

JBI Issue Reporting Template

(• example)

■ **Date**

■ **Contact** (who is the best person if more information is required)

■ **Site/Tool**

■ **Title** (Short description of problem / Review title if applicable)

* **If a SUMARI tool:**

Have you visited the SUMARI FAQ?

Have you checked the user guide?

(FAQ & User guide: <http://joannabriggs.org/sumari.html>)

■ **Operating System** (what computer system have you experienced the issue in)

■ **Your username and password**

■ **Browser** (what browsers have you experienced the issue in)

■ **Description of issue** (detailed)

■ **Steps to Reproduce problem**

■ **Issue relating to with input text?**

* was the text copied directly from a Word doc?

Yes

No

■ **Screen capture and/or Screen recording**

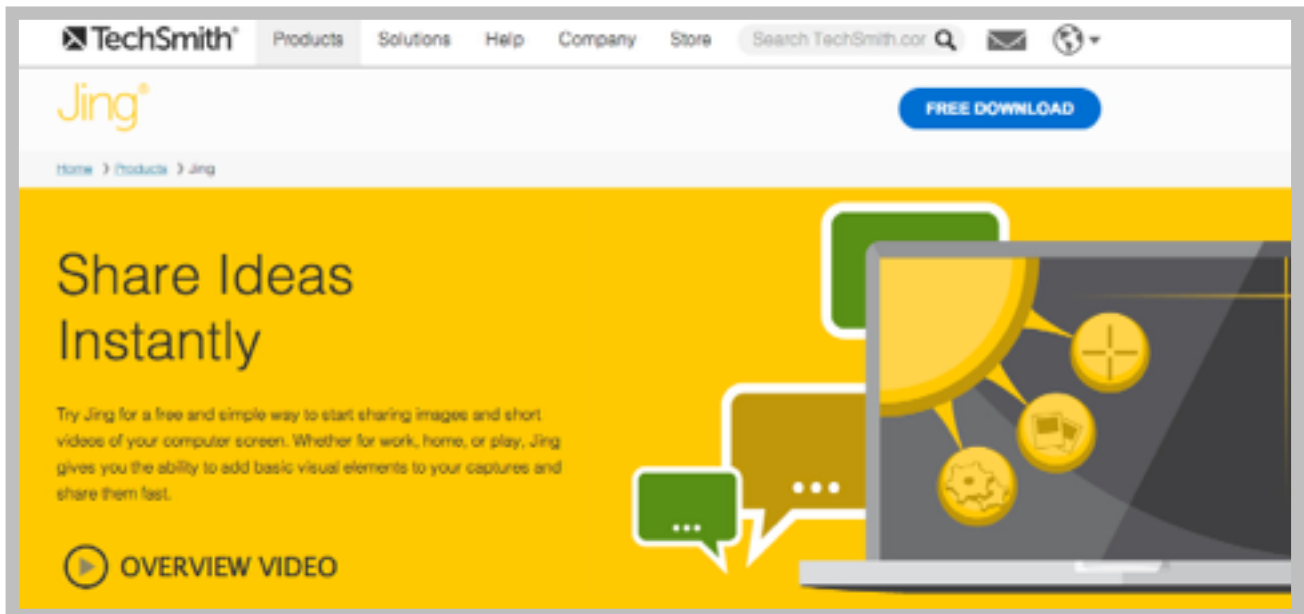
Please provide Screenshots and/or Screen recording with all issue reporting. With the free 'Jing' software you may take screenshots or record video (with the option of also recording an audio voiceover).

The following pages provide instructions on installing and using Jing.

JBI tools - Screen capture/recording with Jing

▶ Go to the 'Jing' webpage from the below URL:

<http://www.techsmith.com/jing.html>



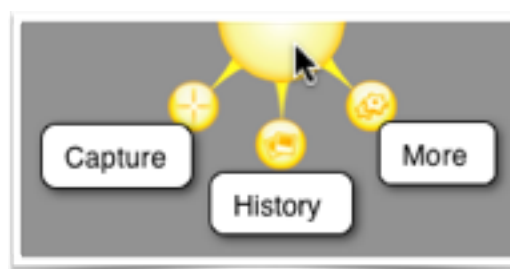
JING WEBSITE

▶ To get a quick understanding of the software, play the 1minute Overview Video.

▶ Click the 'Free Download' button and download the software onto your mac or windows computer.

So you've installed Jing, but now what? Learn how to take your first capture, and you'll get the hang of Jing very quickly.

Do you see the sun? It looks like the image below--the faint one without the mouse cursor. It's discreetly tucked away somewhere on the edge of your screen, always ready when you need to make a capture. (Oh, and you can always move or hide the sun if you want.)



SUN LAUNCHER

Taking your first capture:

The general workflow is to select something on your screen, then choose whether you wish to create an image or video. Record or annotate as desired, then save or share your finished capture. Below is a more detailed breakdown.

1. Mouse-over the sun and three little rays appear.

- The one with the cross-hairs is Capture. This is how you start your capture.
- The one in the middle is History. Copies of your captures are located here.
- The one with the two gears is More. There are many settings you can change in More. For example, you can setup Hotkeys, or make it so the Jing sun doesn't appear on your screen.
- Click Capture.

2. Select an area of your screen to capture.

- You can select a window, part of a window, or click and drag the cross-hairs to select a region.
- Decide if you want to capture an image or video. For this first capture, we suggest you click the Image button. You can add arrows, text and highlights to images.
- If you decide to record a video, note that if you have a microphone, you can narrate your video in addition to capturing the action on the screen. Videos are limited to 5 minutes in length for Jing.

3. Do something with your finished capture.

- You could save the capture to your computer.
- You can also copy the image to your clipboard. This makes it easy to switch to another application like a document or email and paste the image.
- Sharing to Screencast.com returns a convenient link which is copied to your clipboard. This is a very powerful option in that you can paste the link into chats, emails, and instant messaging clients.

That's the basic idea! You quickly capture an image or make a little video. Then, you either share it or save it.

There are more tutorials in the link below if you need

<http://www.techsmith.com/tutorial-jing.html>

How to report issues to JBI

▶ Take screen shots or video of the steps to reproduce the error depending on which is more useful, using Jing.

* If you choose to use video capture, you also have the option of providing audio commentary.

* If taking screen shots, do not add the images to a Word document, just attach them to the email.

▶ Email the screen shot/s or video to **jbi@adelaide.edu.au** along with the completed JBI Issue Reporting Template (included in this document).