• One bug per Jira ticket. Please do not report multiple bugs within one single JIRA issue. Otherwise, it makes it very difficult to have focused discussion and track progress.
• Even if you encountered several issues at once, you should open a separate Jira issue for each and Link issues together.
• **Keep ongoing communication in JIRA.** Email does not scale. Emails are lost. Use JIRA to provide all necessary Logs, code snippets, screenshots.
• The JIRA Issue Summary should be precise and informative about the issue it is reporting: "X is broken" is not a helpful description. "X is doing Y instead of Z" is much better.
• Provide a link to the original user story if you can
• Provide more details on the issue in the Description field
  • Describe the error you see, and describe the behavior expected
  • Provide steps to reproduce the error
  • If possible, provide actual commands to run
  • Attach logs or screenshots
  • Try to reduce the problem to the smallest possible use case to make it easier to reproduce the bug and to test the solution
  • Embed code in the description and use formatting
  • Provide info on: OS, Browser, Java version,…
  • If you want to get notified on a change, use the JIRA Watch capability.