Occasionally, you might encounter errors when using the Operational Data Portal. If something is not functioning as expected, the ODP Support Team (hqdpmswp@unhcr.org) is happy to help. Please follow below guidance on how to report bugs or asks questions properly, so your issue can be resolved as quickly as possible.

**Summary of the problem**

Provide a contextualized, detailed summary of the problem. A good summary helps us understand what happened, and why – thus enabling us to resolve the error faster. Make sure to include:

- **WHEN** the error occurred (date and - if possible - time)
- **WHAT** happened or is not functioning? (Examples: page didn’t load, upload failed, widget is not displaying the correct data)

**Expected result vs. actual result – steps to reproduce**

Let us know what you were intending to do, and what happened instead. If you supply a step-by-step description of what you were doing/clicking, we can reproduce the process, and understand what might have gone wrong. Information about which device or browser you were using is welcome, too!

**Visual proof and links**

A widget on your operation’s page looks strange? Send us a screenshot, so we can see what’s wrong. Your usual link to access a certain page is not functioning? Send it to us (and if available, also share the link to the page on which you found the faulty one!) If you provide sufficient information and documentation, we can get to fixing the issue quicker.

**Insufficient bug report example:**

![Insufficient bug report example](image)

**Good bug report example:**

![Good bug report example](image)