

Occasionally, you might **encounter errors** when using the Operational Data Portal. If something is not functioning as expected, the ODP Support Team (hqdpmswp@unhcr.org) is happy to help. Please follow below guidance on how to **report bugs** or asks **questions** properly, so your issue can be **resolved as quickly as possible**.



Summary of the problem

Provide a contextualized, detailed summary of the problem. A good summary helps us understand what happened, and why – thus enabling us to resolve the error faster. Make sure to include:

- ✓ **WHEN** the error occurred (**date** and - if possible - **time**)
- ✓ **WHAT** happened or is not functioning? (Examples: page didn't load, upload failed, widget is not displaying the correct data)



Expected result vs. actual result – steps to reproduce

Let us know what you were **intending** to do, and **what happened instead**. If you supply a step-by-step description of **what you were doing/clicking**, we can reproduce the process, and understand what might have gone wrong. Information about which **device** or **browser** you were using is welcome, too!



Visual proof and links

A widget on your operation's page looks strange? Send us a screenshot, so we can see what's wrong. Your usual link to access a certain page is not functioning? Send it to us (and if available, also share the link to the page on which you found the faulty one!) If you provide sufficient information and documentation, we can get to fixing the issue quicker.

Insufficient bug report example:

Send

From weiher@unhcr.org

To [Operational Data Portal Support](#)

Cc

Subject My problem

✗

Dear colleagues,

I encountered a problem on the ODP. A few days ago, I updated the population data for my operation. Now, one of the visuals shows incorrect data. Please fix!

Good bug report example:

Send

From weiher@unhcr.org

To [Operational Data Portal Support](#)

Cc

Subject Widget on ODP Angola page does not update

✓

Population data upload template - Angola.xlsx

120 KB

Dear colleagues,

I encountered a problem on the ODP Angola page. On 27th May, I updated the population data using the upload template, which is attached. The upload worked fine and the data appears correctly in the backend. However, the “Total refugees” widget still shows the data from last month. All other widgets seem to have updated.

Screenshot of faulty widget:

Total Refugees

25,836

Last updated 28 Feb 2021