How to Give Good Feedback and Report Bugs Effectively

Troubleshooting and Feedback · https://mountainstream.co/docs/guidelines-good-feedback/

Why Your Feedback Matters

A **brief description** helps our coders and testers quickly identify what's wrong.

Example: “Cart not placing order.”

Comments: Describe Step-by-Step

- Explain exactly what you were doing.
- List the steps clearly and logically.
- **Read before sending** — make sure your message makes sense.

Attachments: Screenshots and Videos

Send **screenshots with notes** and **screen recordings** to help us trace the issue.

“To help you, we need to trace and replicate your steps.”

If a Picture Paints a Thousand Words… A Video Paints a Million

Use these **FREE tools** to create helpful visuals:

- **For Annotated Screenshots:**
  1. Web Paint for Chrome

2. Web Paint for Firefox

Draw shapes, lines, and add text on live web pages.

- **For Screen Recordings:**
  1. Screenpresso.com (PC only)
  2. Filmora Screen Recorder

[Screenshot of the Screenpresso app interface, highlighting options to capture screenshots or record video, with a red Get Screenpresso for FREE button and a quote emphasizing how screenshots support Guidelines for Good Feedback.]

| **Pro Tip:** Use “Print Screen” or capture part of the screen. Rehearse and keep your video **short and to the point**.

Keep It Tidy

Keep the Thread Going:

- You’ll receive **email confirmation** after sending feedback.
- **Reply to the message** to add updates—this keeps everything organized.

Fastest Way to Get Support:

- Feedback reaches **multiple team members at once**
- The **Feedback button** ensures the **best response time**

Avoid delays:

- Don’t send feedback via **WhatsApp, direct email, or sales reps**—unless it’s **URGENT**.

Get Started