

Access

To create an issue you'll have to be a registered user. You can create an account at <https://openaltas.eu/account/register>. It will take a few hours up to a few days to get activated.

New Issue

You can create a new issue in a project by clicking on + "New Issue" in the menu. An issue can be created for a bug, a feature, a question ... anything project specific you would like to keep track of. Please make sure that your issue hasn't already been reported to avoid duplicates.

Fields

The important ones are subject and description, when in doubt leave the other fields empty. Most use cases are described below.

Subject (important)

A short description e.g. "Search function for people"

Description (important)

Describe your request or problem and provide an URL. A lot of information e.g. which version you use is available with just an URL. If it is a bug the more information the better. E.g. if a button isn't working as expected providing the following would be very helpful:

- The error message
- Which operating system
- Which browser/version
- A screenshot

For text formatting you can refer to the Redmine [documentation](#)

Tracker

This field is used to describe the type of issue.

Bug	If you found an error.
Feature	If you want a new feature e.g. you would like a search function for a list view.
Question	If you want to ask something
Administration	Administrative tasks e.g. a server upgrade or planning an event

Status

Leave on new if it's not yours to work on.

New	It's a new issue.
Acknowledged	It has been seen and accepted.
Assigned	Someone is assigned to work on it.
In progress	Someone began working on it.
Resolved	It's dealt with but not closed, e.g. performance changes but it still has to be tested.
Closed	The issue has been successfully dealt with. In case the issue isn't solved it will be reopened.
Rejected	The issue was rejected with an explanation, e.g. it is not

	possible for technical reasons.
Duplicate	The issue was already reported.

Priority

This field is not in use, since the priority of issues is determined through their placement in the roadmap. However, because this field can't be removed in Redmine it is still available and "normal" is the only available option.

Assignee

Leave empty if it's not yours to work on. Choose yourself if you want to work on it. Of course the development team is free to assign tickets to each other.

Target version

Leave empty. It's for internal project planning.

Found in Version

For bugs only. The OpenAtlas version in which a bug has been found.

Roadmap

Which features are planned for future releases can be seen on the [Roadmap](#) .

Please note that development on the OpenAtlas project is a fluid process and milestones will change depending on factors such as:

- New feature requests and bug reports
- Available resources and funding
- Dependencies between tickets