EDGE App – Service Ticket Template

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Instructions

If you experience an issue or encounter unexpected behavior in the EDGE App, please report it by submitting a service ticket at: https://app.edgebuildings.com/user/service-ticket

This document details the information required to describe the problem to the EDGE technical team and IT staff for resolution. An example ticket is included.

Be aware that service tickets are intended to report apparent issues in the App, as opposed to building science or queries of a different nature. Please email those other queries to edge@ifg.org.

Description

Issue Description:

- Briefly describe what is happening.

- What version/section/measure is impacted?

- Who is affected?

Severity & Priority:

- Severity: [High | Medium | Low]

- Priority: [P1 – Critical | P2 – Major | P3 – Minor]

Steps to Reproduce:

- What actions led to this issue?

Expected Outcome:

- What should be the correct behavior?

Actual Outcome:

- What is failing?

Temporary Workaround:

- Is there a quick fix available?

Acceptance Criteria:

- Given [context/state]

- When [user action or system event]

- Then [expected result]

- And [additional checks/constraints]

Example

Description

Issue Description:

- Users report that project studies data is missing after migrating from the EDGE home page to the EDGE App.

Severity & Priority:

- Severity: High

- Priority: P1 (Critical)

Steps to Reproduce:

1. Log into the EDGE App.

2. Navigate to the Project Studies section.

3. Observe that previous studies are missing or incomplete.

Expected Outcome:

- All studies should be accessible post-migration.

Actual Outcome:

- Some users cannot find their project studies.

Temporary Workaround:

- Users are advised to access project studies via direct links.

Acceptance Criteria:

- Given a study exists in the database, when a user navigates to the Project Studies section, then it should be available.

- Given a user cannot see their studies, when they refresh the app, then all studies should load correctly.