

# Reporting issues to the TWAdmin Support Team

We need your help prioritizing features, identifying problems, and improving your Teamwork Cloud (TWCloud) experience. For this purpose, the TWAdmin comes the ability to enable you to report an issue in the TWCloud system or send your usability feedback to the TWAdmin Support Team.

Every time you encounter an exception thrown as a balloon box in the TWAdmin, you can decide whether to report the exception to the TWAdmin Support Team. A bug on the TWAdmin would be reported or registered as the issue to JIRA as our supporting issue. Furthermore, you can send us feedback on the effectiveness of our applications or on your experience in using our system, or suggestions for improvements for upcoming versions through the TWAdmin.

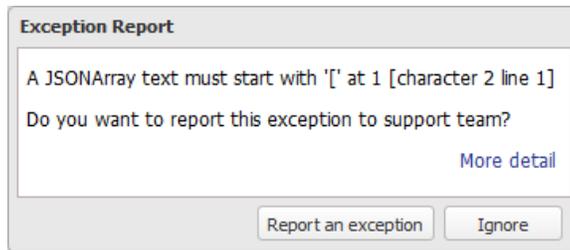
If an exception occurs in TWCloud or TWAdmin, an **Exception Report** dialog will appear. You can see information about the problem that caused the exception in the dialog, and decide to either ignore or report the exception to the TWAdmin Support Team (see the following figures for examples).

## Related pages

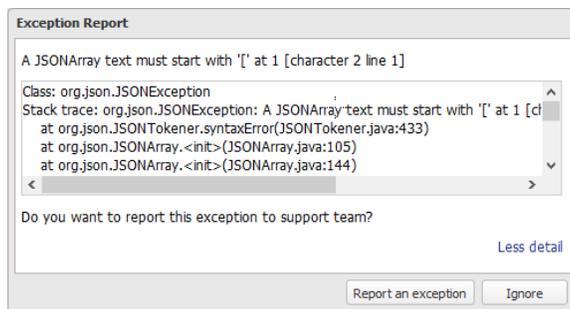
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An exception dialog in TWAdmin.



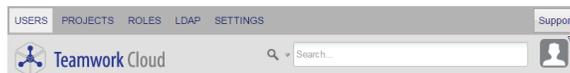
The expanded exception dialog in TWAdmin.

The **Exception Report** dialog contains two buttons:

- **Report an exception** to send an issue report.
- **Ignore** to ignore it and close the dialog.

Alternatively, you can also report an issue or send your feedback to the TWAdmin support team by

clicking **Support**



The Support button in TWAdmin.

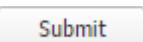
Clicking either **Report an exception** or **Support** will cause the **Submit Issue** dialog to open.

The Submit Issue dialog in TWAdmin.

When submitting an issue, you can select one out of four issue types:

- Problem
- Question
- Suggestion
- Exception

You may attach a server log file if need be (optional). You need to fill in the required fields (\*) for the button  to be enabled. The following table provides the function of each field and property in the **Submit Issue** dialog.

Field name	Description
Full name	The reporter's or the sender's name (required field).
Email	The reporter's or the sender's email address (required field).
Issue Type	The type of the issue you are reporting. There are four types: <ul style="list-style-type: none"> <li>• Problem</li> <li>• Question</li> <li>• Suggestion</li> <li>• Exception</li> </ul>
Component	The component of the TWCloud system that is related to the issue you are having. You can choose one from 9 component types: Admin Console, Any, Documentation, Installation, Licensing, Other, Performance, Project Management, User Management, Unknown.
Summary	A brief description of the issue (required field). This summary will be the topic of the CEDWCS ticket.
Description	Additional detail on the issue including the steps to reproduce the error (required field).
<input type="checkbox"/> Attach server log files	This option allows you to attach one or more log files. When an exception is thrown, this option is selected by default.
	This button allows you to select a file and attach it. You can attach up to 5 files to your report and each file should not be more than 10 megabytes.
	This button sends your report or feedback to the Customer Support system.

Cancel

This button closes the **Submit Issue** dialog without sending your report or feedback.

Submit

Once you click , a new ticket CEDWCS would be registered to the Customer Support system. Additionally, you can also send an email to our Support Team [support@nomagic.com](mailto:support@nomagic.com) and we will help you get prompt service and answers to any questions you may have about the product.