

16.1.6 Get Support

Support

For technical information, access to user forums, and issue reporting and tracking, click Support (in the navigation bar). The openclinica.com/support page opens, where you can access the support information.

Report Issue

If you believe you have encountered a problem in the system, report it to OpenClinica. Click Report Issue (in the navigation bar). The Submit Issue page opens. Complete the form, following the instructions on the page. Please be as descriptive and accurate as possible.



The screenshot shows the 'Submit Issue' form in the OpenClinica Bug Tracker. The form includes a title 'Submit Issue', a brief instruction, and a legend indicating that an asterisk (*) denotes a required field. The form fields are: 'URL' (pre-filled with 'https://system.eclinicalhosting.com/OpenClinica3/MainMenu'), 'Subject' (required), 'Description' (required), 'Severity' (dropdown menu with 'minor' selected), and 'Priority' (dropdown menu with 'normal' selected). A 'Continue' button is located below the form fields. An 'Exit Bug Tracker' link is visible in the bottom right corner of the form area.

This page is not approved for publication.