# How to report a bug or issue with Compass: Video Transcript

Uservoice is a tool which allows you to report any issues you might find in Compass directly to the Compass Support team. It also allows you to submit ideas of things you think would make Compass better, or vote on ideas other people have submitted.

In this video, we are going to focus mainly on how to report issues.

You can access Uservoice by clicking on the Uservoice icon, which is a question mark in a red circle.

You can access this at any time when you’re logged in. The icon will always appear, whatever page you are on.

Click on the icon.

A popup text box will appear titled ‘Report an issue’.

At the bottom of this popup box, in blue, it says ‘share an idea’. If you click on this it will take you to a new box called ‘Share an idea’. On here you can vote on ideas other people have posted about things that could improve Compass; or post your own idea for others to see.

For now we are going to focus on how to report a problem. Click on ‘send us a message’ to return to the ‘Report an issue’ page.

In the text box, please fill in as many details as you can of the problem you have experienced.

Please include details of the process you were trying to complete, the role you were logged in as, and exactly what didn’t work.

Information like your membership number, that of other member’s records involved and the Browser (for example Google Chrome) that you were using are also really useful.

It’s really helpful if you are able to explain each step you took from the point you started the task to where you found the issue. If you’re not sure if something is relevant, it’s always better to add it in anyway.

You can now attach a screenshot of the problem you encountered. Screenshots are incredibly helpful, as they let the person reviewing what you’ve reported understand the problem much better.

To do this, click on the button shaped like a camera.

You will be given two options: ‘Snap Screen Shot’ or ‘Choose a File’.

If you want to take a screenshot now, select the first option. If you have already taken a screenshot and saved it (e.g. in a Word document or as an image file) select the second option.

First let’s look at option 1, ‘Snap Screen Shot’

Click on the ‘Snap Screen Shot’ button. This will automatically take an image of the current screen you have open and upload it to Uservoice.

You will then be returned to the message you were writing.

You will be able to see the screenshot file you have attached in grey at the bottom of the text box.

If you wish to remove this screen shot, click the small ‘x’ button to the left of the screen shot’s name. You can then repeat the process to take another screenshot.

For option 2, click on the camera icon and then click ‘Choose a File’.

This will open up the files on your computer in a popup box. You will be able to upload most common image file types like jpeg, but you can also upload an image in a Word document if you’d like.

Search for or select the file you want and then click on ‘open’. The file will be uploaded to Uservoice.

As before, you will be able to see name the screenshot you have attached in grey at the bottom of the text box.

Once you are happy with the text and the screen shot, click ‘next’

At this point, before you click ‘Send Message’ you can go back and edit the text or image by clicking ‘Edit message’ in the bottom left of the box.

This will take you back to the previous page. When you have made the relevant amends, click ‘Next’ again to move to the next page.

When you are ready to submit your feedback, enter your email address into the box on the screen. This will help the Compass team if they need more information from you to fix the issue.

Check you’ve entered it correctly, then click ‘Send Message’.

A message will then appear reading ‘report submitted’. This tells you the process is complete.

Click the ‘x’ in the top right hand corner to close the Uservoice box and return to Compass.

Shortly after this you will receive an email from Compass Support, thanking you for reporting your problem and letting you know they will investigate it. If you don’t receive this, the Compass team has still received your message, but it is likely your email was not entered correctly, so there is no need to re-send the report.

A list of bug fixes will be updated regularly on the Compass Support site.

This concludes our look at how to report a bug or issue with Compass. More information and guidance can be found on the Compass Support site.