



## Access Tracking System

Website: <http://trac.apointl.org/apointl>

The server trac.apointl.org at apco-trac requires a username and password.

User name

Password

Remember my credentials

OK Cancel

\* Can't log out (bug in software).

**APCO International** TRAC TICKETING & PROJECT MANAGEMENT by SONONACO

logged in as lauren | Logout | Preferences | Help/Guide | About Trac

Wiki | Timeline | View Tickets | New Ticket | Search | Admin

wiki: WikiStart Start Page | Index | History

### Welcome to APCO's Trac System

Marketing and Communications has selected this minimalistic tracking system to simply and efficiently handle requests for website fixes, edits and enhancements.

If you need training or an account for someone in your department, please email Lauren Larson at [larsonl@apointl.org](mailto:larsonl@apointl.org).

If you need a refresher on how the system works, the training materials are attached below.

► Attachments (1) Last modified 2 hours ago

Edit this page | Attach file | Rename page | Delete this version | Delete page

Download in other formats:  
Plain Text

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## Create a New Ticket

Click on [ **New Ticket** ]






### Create New Ticket

**Properties**

Summary:

Reporter:

Description:

**B I A**      You may use [WikiFormatting](#) here.

Type:

Component:

Cc:

MarComm:

Owner:

Priority:

Keywords:

Due Date:

Page URL:

I have files to attach to this ticket

- Summary** Short description of request, i.e., Change logo
- Reporter** You
- Description** Full description of what you need to have done. Err on the side of including MORE information than you think is necessary.
- Type:**
- Defect** Something's not working right
  - Edit** Something - copy, image, link, etc. - needs to be changed on an existing page
  - New** Something needs to be added – new content or new page
- Priority:**
- Urgent** Error in copy, broken link, extremely time-sensitive
  - Normal** Copy edit, change link, change or add image
  - Lower Priority** Fix as time allows
  - Needs Discussion** Substantial changes to existing pages or request for new pages \*
  - Long-term** New projects, overhaul of site section\*

\* Major changes and long-term requests will be discussed in MarComm and assigned a priority by Derek and Meghan. Further discussions may be involved before we can provide an estimated date of completion.

Component: APCO Conference | APCO Main Site | Broadband Summit | Global Alliance | Leaders Dinner | Other | PSAP | PSFA | Public Safety Alliance | Public Safety Communications | Tech Forum

Keywords: Leave blank

CC: You do not need to cc: anyone but you *may* include others to keep them informed about the change. Determine in your department how you want to do this. Everyone with a log-in can see a ticket; if you cc: them, they get all the emails as well.

Add either user name/s (generally first name) or email address/es, separated by commas if there is more than one.

You **do not** need to add anyone from Marketing. Holly and I get everything, and major changes of any sort will be presented to Meghan.

Due Date: ONLY if there is an actual hard deadline.

MarComm: Used by MarComm to record priorities an on major changes and long-term projects

Page URL: REQUIRED! Second most important piece of information.

Owner: Assigned by system

I have files to attach to this ticket. (You will get the opportunity to attach a document after you submit the ticket. )

Click on [ **Create ticket** ]

The screenshot shows the APCO International Trac Ticketing & Project Management interface. At the top left is the APCO International logo. To its right, it says "TRAC TICKETING & PROJECT MANAGEMENT by SONONACO". There is a search bar and a "Search" button. Below this, it says "logged in as lauren" with links for "Logout", "Preferences", "Help/Guide", and "About Trac". A navigation bar contains buttons for "Wiki", "Timeline", "View Tickets", "New Ticket", "Search", and "Admin". A "Back to Ticket #16" link is visible. A green notification box states: "The ticket #16 has been created. You can now attach the desired files." Below this is the "Add Attachment to Ticket #16" section. It includes a "File (size limit 5.0 MB):" label, a "Choose File" button, and "No file chosen" text. An "Attachment Info" box contains a "Description of the file (optional):" text input field and a checkbox labeled "Replace existing attachment of the same name". At the bottom of the form are "Add attachment" and "Cancel" buttons. The footer includes the Trac logo, "Powered by Trac 1.0 By Edgewall Software.", and a link to "Visit the Trac open source project at http://trac.edgewall.org/".

Click on [ **Choose file** ]

Navigate to image/document on your computer. Click [ **Open** ]

[ **Add attachment** ]



## Email Notifications

You will get an email notification from APCOINTL.ORG:TRAC [trac@nonameop.com](mailto:trac@nonameop.com) when you submit the ticket.

```
From: APCOINTL.ORG:TRAC <do-not-reply@trac.apcointl.org> Sent: Wed 1/23/2013 3:1
To:
Cc: Hollann Treber; Lauren Larson
Subject: [APCO International Trac] #16: Change link for Harris logo

#16: Change link for Harris logo
-----
Reporter: hollan
Owner:
Type: Edit
Status: new
Priority: Minor change
Component: Other
Keywords:
Due Date:
MarComm: 1
Page URL: http
-----
Please CHANGE the link for the Harris logo on:

Corporate Partner Website - Platinum Corporate Partner - http://apcointl.org/commercial-community.html

APCO 2013 site - home page and sidebars

ADD the Harris logo to:

Silver Broadband Summit - Broadband Summit

Link to http://www.pspc.harris.com/

--
Ticket URL: <http://trac.apcointl.org/apcointl/ticket/16>
APCO International Trac <http://trac.apcointl.org/apcointl>
APCO International Trac
```

You will also get emails from APCOINTL.ORG:TRAC [do-not-reply@trac.apcointl.org](mailto:do-not-reply@trac.apcointl.org):

- 1) When the request is “accepted”
- 2) If we have a question about the project
- 3) When we have taken some action on the request
- 4) When it is closed, citing the resolution to the ticket

Click on the “Ticket URL:” link at the bottom of the email to go into tracking and respond.

You may also respond directly from your email account, but attachments must always be added from within the system.



## View & Respond to Tickets

Click on **[View Ticket]**

APCO International PROJECT MANAGEMENT by SONONACO

logged in as lauren | Logout | Preferences | Help/Guide | About Trac

Wiki | Timeline | **View Tickets** | New Ticket | Search | Admin

Available Reports | Custom Query

### Available Reports

Show Descriptions

Return to Last Query x Clear

Custom Query

SQL reports and saved custom queries Sort by: Identifier ▲ Title

- (1) Active Tickets Edit - Delete
- (2) Active Tickets by Version Edit - Delete
- (3) Active Tickets by Milestone Edit - Delete
- (4) Accepted, Active Tickets by Owner Edit - Delete
- (5) Accepted, Active Tickets by Owner (Full Description) Edit - Delete
- (6) All Tickets (Including closed) Edit - Delete
- (7) My Tickets Edit - Delete
- (8) Active Tickets, Mine first Edit - Delete
- (10) Active tickets with MarComm priority Edit - Delete

Create new report

Note: See [TracReports](#) for help on using and creating reports.

Download in other formats: [RSS Feed](#) | [Comma-delimited Text](#) | [Tab-delimited Text](#)

Select the relevant option, i.e. **(1) Active Tickets** or **(7) My Tickets**

APCO International TRAC TICKETING & PROJECT MANAGEMENT by SONONACO

logged in as lauren | Logout | Preferences | Help/Guide | About Trac

Wiki | Timeline | **View Tickets** | New Ticket | Search | Admin

Available Reports | Custom Query

### {1} Active Tickets (5 matches)

- List all active tickets by priority.
- Color each row based on priority.

Edit report | Copy report | Delete report

Max items per page:  Update

Ticket	Summary	Component	Priority	Type	Owner	Status	Created
#8	Update Corporate Partner Spotlight	APCO Main Site	Minor change	Edit	lauren	accepted	Jan 16, 2013
#9	Alphabetize ProCHRT toolbox	APCO Main Site	Minor change	Edit	lauren	accepted	Jan 17, 2013
#16	Change link for Harris logo	Other	Minor change	Edit	lauren	new	Jan 23, 2013
#12	Apps on ETF site	Tech Forum	Major change	Edit	lauren	accepted	Jan 17, 2013
#11	Apps Site	Other	Long-term	Edit	lauren	accepted	Jan 17, 2013

Note: See [TracReports](#) for help on using and creating reports.

Download in other formats: [RSS Feed](#) | [Comma-delimited Text](#) | [Tab-delimited Text](#) | [SQL Query](#)

trac logo | Powered by Trac 1.0 By Edgewall Software. | Visit the Trac open source project at <http://trac.edgewall.org/>

Click on the ticket name to open it.

[← Previous Ticket](#) | [Back](#)

**#16** [new](#) [Edit](#) Opened **5 minutes ago**

### Change link for Harris logo

Reported by:	<a href="#">hollan</a>	Owned by:	
Priority:	<a href="#">Minor change</a>	Component:	<a href="#">Other</a>
Keywords:		Cc:	
Due Date:		MarComm:	<a href="#">1</a>
Page URL:	<a href="http://apcointl.org/commercial-community.html">http://apcointl.org/commercial-community.html</a>		

Description

Please **CHANGE** the link for the Harris logo on: [Reply](#) [Clone](#)

Corporate Partner Website - Platinum Corporate Partner –  
⇒ <http://apcointl.org/commercial-community.html>

APCO 2013 site - home page and sidebars





ADD the Harris logo to:

Silver Broadband Summit – Broadband Summit

Link to ⇒ <http://www.pspc.harris.com/>

▶ **Attachments** (0)

▼ **Add Comment**

**B** *I* **A**     You may use [WikiFormatting](#) here.

▶ **Modify Ticket**








[Attachments](#) ↑

[Preview](#) [Submit changes](#)

You can:

1. Add a comment: Click [ **Add Comment** ]

▼ Add Comment

**B I A**       

You may use [WikiFormatting](#) here.

Add to Broadband Summit. ONLY change link on others.

2. Add an attachment: Click [ **Attachments** ]

← PREVIOUS TICKET

**#16** Opened [9 minutes ago](#)  
Last modified [0 seconds ago](#)  
**accepted Edit**

### Change link for Harris logo

Reported by:	<a href="#">hollan</a>	Owned by:	<a href="#">lauren</a>
Priority:	<a href="#">Minor change</a>	Component:	<a href="#">Other</a>
Keywords:		Cc:	
Due Date:		MarComm:	<a href="#">1</a>
Page URL:	<a href="http://apointl.org/commercial-community.html">http://apointl.org/commercial-community.html</a>		

Description

Please **CHANGE** the link for the Harris logo on: [L Reply](#) [+# Clone](#)

Corporate Partner Website - Platinum Corporate Partner –  
⇒ <http://apointl.org/commercial-community.html>

APCO 2013 site - home page and sidebars

ADD the Harris logo to:

Silver Broadband Summit – Broadband Summit

Link to ⇒ <http://www.pspc.harris.com/>

▼ **Attachments** (0)

[Attach file](#)

*If you need to modify something about the original ticket, add a comment that requests that modification.*

When you are done, click [ **Submit changes** ]

Ticket following modifications.

The screenshot displays the APCO International Trac Ticketing & Project Management interface. At the top left is the APCO International logo. To its right, the text reads "TRAC TICKETING & PROJECT MANAGEMENT by SONONACO". A search box with a "Search" button is located to the right of the logo. Below the logo, the user is logged in as "lauren", with links for "Logout", "Preferences", "Help/Guide", and "About Trac". A navigation bar contains "Wiki", "Timeline", "View Tickets" (highlighted), "New Ticket", "Search", and "Admin". Below the navigation bar are links for "Previous Ticket", "Back to Query", and "Next Ticket".

The main content area shows ticket #13, titled "Please add AT&T as Platinum Patron". It is assigned to "hollann" and has an "Immediate" priority. The ticket was opened 4 days ago and last modified 42 hours ago. The description reads: "Please add AT&T as the Platinum Patron on the Leader's Dinner website. Logo attached." There are "Reply" and "Clone" buttons next to the description.

Below the description are sections for "Attachments (1)" and "Change History (6)". The change history shows that an attachment "att\_globe.jpg" was added 4 days ago by hollann. A comment from lauren, posted 4 days ago, says: "Loaded AT&T as a Platinum Patron. Do you have a URL to go with the logo? Thanks ~". A second comment from hollann, posted 42 hours ago, provides the URL "http://www.att.com". There are "Reply" and "Edit" buttons for each comment. A "Comments only" checkbox is checked in the change history filter.

At the bottom of the ticket view is an "Add Comment" button.

## Search

Click on [ **Search** ] or just enter search terms in the box beside the Search button.

**NOTE:** Uncheck  Wiki



 Search

Wiki | Timeline | View Tickets | New Ticket | **Search** | Admin

### Search

 Search

Tickets  Wiki

Note: See [TracSearch](#) for help on searching.



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<http://trac.edgewall.org/>

### Search

 Search

Tickets  Wiki

### Results (1 - 4 of 4)

**#16: Edit: Change link for Harris logo (accepted)**

Please CHANGE the link for the Harris logo on: Corporate Partner Website - Platinum Corporate Partner - <http://apcointl.org/commercial-community.html> APCO 2013 site - home page and sidebars ADD the Harris logo to: Silver Broadband Summit - Broadband Summit Li ...  
By hollann — Jan 23, 2013 3:16:51 PM

**~~#14~~: Edit: Add Sponsor to BBS (closed: Fixed)**

Please add Kimball's logo to the BBS website as a Gold sponsor. Link to :<http://www.lkimball.com> Logo attached.  
By hollann — Jan 20, 2013 3:15:47 PM

**~~#13~~: Edit: Please add AT&T as Platinum Patron (closed: Fixed)**

... Logo attached.  
By hollann — Jan 18, 2013 12:58:06 PM

**#12: Edit: Apps on ETF site (accepted)**

Design and add three apps being discussed at ETF to the ETF site. Create landing page. On ETF by COB 1/18 GRO provide changes by COB 1/22 Changes to site 1/23 Live 1/24 After it goes live, add to Sessions.  
By lauren — Jan 17, 2013 9:56:44 AM

Items that have the number crossed out are CLOSED.



## Processing

Generally, the timing is based on the type of changes and the priority you assign it, as well as whether you provided all the necessary information:

- Urgent            ASAP, if all information is provided
- Normal            Within 48 hours (counting business days only)

Major change Depends on the project. It will be assigned a priority by Derek and Meghan. We will then look at the schedule and respond with an estimated date of completion.

Long-term Also depends on the project. It will be assigned a priority by Derek and Meghan Further discussions may be involved before we can provide an estimated date of completion.

You will get emails from APCOINTL.ORG:TRAC when actions are taken on your request.



## Closed Tickets

Generally, you should create a new ticket instead of add on to a closed ticket. It may be helpful to refer to a prior tickets number if the request is similar to that previous ticket. You can see closed tickets by selecting the report under View Tickets called: **{6} All Tickets (Including closed)**

### Available Reports

[Return to Last Query](#)

[Custom Query](#)

#### SQL reports and saved custom queries

[{1} Active Tickets](#)

[{2} Active Tickets by Version](#)

[{3} Active Tickets by Milestone](#)

[{4} Accepted, Active Tickets by Owner](#)

[{5} Accepted, Active Tickets by Owner \(Full Description\)](#)

[{6} All Tickets \(Including closed\)](#)

[{7} My Tickets](#)

[{8} Active Tickets, Mine first](#)

[{10} Active tickets with MarComm priority](#)