Reporting problems

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What you will learn in this guide

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Permissions needed

	View	Edit	Create
Data type of problem record	✓		

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Data type of problem record	✓		

How to report problems on records

Whilst using Lighthouse, you may come across a record which contains errors - for example, a member with an incorrect birthday. Lighthouse now contains a "Report problem" button, which allows you to send a record and details of any errors to the team at HQ. This feature is supported on the following types of records:
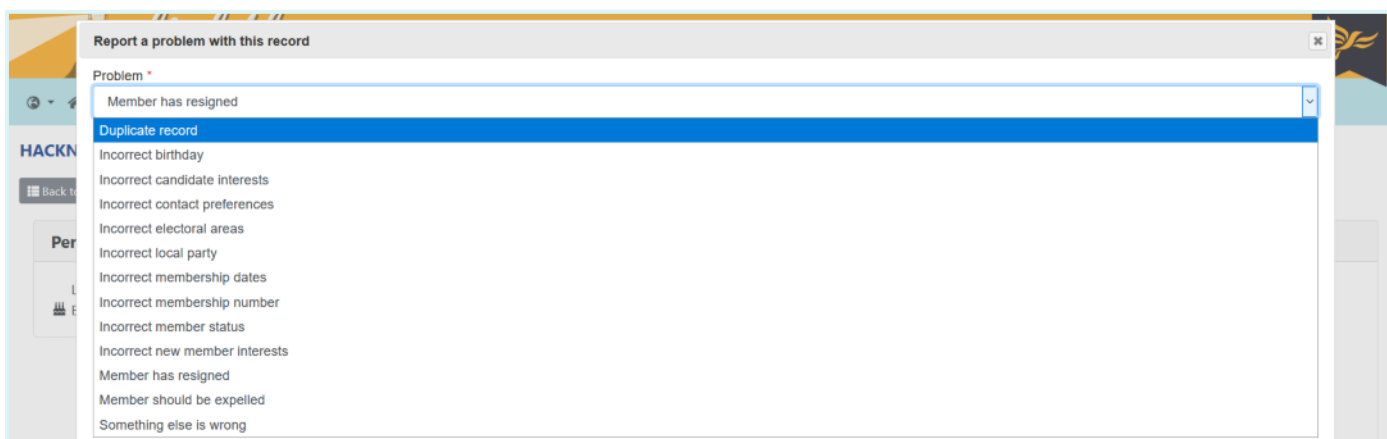
- Contacts
- Roles
- Donations
- Pledges
- Loans

Step 1

If you come across a record which contains an error, click on the "Report problem" button at the top of the page.
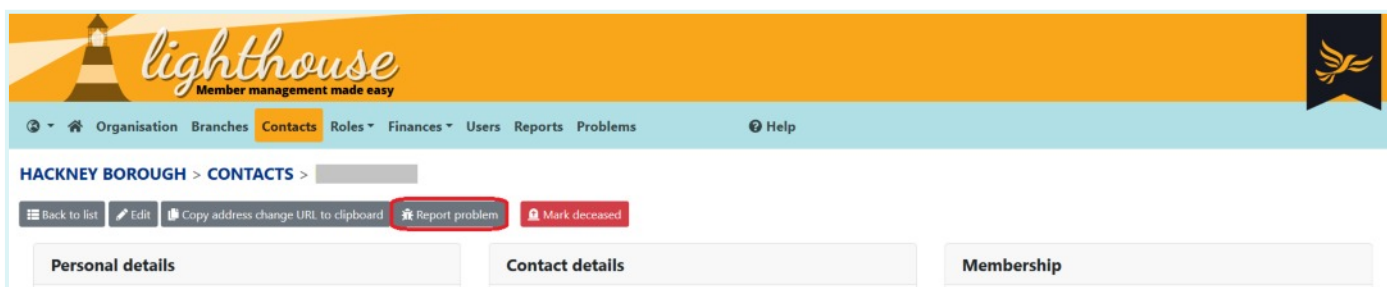
Step 2

A pop-up menu will appear with a drop-down list of possible errors. Choose one from the list, or if nothing quite fits, select "Something else is wrong".

Step 3

Please provide any relevant information which will help the HQ team to find or fix the problem. You do not need to include the name or details of the record you are querying, as this will automatically be provided. If some aspect of the record is not correct, please provide the correct value in the details box - you may see the details currently on the record appear beneath the drop-down menu.

Step 3

For some types of errors, such as members who have resigned, you may be required to provide supporting evidence in PDF format. A third box will appear marked "Evidence". To add evidence, click the button labelled "Browse" and select the file from your computer.

Step 4

When you are finished, click "Report problem" at the bottom of the pop-up box.
After you click this button, you will receive an email with details of the issue you have raised.
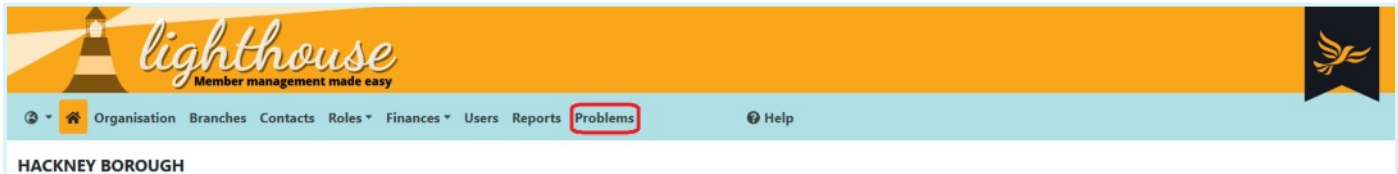

Please note that it may take a few seconds for your problem to appear on the "Problems" tab.

# How to view and update reported problems

Step 1

After logging into Lighthouse, you will be directed to the Dashboard page. Click on "Problems" in the blue menu bar at the top.


Step 2

You will be directed to the "Problems" tab, where the problems reported by users in your local party can be viewed in a list. You can use the filter options at the top of this list to view all problems, unresolved (open) problems or solved (closed) problems.

To view the details of a problem you reported, click on the eye icon at the left hand side of the list - in the same row as the problem you wish to view.
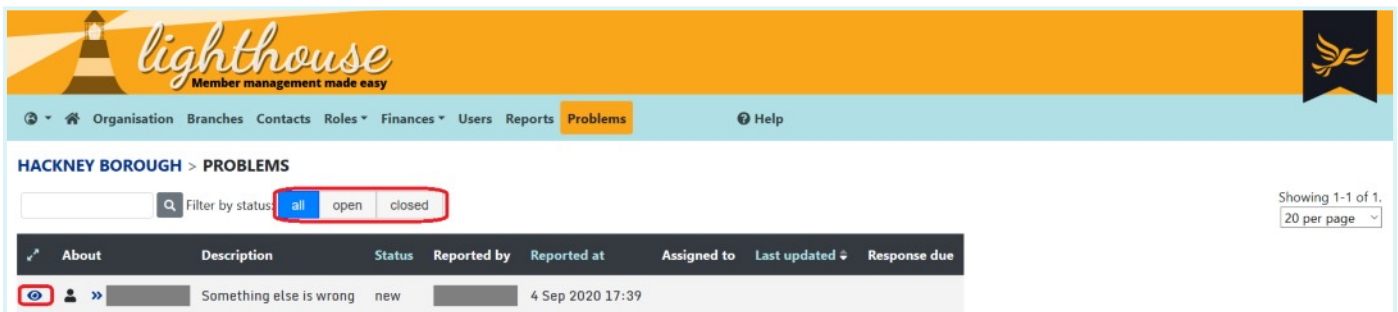
Step 3

You will be directed to the details page, where you can view further information about the reported problem.
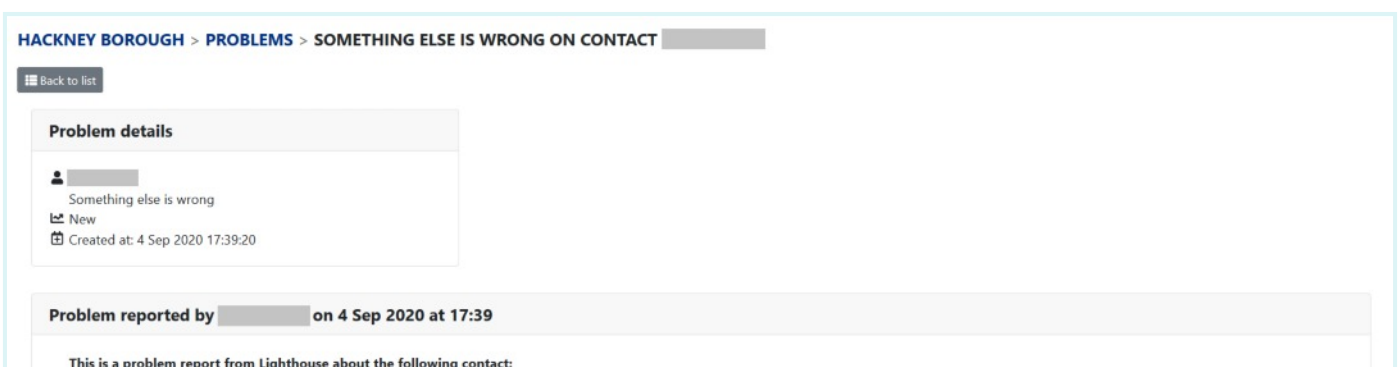
Step 4

If you would like to provide additional comments on the reported problem, scroll to the bottom of the details page.

You can type further information or updates into the "Comment" box, or chose to close the case by checking the "Solved" box. Please only check this box if you believe the issue has been resolved, and explain why you are closing the problem in the "Comment" section.

Once you are finished, click "Add more information". You will receive an email to confirm your changes to the reported problem.