

The more of this you fill in, the faster we fix it. The three things that matter most are: what you did, what you expected, and what actually happened. A screenshot or screen recording is worth more than a paragraph. Email the completed form to contact@anchoreddev.com.

1 · WHO & WHERE

Business / site name

Reported by

Date & time noticed

Email

Phone (for urgent issues)

Exact page URL where it happens *

Copy the full address from the browser bar, not just the page name.

2 · SEVERITY

How bad is it?

What is affected?

- | | | |
|--|--|---|
| ☐ Whole site | ☐ One page only | ☐ Contact / quote form |
| ☐ Online booking | ☐ Payments / checkout | ☐ Images or gallery |
| ☐ Navigation menu | ☐ Mobile layout only | ☐ Search / filtering |
| ☐ Login area | ☐ Email notifications | ☐ Site speed |

Other / notes

Is this blocking business right now?

How many people are affected?

3 · WHAT HAPPENED

Steps to reproduce *

Number them: 1. Go to ... 2. Click ... 3. Type ... 4. Press Submit. We need to be able to make it happen too.

What did you expect to happen? *

What actually happened? *

Include the exact wording of any error message.

How often does it happen?

When did it start? Did anything change around then?

A content edit, a plugin, a new product, a password change, a payment to a service.

4 · WHERE YOU SAW IT

Device

Operating system & version

Browser & version

If you are unsure, visit whatismybrowser.com and paste what it tells you. Fill in a second line if the problem shows up on more than one device.

Second device

Operating system

Browser

Have you already tried these?

- | | |
|--|--|
| ☐ Refreshed the page | ☐ Hard refresh (Ctrl+Shift+R / Cmd+Shift+R) |
| ☐ Cleared cache | ☐ A different browser |
| ☐ A different device | ☐ Turned off browser extensions |
| ☐ A different network / off Wi-Fi | ☐ Logged out and back in |

Screenshots, recordings or files attached

List the file names you are attaching to the email.

— The section below is completed by Anchored Development —

5 · TRIAGE (ANCHORED DEVELOPMENT)

Ticket #

Received

Assigned to

Target fix

Classification

Root cause

Fix applied & verification

What was changed, where it was deployed, and how it was confirmed fixed.

Billable hours

Date resolved

Client notified

Prevention - what stops this recurring?