

The challenges of technology and how you can help...

We really appreciate the feedback and constructive criticism we've had from researchers with the web site. The features – the forum, photographs, and public sighting pages are working well.

The 'back end' – which only we researchers see when we're logged in, is always a work in progress. The tagging and transects database is breakthrough technology, it has never been done anywhere else in the world like this - where people can see the results instantly!

You will be advised immediately when one of your tagged butterflies has been recovered and eventually both the tagger and the reporter will automatically get a map of where their butterfly started and was next seen! That's exciting.

As it's a work in progress and we're breaking new ground, we do expect some bugs (haha!) to occur, and we'd really appreciate it if you can help us identify any problems with your reports.

Here's how you can do this best.

If something 'doesn't work', STOP!

Our first response when confronted with problems is often to try 'a few different things', but that can make it harder to work out what went wrong later on.

So – first step, make a new email, address it to me: jacqui@monarch.org.nz, and copy the questions below into it. Then – answer the questions.

What were you trying to do? (Describe what you're trying to achieve – not the problem, but what you hoped to do.)

What is the problem? (Be as descriptive as you can, eg 'I expected to see ABC, but couldn't see it.')

What page are you on? (Copy the Location or URL from your browser – it starts with 'http://...')

What browser are you using? (Internet Explorer? Safari? Firefox? Opera?)

What OS (operating system) are you using? (Windows XP? MacOS? Windows 98? Linux?)

What is your phone number? And when is a good time to call you back?

Are you on dial-up or broadband? If you're on dial-up, can you provide an alternative phone number, e.g. cellphone.

Bug reports that say just 'the website doesn't work' don't help solve the problem. Think of it like going to the mechanic – the more specific you can be about describing the problem ("When I brake, the car pulls to the left."), the less likely you are to end up with a new set of windscreen wipers and the same old problem :)

<http://www.chiark.greenend.org.uk/~sgtatham/bugs.html>

Thanks

Jacqui