TOWSON UNIVERSITY

Microsoft SharePoint

Owner: Issue Tracking

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=Shortcut *=Advice* *=Caution*

Introduction

Create an issue tracking list when you want to manage a set of issues or problems. You can assign, prioritize, and follow the progress from start to finish.

Process Summary

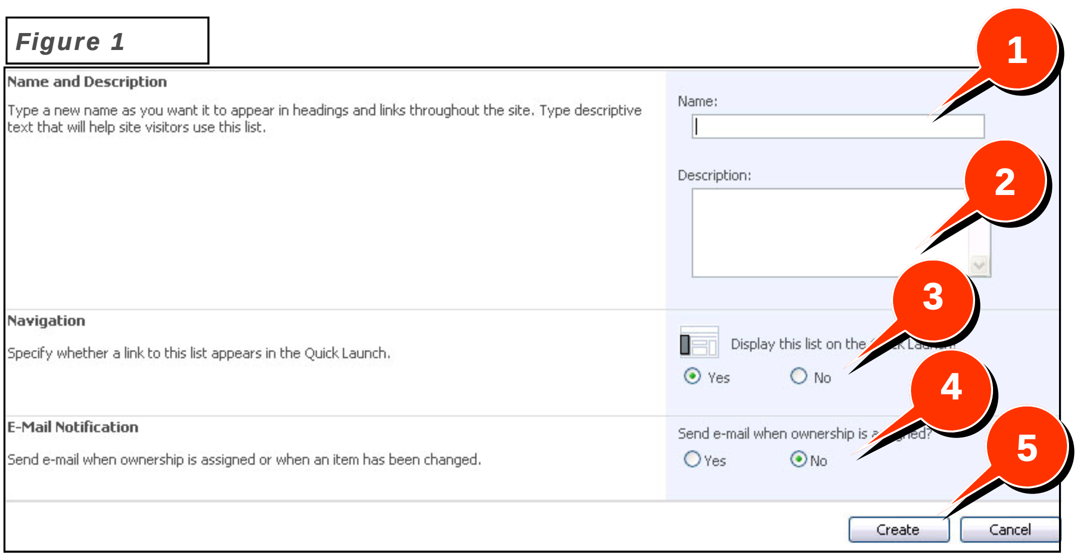
Issue Tracking

1. Create an Area
2. Create an item

Create an Issue Tracking Area

1. From the Home page, click on **Lists** in the Quick Launch menu.
2. Click on the **Create** button.
3. Select **Issue Tracking** from the tracking category.
4. Give your issue area a name by completing the **Name** field (Fig 1, 1).
5. If you would like a description for your issue area complete the **Description** area (Fig 1, 2).
6. Select **Yes** (Fig 1, 3) for the issue area to be displayed in the quick launch menu.
7. Select **Yes** (Fig 1, 4) to have an e-mail sent when ownership is assigned or when an item has been changed.
7. Click **Create** (Fig 1, 5).

Figure 1



Create New Issue Tracking Items

Once you have created an area you can then create items to tack.

1. Click on the drop down arrow next to **New**.
2. You can attach a file but clicking the **Attach File** button (Fig 2, 1).
3. Give your issue item a **Title** (Fig 2, 2).
4. **Assign** the task to someone by typing in the TowsonU username (Fig 2, 3) (use can also use the check names or address book).

Note: When you created your project tasks if you select to have an email sent when a project is assigned you will see a note at the top reminding you of this.

1. Select an **Issue Status** (Fig 2, 4)
2. Choose the **Priority** form the drop down list (Fig 2, 5).
3. Type a **Description** (Fig 2, 6).
4. Choose a **Category** from the drop down list (Fig 2, 7).
5. **Add** or **Remove** related issues as they come and go (Fig 2, 8).
6. Type in **Comments** (Fig 2, 9).
7. Choose the **Due Date** (Fig 2, 10).
8. Click on **OK** (Fig 2, 11).

Figure 2