Report Bugs

In order to improve the user experience using the app and performance of our app, we will allow users to report bugs for developers to analyze and try to fix those bugs. We are thinking of having an action bar that contains navigation to Help page and Report Bugs. Before reporting any bugs, users should read the Help page, which displays a list of common issues people have previously faced and the solution to solving those issues, similar to a FAQ so users don’t submit a duplicate bug report and they don’t have to wait for the response from technician.

If the bug was not previously reported, users can navigate to Report Bugs page and create a new report. Users should:
- Provide meaningful, specific subject header
- Provide system specs:
  - What phone? What version of Android?
- Give a precise and informative description of the problem
  - What were they trying to do when the error occurred?
- Identify clearly in what case the bug occurs and how frequently
- If possible, does a different platform reproduce the problem?
- Is there a defect in our product, or is the defect in another part of customer system?
- Provides a way for technician to contact back (unless already login as a user)

Users will be able to submit the bug report through Bug Report page or on the apps website if they prefer. When a project has a development mailing list, the bug will be sent to the mailing list, not to individual developers. Currently we have the group email at meetageniusdevelopers@gmail.com. This way asking a question on the list distributes load among developers and get faster response if one individual developer may be too busy to answer your question. If certain questions are seen to be asked often, developers can use that information to improve the documentation or the software itself to be less confusing.