

Issues

Table of contents

- [Enable issue reporting](#)
- [How to deal with an issue](#)

There will be some changes to this topic in the upcoming weeks. This article will be updated as new features are released.

Enable issue reporting

In order to receive issue notifications for your resources, you need to display the issue button. To do so you need to [open the resource settings](#) and select the users who should be able to see the issue button in the drop-down menu in the tab "**Options**". The possibilities are "*Nobody*", "*Users who can book*" and "*Users who have access to my provider*". It is also possible to tick "*Hide submitted issues by default*". This means that submitted issues will not be published automatically but flag them as hidden. To save the changes click "**Update**". Now the selected users can [report issues](#) of the resource.

The screenshot shows the 'Edit Resource' settings for 'Aria FACS' (Scheduled). The 'Options' tab is active. The 'Display' section is expanded, showing the 'Display "Issues/Maintenance"' option checked. The 'Subscription' dropdown is set to 'Nobody'. The 'Notify users of submitted issues' option is also checked. The 'Update' button is highlighted at the bottom.

Users can subscribe to issues if the subscription is enabled. And it is possible to enable an automatic notification to users about submitted issues.

Options

Visibility:

- Invisible only visible with direct/request access to resource only visible with direct access to resource
- Public show form Hide usage statistics

Timeline/Calendar visibility:

- Hide if no access Anonymize bookings
- Users cannot see the booking details of others
- Show 12h by default start time: 08:00
- shopping cart

Enable:

Display:

- Alternate label for "Title":
- Alternate label for "Comment":

Suppress:

- "Title" "Comments" "Attachment" "Full Day Booking" Access/training warning to admins
- Sticky settings in booking window
- Show title on booking Display label Hide pricing Training request

Display "Issues/Maintenance":

- to: Nobody Hide submitted issues by default

Subscription:

- Off

Notify users of submitted issues:

- send submitted issues to users with bookings

Requirements:

- Title Comment Group
- Training required Select form(s): N/A (optional)
- Full day bookings only
- Booking increments: Minute(s) exclude admins
- Concurrent bookings: 1 Unlimited:
- Cost center: Off
- Projects: Off

Access:

- Offline
- Enable Agent Request based booking Access requests by users N/A (optional)
- Disable access to resource via service request
- Booking approval:
- All bookings editable by all users: (exclude bookings for admins)

Update

How to deal with an issue

When a user reports an issue you will be informed automatically via email. You can deal with this issue directly in the mail or as usual in the [ADMIN INBOX](#). A pending issue is highlighted in white. By clicking on the gear wheel a new window opens where you can edit the issue. The status can be changed to "pending", "closed", "active" and "rejected". Additionally it can be stated whether the resource is "fully functional" (online, marked in green), "partly functional" (online, marked in orange) or "out of service" (offline, marked in red). This will be displayed with the resource as information for further bookings. If the resource is set to be "out of order" it is not possible for users to make bookings.

It is possible to set an issue to hide by clicking on the respective button. If "Hide submitted issues by default" is enabled in the options of the resource every submitted issue is automatically hidden. Hidden issues will not be shown in the booking window, the issue tab of the details window of the resources and in the scheduler view. Also no notification will be send to the people, who subscribed on issues for your resource. The notification will be send once the issue is unhidden. Users will also not be notified about hidden issues even if the button "send submitted issues to users with bookings" is enabled. Again, once the issue is unhidden the users will be informed.

IRIS Help

Browse Scheduler Services Dashboard **Admin**

Inbox (3) Task Templates Resources Providers Bookings Products Billing Statistics Portals Refresh

Any group Any status Any service type Clear filter Filter by: Resources

Request date From: To: -Select role- -Select user- Hide closed/discontinued/rejected items

Date	Type	Item	Title	Provider	User	Start	Status
2019-06-14 18:00	Issue (URGENT)	Leica DM4 P	Light source defect	Imaging	useropeniris@mdc-berlin.de	N/A	Pending
2019-06-14 17:24	Training	Aria FACS	Training 'Aria FACS'	Flow Cytometry	useropeniris@mdc-berlin.de	N/A	Active
2019-05-27 17:13	Service	Cryoconservation	7238 - Cryoconserve test cells	Transgenic Technologies	useropeniris@mdc-berlin.de	2019-05-27	Pending
2019-04-15 11:31	Service (100% completed)	Access to BIOANALYZER	6500 - Access	Genomics	useropeniris@mdc-berlin.de	2019-04-22	Active
2019-03-18 18:18	Training	CELL ANALYZER BD FACSCANTO II	Training 'CELL ANALYZER BD FACSCANTO II'	Flow Cytometry	useropeniris@mdc-berlin.de	N/A	Pending

10 items per page 1 - 5 of 5 items

Edit issue submitted by 'useropeniris@mdc-berlin.de' for 'Leica DM4 P'

Details Attachments Notes

Requester: User Open IRIS (useropeniris@mdc-berlin.de)
 Resource: Leica DM4 P
 Provider: Imaging
 Date submitted: 2019-06-14 18:00

Status: Closed

hide
 fully functional partially functional out of service

Title: Light source defect

Issue: When pushing the light switch nothing happens, the microscope stays dark.

Urgent:

Assigned to:

Comments (hidden):

Closed on 2019-07-01 14:38 by Lea Burkard (Lea.Burkard@mdc-berlin.de) from Max Delbrück Center for Molecular Medicine in the Helmholtz Association

Update Delete Close

In addition to the "Details" tab there is the "Attachments" tab where documents can be uploaded and attached to the issue as well as the "Notes" tab. The latter can be used to send short messages to the submitter, the admins or the assigned users.

Edit issue submitted by 'useropeniris@mdc-berlin.de' for 'Leica DM4 P'

Details Attachments **Notes**

Created User Note Follow-up

5 items per page No items to display

Update Delete Close

Add Note

Note:

Follow up required:

Send note to: Submitter Admins Assigned to

Other:

Create Close