Work with an issue

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What an issue record is

An issue record is a report about a documentation problem that the team can review, update, discuss, and move through its status journey.
Internal teams use the record to coordinate work after a reader reports a problem.

If you need to…	Go to…
Find an existing issue	Find and open an issue
Understand the record before changing it	Read the issue record
Change triage details or reply	Update and respond to an issue
Add an issue to a board or filter the list	Handle boards, filters, and status branches
Resolve an error or empty state	When an issue action does not work
Continue after a status change	Know what happens next
Review the Issues destination and its views	Issues overview
Manage boards	Manage issue boards
Review status recovery	Issue states and recovery

Before you start

Prerequisites

Have this ready	Why it matters
Access to the project that contains the issue	Issues are scoped to a project.
The issue information you need to review	The record route requires an existing issue identifier.

Have this ready	Why it matters
A saved issue record	The record page is opened from the list of existing issues.
The change or response you need to make	The available work includes triage updates, description editing, replies, internal notes, and closure choices.

The record and list screens declare no required-field marker.
The record screen also has no confirmation dialog before its status, description, assignee,
priority, comment, close, or board actions.

Find and open an issue

The **All Issues** view is the list for finding an existing issue and opening its record.

Prerequisites

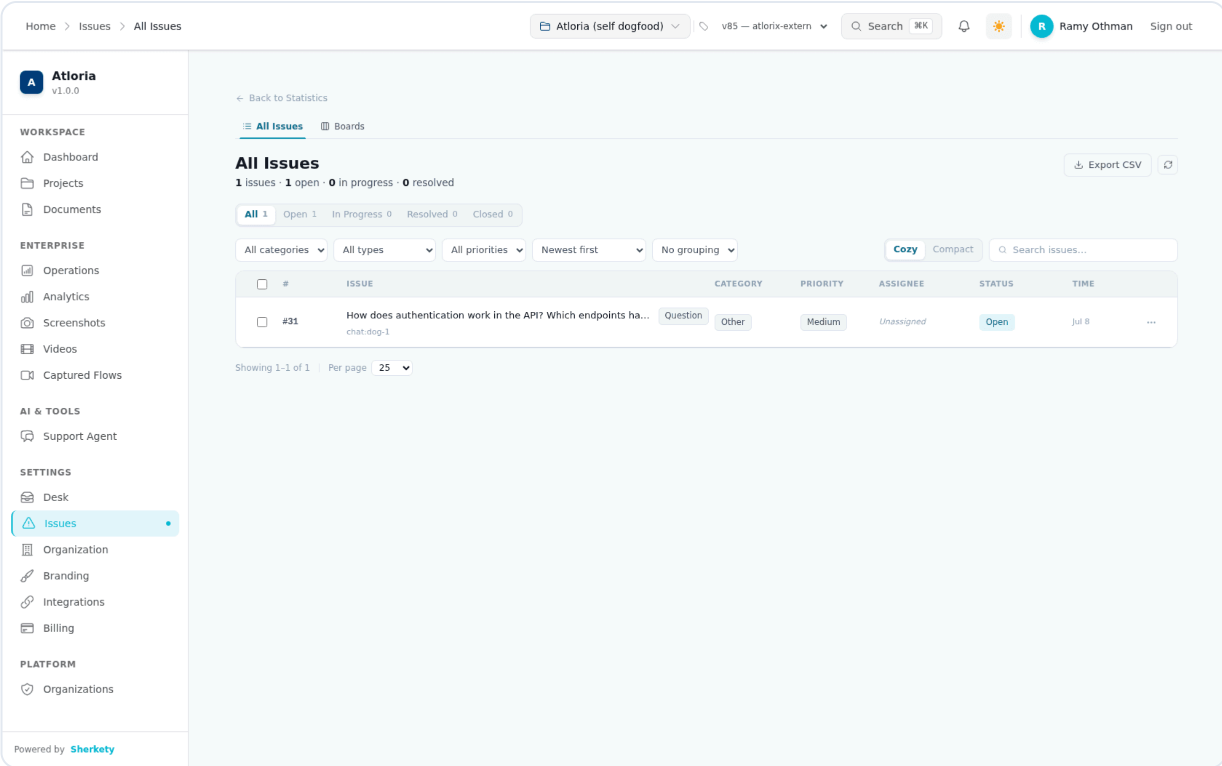
- You have access to the project containing the issue.
- You know enough about the issue to recognise its row.

Steps

1. Open the **All Issues** view.
2. Select **All**, **Open**, **In Progress**, **Resolved**, or **Closed**, or choose **Category**, **Type**, **Priority**, **Sort**, or **Group** as applicable.

If you need to…	Choose…
Narrow by status	**All**, **Open**, **In Progress**, **Resolved**, or **Closed**
Filter by issue details	**Category**, **Type**, **Priority**, **Sort**, or **Group**
Search by text	**Search issues…**

3. Select the issue row to open its record.



Result: The issue record opens.

Read the issue record

An issue record brings the report, its current handling details, and its activity into one place.

The top of the record identifies the report and shows its current status, priority, type, and
category.
The record also shows the reporter, assignee, reported time, reported page, and **Status Journey**.

Area	What you can read or change
What the reader said	The issue description; use **Show more** or **Show less** to change how much text is visible, and **Edit** to open the editor.
Activity Timeline	Comments, status changes, and assignments; use **All**, **Comments**, or **Updates** to filter the timeline.
Manage	**Status**, **Priority**, and **Assignee**.
Details	Type, Category, and Reporter.

Area	What you can read or change
Environment	Browser, scroll position, and **Open reported page** when reported environment data exists.
Close Issue	**Fixed**, **Duplicate**, **Won't Fix**, and **Not Reproducible** when the issue is not **Closed**.
Comment composer	**Public reply** or **Internal**, followed by **Send reply** or **Add note**.

The record's **Status** options are **Open**, **In Progress**, **Waiting on customer**, **Paused**, **Resolved**, and **Closed**.
Its **Priority** options are **Critical**, **High**, **Medium**, and **Low**.
The **Assignee** list includes **Unassigned** and member options.

The record shows **Start Working** when its status is **Open**, **Mark as Resolved** when its
status is **In Progress**, **Close as Fixed** when its status is **Resolved**, and **Reopen Issue**
when its status is **Closed**.

Update and respond to an issue

Updating an issue keeps its triage details and conversation together so the next person can see
what has happened.

Change triage details

Prerequisites

- You have opened the issue record.
- You know the new status, priority, or assignee to apply.

Steps

1. In **Status**, choose **Open**, **In Progress**, **Waiting on customer**, **Paused**, **Resolved**, or **Closed**.
2. In **Priority**, choose **Critical**, **High**, **Medium**, or **Low**.
3. In **Assignee**, choose **Unassigned** or a member option.
4. Follow the status-specific action that appears: select **Start Working**, **Mark as Resolved**, **Close as Fixed**, or **Reopen Issue**.

Result: The selected issue detail is submitted for update, and the record is fetched again.
When the update succeeds, the message is `Assignee updated` for an assignee change or the
capitalized field name followed by `updated` for another field.

Edit the description

Prerequisites

- You have opened the issue record.
- You have the corrected description ready.

Steps

1. Select **Edit** in **What the reader said**.
2. Enter the corrected description in the text area.
3. Select **Save**.
4. Select **Cancel** instead when you want to discard the edit.

Result: The description editor closes; a changed description is submitted, while **Cancel**
discards the edit.

Send a reply or add an internal note

Prerequisites

- You have opened the issue record.
- You have the message ready.

Steps

1. Choose the comment visibility that matches the audience.

If the message is for…	Select…
The reporter	**Public reply**
The team	**Internal**

2. Enter the message in the comment box.
3. Select **Send reply** or **Add note** according to the message visibility.

Visibility	Select…
Public reply	**Send reply**
Internal	**Add note**

Result: The comment is submitted and the timeline is fetched again.
The success message is `Comment added`.

Handle boards, filters, and status branches

These choices let you work with the issue in the list or coordinate it on a board without changing
the issue's meaning.

Choose a list view

Prerequisites

- You are in the **All Issues** view.

Steps

1. Choose **Category**, **Type**, **Priority**, **Sort**, **Group**, **Cozy**, **Compact**, or **Per page** as applicable.

If you need to…	Choose…
Filter by category	**All categories**, **Incorrect**, **Outdated**, **Missing info**, **Unclear**, **Broken link**, **Code broken**, **Typo**, or **Other** in **Category**
Filter by type	**All types**, **Doc issue**, **Question**, **Bug**, **Feature request**, or **Other** in **Type**
Filter by priority	**All priorities**, **Critical**, **High**, **Medium**, or **Low** in **Priority**
Sort the list	**Newest first**, **Oldest first**, **Priority (high first)**, or **Recently updated** in **Sort**
Group the list	**No grouping**, **Status**, **Priority**, or **Category** in **Group**
Change row density	**Cozy** or **Compact**
Change page size	**10**, **25**, **50**, or **100** in **Per page**

Result: The list is displayed using the selected status, filters, order, grouping, density, and page size.

Add an issue to a board

Prerequisites

- You have opened an issue record or selected issues in the list.
- You have a board available to choose.

Steps

1. Select **Add to Board**.
2. Enter a board name in **Search boards...** when you need to narrow the board list.
3. Select the board name for the action you need.

Board state	What selecting the board name does
The issue is not on the board	Adds the issue or selected issues to the board
The issue is already on the board	Removes the issue from the board

Result: The issue is added to or removed from the selected board.
The confirmation names the selected board.

When an issue action does not work

Use the message or empty state on screen to identify the next action.

Successful updates use `Assignee updated` for an assignee change and the capitalized field name
followed by `updated` for other field changes.
Board confirmations read `Added <number> issue(s) to "<selected board>"` or `Removed from "<selected board>"`.

What you see	What it means	What to do
`Update failed`	The field update did not complete.	Check the selected value and try the field update again.
`Assignee updated`	The assignee update completed.	Continue with the issue record.
`<capitalized field name> updated`	Another field update completed; the message uses the field name with its first letter capitalized, followed by `updated`.	Continue with the issue record.

What you see	What it means	What to do
`Issue closed`	The close action completed.	Continue with the issue record.
`Close failed`	The close action did not complete.	Choose a close reason again.
`Failed to add comment`	The comment submission did not complete.	Check the comment text and submit it again.
`Added <number> issue(s) to "<selected board>"`	The issue or selected issues were added to the selected board.	Continue with the issue record or board work.
`Removed from "<selected board>"`	The issue was removed from the selected board.	Continue with the issue record or board work.
`Couldn't add to board`	Adding the issue to the board did not complete.	Choose the board again.
`Couldn't remove`	Removing the issue from the board did not complete.	Choose the board again.
Board-add error	The app may show an error message or the fallback `Couldn't add to board`.	Follow the message shown on screen and retry the board action.
Board-removal error	The app may show an error message or the fallback `Couldn't remove`.	Follow the message shown on screen and retry the board action.
`Issue not found`	The requested issue record is unavailable.	Select **Back to Issues**, then use the list to choose an issue.
`No comments yet`	The selected timeline view has no comments.	Select **All** or add a reply.
`No updates yet`	The selected timeline view has no updates.	Select **All** or change the issue.
`No activity yet`	The selected timeline view has no activity.	Select **All** or add a reply.
`No boards match`	The board search has no matching result.	Change the text in **Search boards...**.
`No boards yet`	No board is available in the picker.	Close the picker and continue with the issue record.

What you see	What it means	What to do
`No issues yet`	The list contains no issues.	Check the selected project and list view.
`No issues match your filters`	The current list filters return no issues.	Select **Clear all**.

Know what happens next

An issue moves through **Open**, **In Progress**, **Resolved**, and **Closed** as the team works
through it.
The status-specific actions show the next available move on the record: **Start Working**,
Mark as Resolved, **Close as Fixed**, or **Reopen Issue**.

When the issue needs board coordination, continue with Manage issue boards.
For status meanings and recovery, continue with Issue states and recovery.
For general help routing, continue with Getting help.