

# Instructions for Submitting Mukurtu CMS Support Requests Digital Stewardship Curriculum

These instructions are meant to assist with submitting a request for support or reporting issues or bugs to [support@mukurtu.org](mailto:support@mukurtu.org). The small Mukurtu CMS support staff team at Washington State University works to support users in their use of Mukurtu CMS. Following the recommendations in this document aid in clear communication and more efficient and useful support. Please note that many points in this document may be useful to keep in mind for any kind of technical support report/request.

## Some Things to Avoid

- Vague statements.
- The need or request is unclear.
- Leaving out important information or context.
- Leading with panic or frustration.
- Emailing before

*Example of poor communication:*

User email: "Batch import isn't working."

Support staff answer: "It seems fine on my computer."

This type of email will probably need a lot of additional correspondence before any clarity is reached about what the problem is and what Mukurtu CMS support staff can do to help.

## Details to Include

- Email subject should summarize the issue.
- Error messages, site URLs, screenshots.
- User information (eg: Mukurtu Admin, Community Manager, Protocol Member)
- Steps that led to the problem (to be able to recreate it)
- Mukurtu or other software version (if not WSU hosted)
- Browser/operating system details (especially for display issues)
- Explanation of what has been done so far to try to understand or fix the issue.

## Ideal Example

This message is an example of a request for support that provides Mukurtu CMS support staff with the information they need to help resolve the issue.

To: support@mukurtu.org

Subject: Mukurtu permissions changed unexpectedly

I noticed this in version 2.0.7, and replicated it with two different user accounts.

1. I'm logged in as a Mukurtu Administrator (supply username)
2. I open a digital heritage item to edit it
3. I click "hide wizard" at the top of the page
4. The page automatically reloads and now I get an access denied message.  
When I go to my account, I no longer have access to communities and protocols that I was a member of before.

## Screenshots

Screenshots can be useful to easily capture long or technical error messages, rather than trying to type them out. Screenshots can also help show display issues, and contextualize other problems better and quicker than doing so in writing. Whenever possible, always include a screenshot.

Screenshot tools vary by operating system.

- On Windows, many keyboards have a physical Print Screen key
  - Other keyboard shortcuts may be available, depending on version of Windows
  - *Suggestions of applications:* Snipping Tool, Lightshot, ShareX
- On MacOS, there are some options via keyboard shortcut, which are saved to the Desktop by default
  - Command+Shift+3 will capture your entire screen
  - Command+Shift+4 will capture a selected portion of your screen
- There are also screenshot extensions or plugins for most web browsers
  - *Suggestions of extensions or plugins:* Awesome Screenshot Plus on Chrome and Firefox, GoFullPage on Chrome