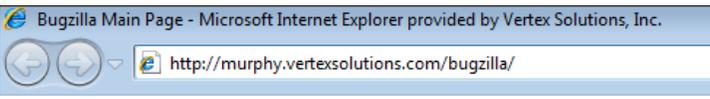
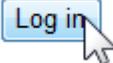
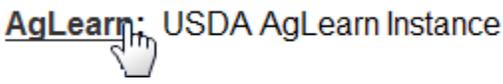
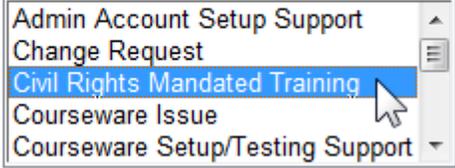
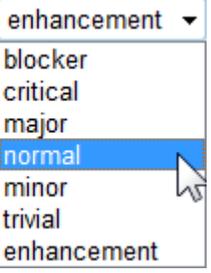
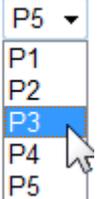


## Completing a Bugzilla Ticket

Tickets must be created for all requests from Agencies including admin requests and content requests.

Step	Activity	View
1.	Enter the Bugzilla site at <a href="http://murphy.vertexsolutions.com/bugzilla/">http://murphy.vertexsolutions.com/bugzilla/</a> .	
2.	Enter your Login ID (this is your USDA email address) and your password.	<p><b>Login:</b> <input type="text"/></p> <p><b>Password:</b> <input type="password"/></p>
3.	Click <b>Login</b> .	
4.	Click <b>Enter a new bug report</b> .	<p><a href="#">Search existing bug reports</a></p> <p><a href="#">Enter a new bug report</a></p> <p><a href="#">Summary reports and charts</a></p>
5.	Click <b>AgLearn</b> .	
6.	Select a Component. <b>Note:</b> If you do not see a component that effectively describes your problem, select <b>Other</b> .	<p><b>Product:</b> AgLearn</p> <p><b>Component:</b> </p>
7.	Select a Severity. <b>Note:</b> Use your own judgment to define severity. Team AgLearn may adjust if necessary. If you are unsure of the severity, choose <b>normal</b> .	<p><b>Severity:</b> </p>
8.	Select a Priority. A Priority P1 is a top priority, the most sever, Priority P5 is the lowest. <b>Note:</b> If your agency has several tickets with Team AgLearn, you may want to assign this priority based on others currently in queue.	<p><b>Priority:</b> </p>

## Completing a Bugzilla Ticket

9. Select the Platform and Operating System reporting the problem.

**Platform:**

**OS:** 

- All
- Windows
- Mac OS
- Linux
- Other

10. Do not change the Initial State; leave it at the default of **New**.

**Initial State:**

11. In the **Assign To:** box, leave the default [TeamAgLearn@usda.gov](mailto:TeamAgLearn@usda.gov).

**Assign To:**

12. In the **Cc:** box, enter your email address.  
**Important!** Be sure to put your email address and only your address in this box. If you add additional data, the system will produce an error and you may lose your data.

**Cc:**

13. Leave the estimated number of hours blank. Team AgLearn will fill in this field when the ticket is assigned.

**Estimated Hours:**

14. Enter the deadline, or estimate a deadline if one has not been provided.  
**Note:** Be sure to use the proper format of **yyyy-mm-dd**.

**Deadline:**  (YYYY-MM-DD)

15. If the ticket relates to a web address, enter the URL, otherwise, leave blank.

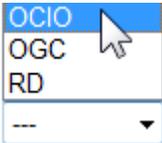
**URL:**

16. Enter the point of contact for the ticket.  
**Note:** This may be the same name as the requestor, but may also be the person with the most knowledge about the issue. This person, however will not receive an email on the ticket status. Only the person listed in the CC: field will receive status updates.

**Point of Contact:**

## Completing a Bugzilla Ticket

17. Select the Submitting Agency.

**Submitting Agency:** 

18. Enter a Summary and Description that describes the submitted request.

**Summary:** Preparation of Instructions for Civil Rights Training  
**Description:** Mike Watts requested that we complete a set of instructions for the Civil Rights curriculum for 2007. The instructions would be an item in the curriculum and would instruct users how to complete the system check tool, navigate through both courses and print a completion certificate to verify completion.

19. If an attachment was forwarded as part of the request, click **Add an Attachment** then select and describe the file.

**Note:** Browse for the attachment on your computer. Enter a description for the attachment. Do not select patch. Select **auto-detect** for content type.

- Add an attachment

**File:** *Enter the path to the file on your computer.*  
 C:\Users\kfallow\Documents\USDA\2007\Job Aids\Civil R

**Description:** *Describe the attachment briefly.*  
 Sample Job Aid

**Content Type:** *If the attachment is a patch, check the box below.*  
 patch

*Otherwise, choose a method for determining the content type.*  
 auto-detect  
 select from list: plain text (text/plain)   
 enter manually:

20. If this ticket number is dependent on the resolution of another ticket number, enter the original ticket number in the **Depends on** field. Leave the **Blocks** field blank.

**Depends on:**   
**Blocks:**

21. Review your data. Make sure that you have entered all fields as directed. When you are sure you have completed all required data fields, click **Commit**.

22. Bugzilla will report that the bug was created successfully and identify the ticket number. Click **Log out** to leave Bugzilla.

**Bugzilla – Bug 19 Submitted**

Home | New | Search |   | Reports | My Requests | My Votes | Preferences |

The bug was created successfully.

**Bug 19 has been added to the database**  
 Email sent to:  
 teamaglearn@usda.gov, aglearn@vertexsolutions.com, dwayne.cotti@usda.gov