

MAJCR
TJM

DoneDone Guide

Welcome to DoneDone!

DoneDone is an issue tracking system we use to efficiently handle Quality Assurance Testing (QA) and maintenance requests. Use this guide to cover the basics.

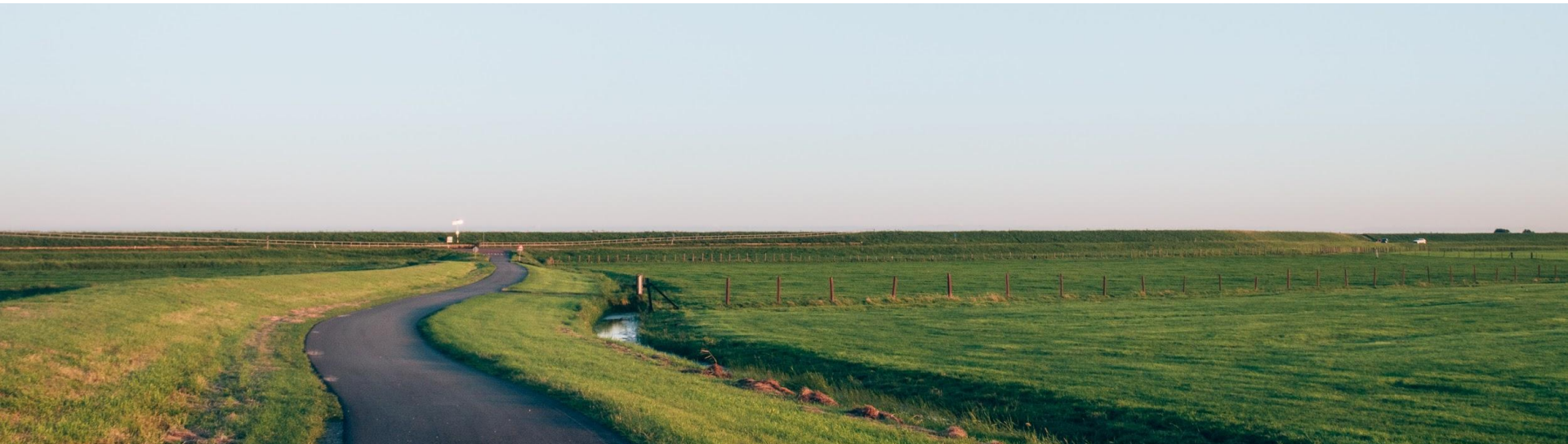


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Getting Started

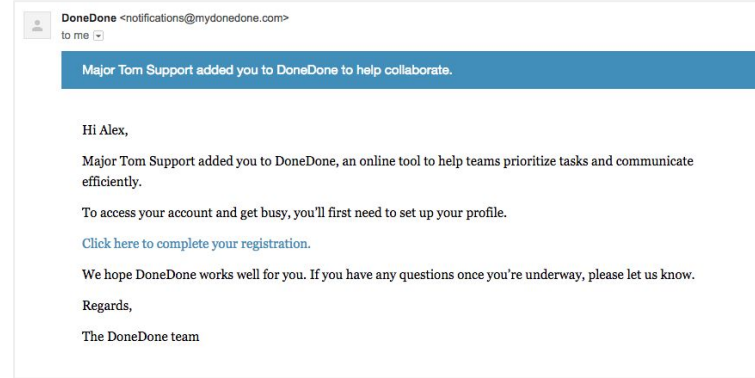
1) DoneDone Access

- a. DoneDone is browser-based and the url is <https://www.getdonedone.com/>
- b. There is also a mobile application that can be found in the app store and downloaded if you would like to have convenient access from your mobile device.



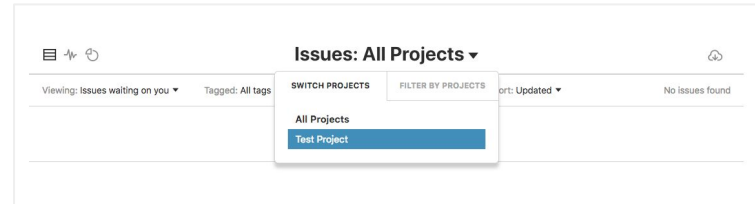
2) Complete your registration

a. You will receive an email asking you to complete the registration. Follow the instructions to create your DoneDone profile.



3) Select your project

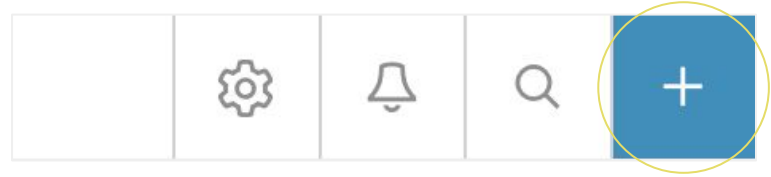
a. When you are registered and logged into <https://majortom.mydonedone.com/>, select the project name from the dropdown above.



Creating Issues

1) New issue

- a. Click on the big blue "+" sign at the very top of your screen.



Creating Issues

2) Log the issue

- a. Add a relevant Title and explain the issue in the Description field.
- b. Be sure to include relevant links or screenshots whenever possible. Tickets can most efficiently be addressed when detailed information can be provided. Please include browser, version and device as well.
- c. Set the Priority and optional due date (see the next page for suggested use of Priority options). The account manager will adjust the due date as appropriate.
- d. Set your designated account manager as the Fixer and Verifier. If you do not have a designated account manager, please select Major Tom Support as Fixer and Verifier.
- e. Submit your issue.

Create a new issue.

PROJECT
Test Project

TITLE FOR ISSUE *
Increase copy size

DESCRIPTION OF ISSUE
Please increase the paragraph copy font size on all pages by 1-2 points.

ATTACH FILES PREVIEW FORMATTING TIPS

PRIORITY
 Low Medium High Critical

WHO WILL FIX THE ISSUE? **WHO WILL VERIFY THE ISSUE IS FIXED?**
Major Tom Support Major Tom Support

DUE DATE

TAGS

NOTIFY THESE PEOPLE OF ISSUE UPDATES
Choose one or more watchers...

SUBMIT ISSUE SUBMIT ISSUE & ADD ANOTHER

Creating Issues

3) Priority Options

Please review Major Tom's suggestions for using Priority levels:

Critical

Website is down or issue is high impact (very noticeable) and is blocking content entry or vital functionality.

High

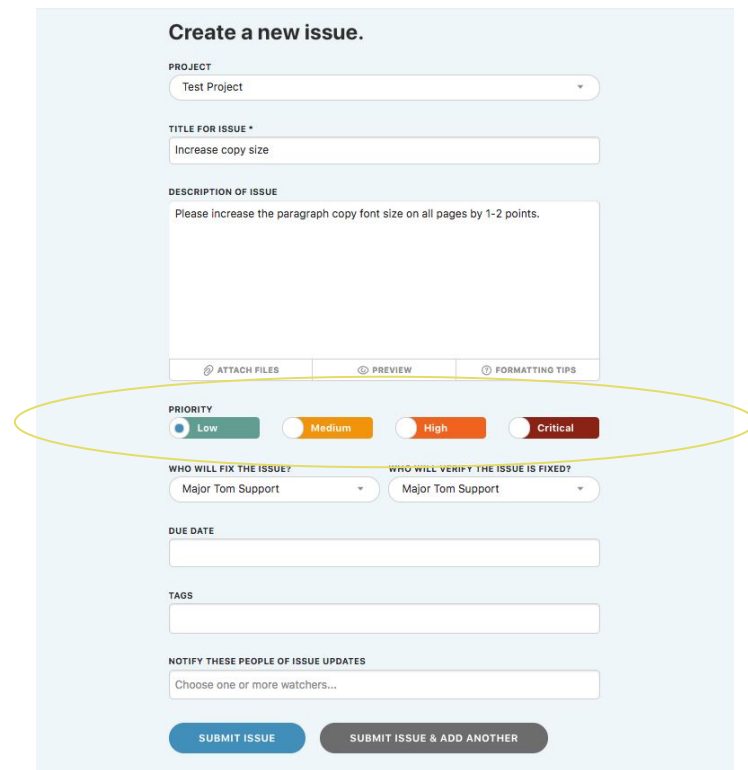
Issue is high impact (very noticeable), is related to other issues, or addresses important functionality.

Medium

Issue is somewhat noticeable and happens all of the time.

Low

Issue occurs infrequently, occurs only on certain devices or browsers, or is not very noticeable.



Create a new issue.

PROJECT
Test Project

TITLE FOR ISSUE *
Increase copy size

DESCRIPTION OF ISSUE
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Choose one or more watchers...

SUBMIT ISSUE SUBMIT ISSUE & ADD ANOTHER

Monitoring Issues

1) Issue status

a. You can see the current issue status above the Title, and each issue may move through a variety of states.

b. If a ticket is assigned to you, you can update comments and assign back to your account manager.

#9 • LOW • OPEN
✎ 📎 🗑️

Increase copy size

Please increase the paragraph copy font size on all pages by 1-2 points.

A S

#1 • SEP 17, 2018 2:19 PM

Alex Smith created the issue.

Assigned to *Major Tom Support* as the fixer, and to *Major Tom Support* as the tester.
This issue is marked as *Low*.

This issue has been assigned to you.

Update this issue.

Change Status
Change Priority
Reassign Fixer
Reassign Tester
🔍

Add a comment. (Add a comment or paste images here)

📎 ATTACH FILES
👁️ PREVIEW
📖 FORMATTING TIPS

Your comment will be emailed to Major Tom Support and anyone @-mentioned in your comment. Add other recipients here...

SUBMIT

Monitoring Issues

1) Issue status

c. When a ticket is assigned to you as the tester, you will be prompted to mark it fixed or not fixed. If the ticket is not fixed, please be sure to include a comment detailing what needs to be addressed.

d. At any time, you can edit a ticket status, fixer, tester, priority, or add new comments via the pencil icon at the top right.

This issue is ready for you to retest.

Confirm this issue is fixed.

Change Priority Reassign Fixer Reassign Tester

If it's not fixed, explain why. (Add a comment or paste images here)

ATTACH FILES PREVIEW FORMATTING TIPS

Your comment will be emailed to Major Tom Support and anyone @-mentioned in your comment. Add other recipients here...

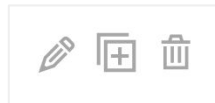
Fixed! Not Fixed Don't Update Status

SUBMIT

#9 • LOW • OPEN

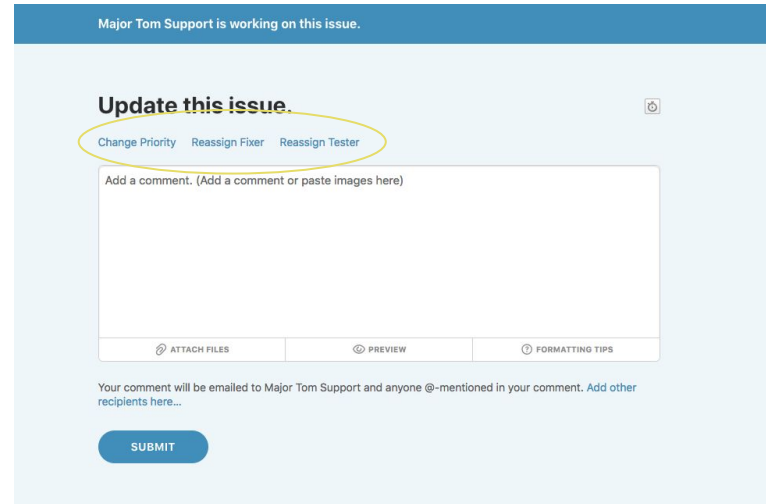
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1) Issue status

e. If you don't need to change the status, but want to comment and/or change priority, reassign the fixer and/or the tester, these can be done via the tabs in the "Update this issue" section at the bottom of the main ticket screen.



Major Tom Support is working on this issue.

Update this issue.

[Change Priority](#) [Reassign Fixer](#) [Reassign Tester](#)

Add a comment. (Add a comment or paste images here)

[ATTACH FILES](#) [PREVIEW](#) [FORMATTING TIPS](#)

Your comment will be emailed to Major Tom Support and anyone @-mentioned in your comment. Add other recipients here...

[SUBMIT](#)

Monitoring Issues

2) Status Options

Below are the most commonly used statuses at Major Tom:

Open

Issue is awaiting review or in progress. This is the default status for all new issues.

Fix Not Confirmed

Issue is ready for testing. Major Tom will most likely test the issue internally first, before assigning the issue back to you for retesting, so please confirm that you are assigned as the verifier before retesting yourself.

Fixed or Closed

Issue has been fixed or closed (closed is only used in cases where a fix was not required).

Not Reproducible

Major Tom will mark a ticket with this status when our team is unable to replicate the issue. We will generally request more information in order to address the issue.

Missing Information

Major Tom will mark a ticket with this status when more information is required. For example, we may require content, credentials or further direction in order to proceed.

Pushed Back

Similar to Missing Information, when further action or approval is required.

The following are statuses you may also see assigned to tickets, but are mostly for internal use:

In Progress

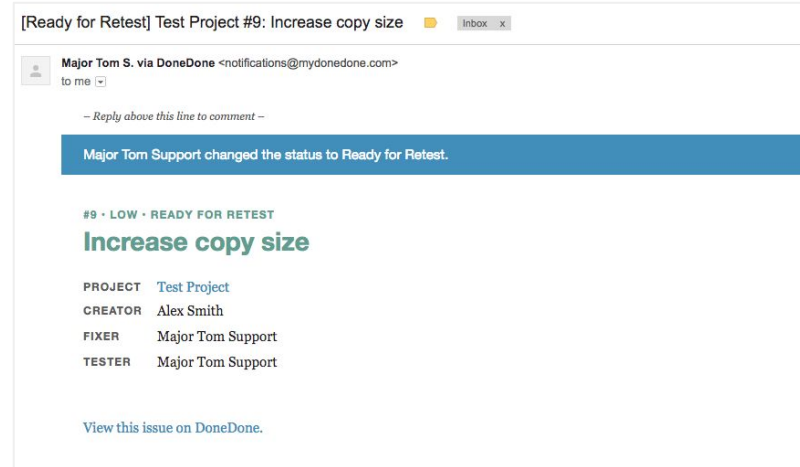
Issues required significant time will often have this status applied.

Ready for Next Release

This status is only used internally at Major Tom for when the account manager assigns a ticket to be pushed to the next environment.

1) Notifications

a. When tickets are updated, everyone included on the issue will receive email notifications with details on what has changed. It is possible that you will be notified on a ticket but not be the tester or fixer, so please check the ticket as there may be no action required on your part.



[Ready for Retest] Test Project #9: Increase copy size Inbox x

Major Tom S. via DoneDone <notifications@mydone.com>
to me

– Reply above this line to comment –

Major Tom Support changed the status to Ready for Retest.

#9 · LOW · READY FOR RETEST

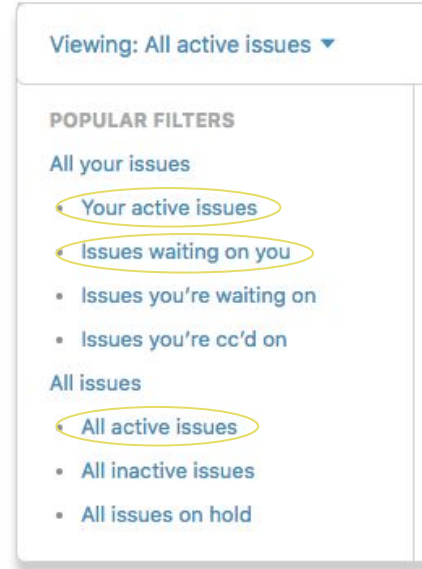
Increase copy size

PROJECT [Test Project](#)
CREATOR Alex Smith
FIXER Major Tom Support
TESTER Major Tom Support

[View this issue on DoneDone.](#)

2) Views

a. You can view **All active issues**, **Your active issues**, or **Issues waiting on you** by toggling these commonly used views. You can review closed / fixed issues by viewing **All inactive issues**. By selecting **All active issues** when you are reviewing tickets in a project, you will have a comprehensive view of all tickets in that DoneDone project. If you are active in more than one DoneDone project, you can go to the **All Projects** view and view all the active issues to see all tickets in all DoneDone projects that you are a member of.



Managing Issues & Views

2) Views

b. All projects view



C. Specific project selected



3) Other Tips and Tricks

This logo acts as the home button and will take you back to your default view of active tickets.



4) Save time!

Many issues can be resolved by a hard refresh in your browser (ctrl + f5 on a PC, command + shift + r on a Mac). This is because browsers often cache styles and content from the last time you viewed the same URL. If changes should be there but you don't see them, a hard refresh or clearing your cache will usually resolve this. You can also try viewing in an incognito browser window (ctrl + shift + N in Chrome). Please try these solutions before updating or logging tickets.

