

Submitting Tickets into the Case Handling System

In order to manage all requests coming into Research and Development we have implemented a case handling system. Please use this system for the following:

- To schedule project related work such as installs and project related customizations.
- To notify us on any issues.
- To request features for existing applications.

There are two ways to submit cases to the system:

cases@amecatd.fogbugz.com

or

<https://amecatd.fogbugz.com/> (Click on New Case)

Via Email

1. Compose an e-mail to cases@amecatd.fogbugz.com including the following information:
 - a. For scheduling project related work :
 - i. **Description** of work (if work is unclear).
 - ii. full **Billing Code**
 - iii. The project related specifications such as question type etc.
 - iv. Schedule Information
 - v. Budget
 - b. For an issue report:
 - i. **Steps to reproduce** - be as specific as possible and include a url and client.
What you expected to happen.
 - ii. **What happened instead.**
 - iii. Please attach any files to the email. Examples of good attachments are:
 - Screen shots of the error message
 - An example of the source xml you are using / parsing / rendering
 - Any other files that are difficult to access or are relevant to the request.
 - c. For a feature request:
 - i. **Description** of the feature
 - ii. **Client** or group making the request
 - iii. Intended **purpose** of the feature.
2. Within several minutes you should get a response from Fogbugz regarding your case giving you information including your ticket tracking number and a link to the status of your case. This link takes you to a page where you can follow the progress of your case as well as any other cases you have submitted.

Via the Web

If you wish to provide more detailed information please use the following link:

<https://amecatd.fogbugz.com/default.asp?pg=pgPublicEdit>

| Form Field | Description |
|----------------|--|
| Title | A brief description of your request or query |
| Project | Product this case is for. IE “Operator Suite 4”, “Foundations Player” If unclear use “Public Submissions” |
| Area | The developer that you think should address this issue. Use “Any Developer” if you are unsure. |
| Email | Your e-mail address. |
| Project Number | Enter the Project Number |
| Client | Enter the Client Name. IE: “FQT”, “GP”, “GVWD” |
| Body | Describe your issue or request here. Follow the same guidelines for the e-mail version above. |