



User Bug Report Form

Fax to: (619) 692-5677

If you're experiencing a problem with our software, please fill out and submit the following bug report form. If what you want to tell us is really more of a suggestion or a request for enhancement, please use the SDIR Suggestion Form instead.

When you submit your bug report, it will be entered into our database for tracking purposes. After an initial assessment by our Help Desk, the resolution of the problem may be assigned to a software consultant. Periodically we will post tips on the SDIR web page. Please be as specific as possible when describing the problem

Please check one:

1. I am: ☐ a health care provider user ☐ health plan user
☐ school (read-only) user ☐ other: [specify]:

2. Please enter a brief one-line description of the problem:

3. What operating system are you using? Check one:

- ☐ Windows 98 ☐ Windows NT ☐ Windows XP

4. If the problem is reproducible (i.e., happens again and again), please number and list the steps required to cause it. (**example**: "1. Create a new file. 2. Insert some text ..."). **Note**: Screen shots of the problem are very helpful!

5. If the problem is **not** reproducible (only happened once, or occasionally for no apparent reason), please describe the circumstances in which it occurred and the symptoms observed: (**Note**: it is much harder for us to fix non-reproducible bugs).

Please complete your contact information so that we can get in touch with you if necessary:

Name:	Phone:
Site:	Email: