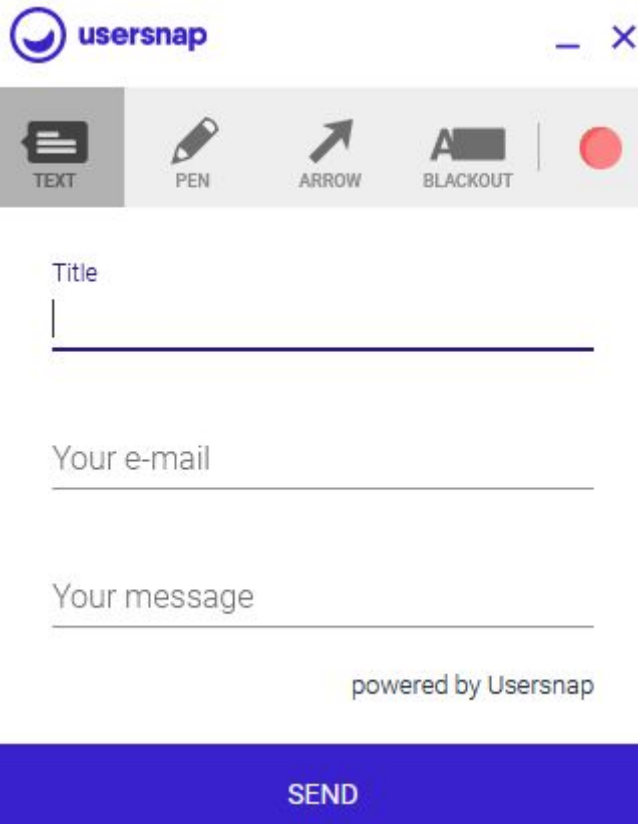# What is Usersnap?

Usersnap is a bug tracking and feedback tool. We're using it to allow testers to easily report any problems they find with the new site.

How to use Usersnap

You can find the Usersnap tool on the top left your poker table window. It's the button that says "Feedback" on it.

If you click that button you'll see a small pop up appear over the table. You'll see several text input areas. The first field is where you can add a title for your report, which should just be a brief name for the problem you've found. Under that field you may enter your username in case there's any follow up discussion we'd like to have about the issue. Finally in the last field you can describe the problem you've found with a message explaining what happened in your game.

Usersnap automatically includes a screenshot of the game table when you started your report. You have a number of options for annotating these screenshots with additional information. You can add a comment simply by clicking on the screenshot itself and typing but you'll also see four buttons next to the 'Text' tab.

These are the pen, arrows, blackout blocks, and colour selection. The pen and arrows just let you draw attention to specific parts of the table that are relevant to your problem. The blackout block can be ignored because we'd prefer to see the whole table. The colour selector lets you use different colours for each of these annotation tools. Remember you can minimise the feedback tool by pressing the button at the top right of the pop up next to the X if you want to see the entire table.

After you are finished describing your report and annotating it if necessary just hit the 'Send' button at the bottom of the pop up and you can return to your game.

What to Include in a Report

We want to hear about any technical/user experience issue you encounter at the tables, no matter how insignificant it may seem. Try to be as detailed as possible in your reports, with specific references to the problem. The more information the better, so let us know what happened before, during, and after the issue occurred if you think it might be relevant.

Thank you for your help!