Setting up an Issue Collector

In order to use an Issue Collector, the collector has to be created and then displayed. First, the actual issue collector that is created within your Orange Tracker project. Second, the issue collector macro that displays the issue collector. This is typically in an Answers page, but an issue collector can be displayed on a web page, or anywhere HTML code can be created. This document will outline the process for creating an issue collector and a few ways on displaying the issue collector.

Creating an Issue Collector

Project Managers of the Orange Tracker project can create an issue collector.

Once you are in the project you want the issue collector created, select the '**gears**' icon to enter the **Project Settings**

On the left-hand side you'll find a navigation bar, scroll down until you find '**Issue Collectors**' and select that link

The following page will display all current issue collectors for that OT project.

At the top right-hand side of the screen, you'll see an '**Add issue collector**' button. Click that button to create a new one.

Enter in the following information:

Add issue collector

Name: (required) This is the name of the issue collector and this field will not appear in the actual form.

Description: Please enter the main propose of the issue collector and if available, the location page using the issue collector.

Issue Type: (required) Please select the available issue type that will be used when an issue is created from the issue collector. Typically, Service Request is used.

Reporter: (required) Specify the username that will be the default reporter of the issue created. This user must be in the Users role of your OT project to submit the issue.

Match Reporter: Select either of the following:

- **Always use Issue Reporter** — Select this option to ensure that the default issue reporter you specify above, will always be the reporter of issues created by submission of the form.
- **Attempt to match user session of submitter or submitter email address** — select this option if you want the reporter of an issue created by submission of the form.

Collect Browser Info: Select this option to collect meta-information about your browser's statistics, which will be incorporated into issue submitted.

Trigger

Trigger Text: (required) This field is not used and will not appear on your form.

Trigger Style: Select Custom

Issue collector form

Template: Select Custom

Custom fields: Select the fields you want available for the form

Message: Type a message, which appears in the blue information panel along the top of the dialog box.

Display the Issue Collector

There are a few ways to display the issue collector.

Display an Issue Collector in Answers

We have created a macro for quickly deploying an issue collector in your Answers page. When editing the Answers page the the 'Jira Issue Collector Button' macro.

Server URL: Default is 'ot.syr.edu'

Collector ID: Found in the URL of the collector or in the embed HTML code. Eight alpha-numeric, for example:

- **Browser URL**: https://ot.syr.edu/secure/ViewCollector!default.jspa?projectKey=AASCSYS&collectorId=**a0c45db9**
- **Embedded HTML code**: collectorId=**a0c45db9**

Populate Logged in User: Prefills the Name and Email fields with the identity of the logged in user from Answers

Default Summary:

Append Username to End of Summary:

Get Ticket From Query String:

Ticket Custom Field Name:

Additional Default Field Values:

Button Text: Customize the button text

Button Type: Primary, Secondary, or Subtle. Default is Primary

- Primary - Colored button
- Secondary - Outlined button with colored link
- Subtle - No outline button until hovered with colored link

Button Alignment: Left, center or right. Default is Left

Environment Variable is a function:

Display an Issue Collector in a Web Page

The project issue collector will supply you with a code snippet that you can add into your web page to add the issue collector.