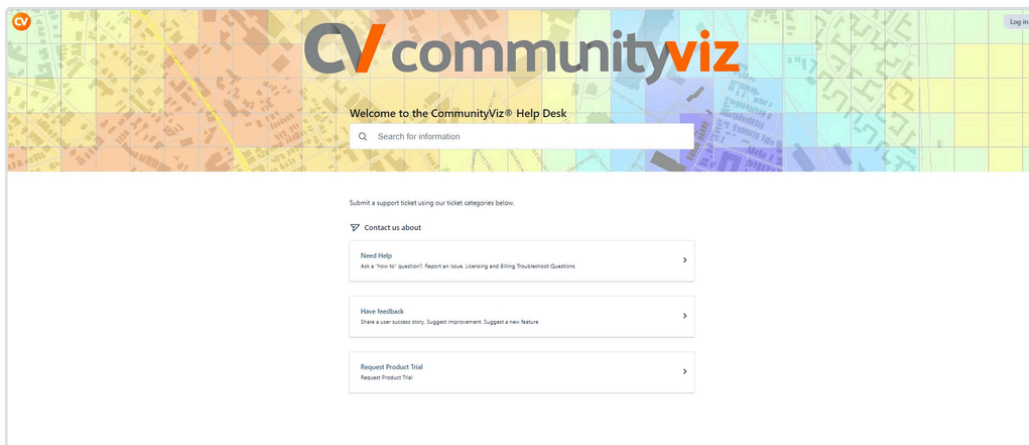


How-to guide: Submit an issue or bug in help desk

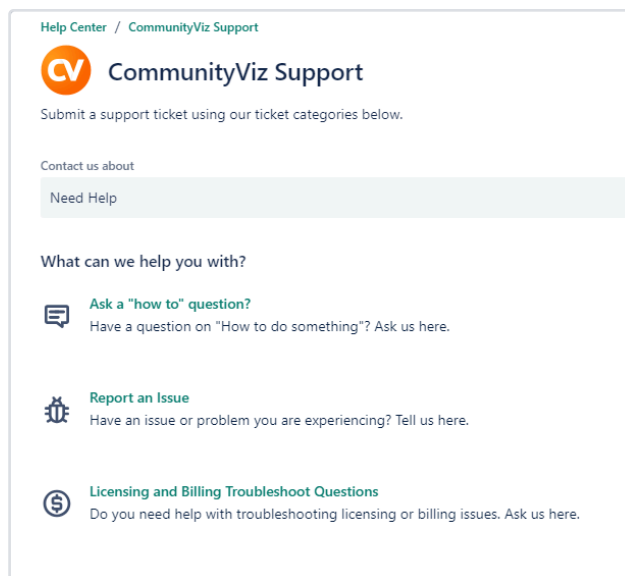
The following steps will help you complete the submitting a support request for an issue or bug you are reporting.

Help Desk Submission Instructions

1. Go to the [Support Help Desk](#), [CLICK HERE](#).
2. Select the **“Need Help”** option.



3. Select the **“Report an Issue”** option.



4. **Complete** the following fields in the **issue form**.



CommunityViz Support

Submit a support ticket using our ticket categories below.

Contact us about

Need Help

What can we help you with?



Report an Issue

Have an issue or problem you are experiencing? Tell us here.

Required fields are marked with an asterisk*

Raise this request on behalf of*



Issue Name*

Summarize the issue or bug briefly.

Issue Description*

Normal text ▼ | B I ... | A ▼ | ☰ ☱ | 🔗 @ 😊 ☰ <> ⓘ ” + ▼

Please provide details of the problems you are having.

Attach any relevant files

Drag and drop files, paste screenshots, or browse

Browse



Use this form to accurately capture and describe the software bug or issue identified in your support request.


Is the issue you are facing any of the CommunityViz® features below?

(if none apply, select "None Above")

- Buildout
- Land Use Designer
- Custom Impacts
- Common Impacts
- Optimizer
- Reports
- Alerts
- Saved Views
- Template
- Symbols Saver
- None Above

Send Cancel

[-] This form is conditional, if you select the "None Above" option, you will be prompted with more issue fields to complete.

 Use this form to accurately capture and describe the software bug or issue identified in your support request.

Is the issue you are facing any of the CommunityViz® features below?

(If none apply, select "None Above")

- Buildout
- Land Use Designer
- Custom Impacts
- Common Impacts
- Optimizer
- Reports
- Alerts
- Saved Views
- Template
- Symbols Saver
- None Above

System Details

CommunityViz® Version *

What CommunityViz version are you using?

ArcGIS Version *

What ArcGIS version are you using?

Operational System *

Select your operation system.

- Windows
- OS

Browser *

In which browser(s) are you experiencing the problem

- Chrome
- Edge
- Firefox
- Internet Explorer
- Opera
- Other...

CommunityViz® Application Details

Select CommunityViz® features below you are having an issue with.

Brief summary of bug *

Steps to recreate the issue *

Include steps so that we can attempt to recreate the issue.

Status and Impact

Can you recreate this bug?*


- Yes
- No

Impact *

How greatly does this bug affect your work?

- Critical
- Major
- Moderate
- Minor

5. Click **“Send”** when all required fields are complete.

 It is important that in the “Issue Description” box, you include the steps you took when you encountered the issue so that we can duplicate the steps to validate the issue is a bug. See an example below for reference.

Example of how to fill out the “issue name” and “issue description” fields

Issue Name: *Error with Buildout Feature*

Issue Description:

The Feature will not load when I click on the button.

Replicate Steps:

- 1. go to [name of feature]*
- 2. select the [instruction 1]*
- 3. go to [instruction 2]*
- 4. repeat as needed*