**How To Document a Spreadsheet Problem**

When requesting help with the spreadsheet problem, it is very important for you to thoroughly document the problem. Simply telling John that “it didn’t work” is not going to help him troubleshoot the issue.

**When reporting a problem, please include the following information:**

|  |  |
| --- | --- |
| **Required Information:** |  |
| Which spreadsheet is affected? |  |
| Which tab(s) is/are affected? |  |
| Which cell(s) is/are affected (ie C71, D14) or which area(s) is/are affected? |  |
| What is the spreadsheet *supposed* to be doing? Please be **DETAILED** and **SPECIFIC**. |  |
| Where can John find an example of it working correctly? |  |
| When is the last time it worked correctly? |  |

**Here is an example of a poorly documented problem:**

|  |  |
| --- | --- |
| **Required Information:** |  |
| Which spreadsheet is affected? | Summer spreadsheet |
| Which tab(s) is/are affected? | Invoice |
| Which cell(s) is/are affected (ie C71, D14) or which area(s) is/are affected? | Amount |
| What is the spreadsheet *supposed* to be doing? Please be **DETAILED** and **SPECIFIC**. | Should have the amount |
| Where can John find an example of it working correctly? | N/A Doesn’t work |
| When is the last time it worked correctly? | Last pay period |

**Here is an example of the same problem with appropriate documentation problem:**

|  |  |
| --- | --- |
| **Required Information:** |  |
| Which spreadsheet is affected? | 2017 Summer Assessment Request (Responses) |
| Which tab(s) is/are affected? | Jan Weaner, Invoice |
| Which cell(s) is/are affected (ie C71, D14) or which area(s) is/are affected? | Jan Weaner – X2, X5  Invoice – The bottom section with the student name, ID, amount, etc. |
| What is the spreadsheet *supposed* to be doing? Please be **DETAILED** and **SPECIFIC**. | When Jan enters hourly work, it’s being recoreded in lines 203 and below. I chose “Complete” and picked a pay period, but it’s not being added to the total amount in X2 and X5. Then on the Invoice tab, it’s not listing the hourly work at all. |
| Where can John find an example of it working correctly? | Serena Rekdal also has hourly work, and it is working correctly. Her invoice is fine. |
| When is the last time it worked correctly? | It worked last pay period, but didn’t work when I tried to do payroll today. |