# ﻿Report a Problem

Hello, in Primo and Primo VE users can now report an issue or provide feedback to the library.

In this session you will learn where the feedback tool is displayed and how to change the widget title and add additional options; as well as how to configure the email template for the email that is sent to the library when a user submits an issue.

To open the feedback tool click on the exclamation point talk bubble in the bottom right corner in Discovery. Here you can see the types of issues that have been configured at your institution. Simply click on the problem you want to report and fill in the information when prompted… and click Send.

You can also customize the location of the widget using the customization package. For more information about the Primo VE Customization Package please visit the Knowledge Center.

You need to add another option to the tool for reporting search issues. To do this, you’ll go to Alma, and click Configuration. Then go to Discovery > Other > Report a problem widget configuration.

Here you can see the current views that have been created. If you wanted to create a new view, you can click Add Row… and select the view you want it to be for. But you just need to add a new selection for the current view, so you’ll click on the row action tool and select Edit.

You’ll change the Number of Categories to 2, and you’ll have the option to change the email address that inquiries will be sent to. When you’re done click Save.

Now you need to change the title that will be displayed in the widget. You’ll go to Discovery > Display Configuration > Labels. This page shows all the different types of labels you can configure.

Please note that the report.option codes show the options that are displayed in the widget. They will display in numerical order. In this case it will show Report a Broken Link first and then Report a Search Issue because you changed the number of categories to two in the previous step.

In this case you’ll scroll down to Report a Problem Labels, then open the row action tool and select Customize.

The Code table lists all of the codes configured in the widget. In this case you need to change the title of the widget, so you’ll find report.Title, and change the Description field to Report an Issue. Click Customize when you’re done to save your work.

Please note, that after you customize labels the first time, the row action tool options on the label list page will change to Edit instead of Customize, and there will be an option to Restore the menu to its default settings.

Back in Primo VE when you click on the feedback tool icon the title of the widget has now changed to Report an Issue, and there are two options for types of problems to report.

When a user submits an issue, an email is sent to the email address that was configured in the widget. You need to update the out-of-the-box template. In Alma you’ll go to Configuration > General > Letters > Letters Configuration. Then you can either use the drop downs to filter the list or search for the letter you would like. In this case you’ll search for: Report a Problem Letter.

Click on the row action tool and select Edit. On the Labels tab you can configure the email address that the email is sent from, as well as the subject line of the email.

Next click on the Template tab. This tab shows you the XML template of the email that will be sent. You just want to reword the introductory sentence. To preview your changes click Preview Letter. Click Done to close the popup, and then Save when you’re happy with your changes.

You now know where the feedback tool is displayed and how to change its title and configure the options that are shown; as well as how to configure the email template for the widget. Thanks for watching!