

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 quick resolution. An example ticket is included.

Description

Issue Description:

- Briefly describe what is happening.
- What version/service/module 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.