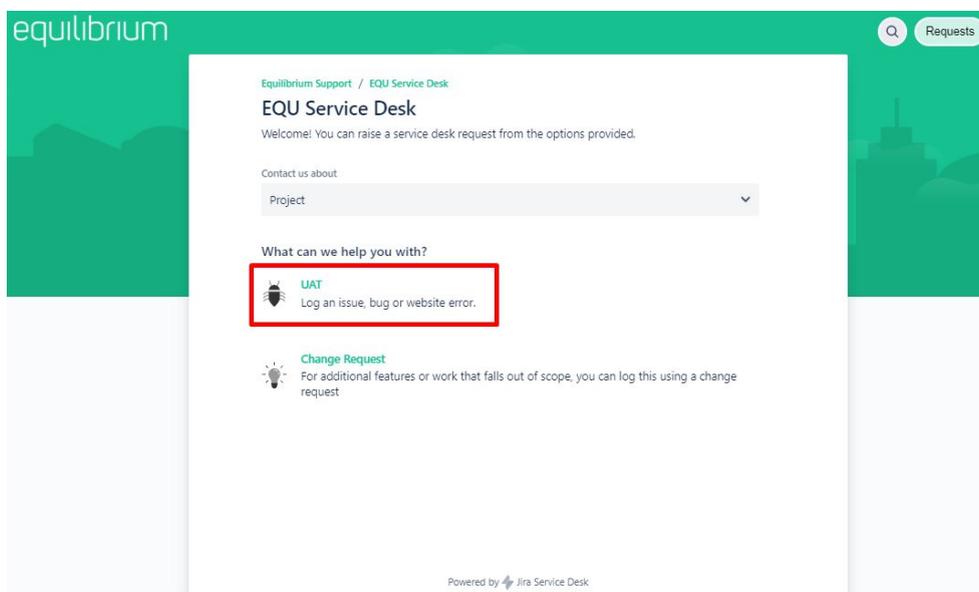
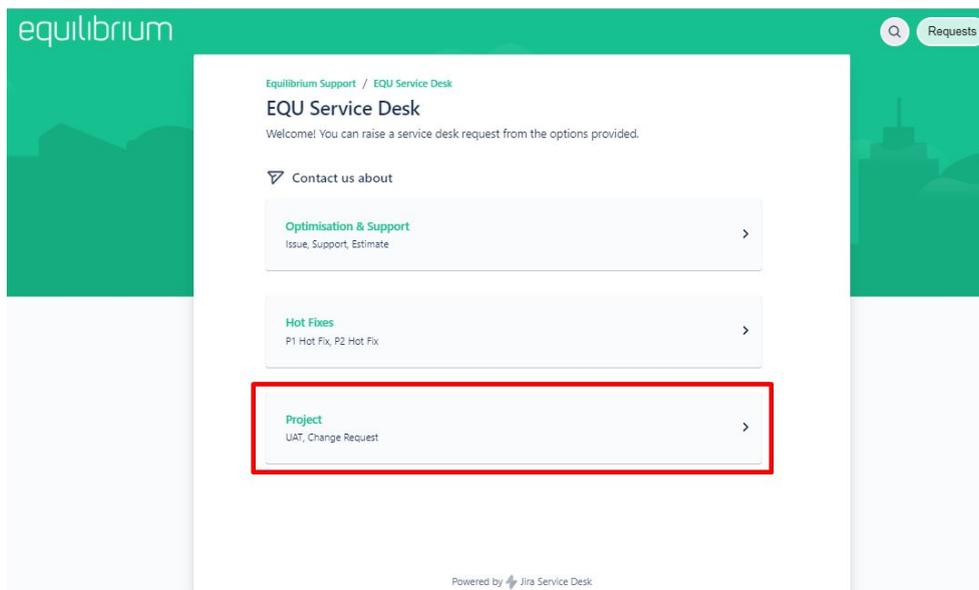


Best practice for logging UAT tickets

How to log a ticket

Step 1: In the Jira Service Desk portal (<https://equilibrium.atlassian.net/servicedesk/customer/portal/43>), use the UAT issue option within the Project tab



Step 2: Enter information into each field and click **send**.

- **Raise this request on behalf of:** this will always prefill with the user creating the ticket so leave this as yourself
- **Summary:** this is the title of the ticket. Use a descriptive title - example 'Homepage hero banner text overlapping on smaller screens'
- **Description:** at a minimum, be sure to include the following for each ticket:
 - URL of the page you are experiencing the issue (to be added to affected URL field below)
 - Screenshot of the issue (to be added as an attachment below)
 - Short summary of the issue. For anything more complicated, include simple steps of how you encountered the issue (this helps us recreate on our end)
 - The browser/device you were using
- **Affected URL:** please include the URL of the page you are experiencing the issue
- **Attachment:** include relevant screenshots of the issue where applicable
- **Priority:** this will default to Medium. P1 issues to be set as Highest.

Important Note: *Only one issue to be raised per ticket*

EQU Service Desk

Welcome! You can raise a service desk request from the options provided.

Contact us about

Project ▼

What can we help you with?

 **UAT** ▼
Log an issue, bug or website error.

Raise this request on behalf of *

 Gemma Mackenzie (gemma@equ.com.au) ✕ ▼

Summary *

🗑️

Please provide a short overview of the issue

Description *

Please provide a summary of the issue with as many details as possible. Be sure include simple steps of how you encountered the issue. The more details we receive the sooner we can find a resolution for you

Affected URL *

Please provide the URL of the page you are experiencing the issue

Attachments *

Drag and drop files, paste screenshots, or browse

Logs, screenshots, video recordings, or any other media that may better illustrate the issue

Priority

▼