SANBI
Biodiversity for Life
South African National Biodiversity Institute

USER GUIDE FOR MANTIS BUG TRACKER

Overview

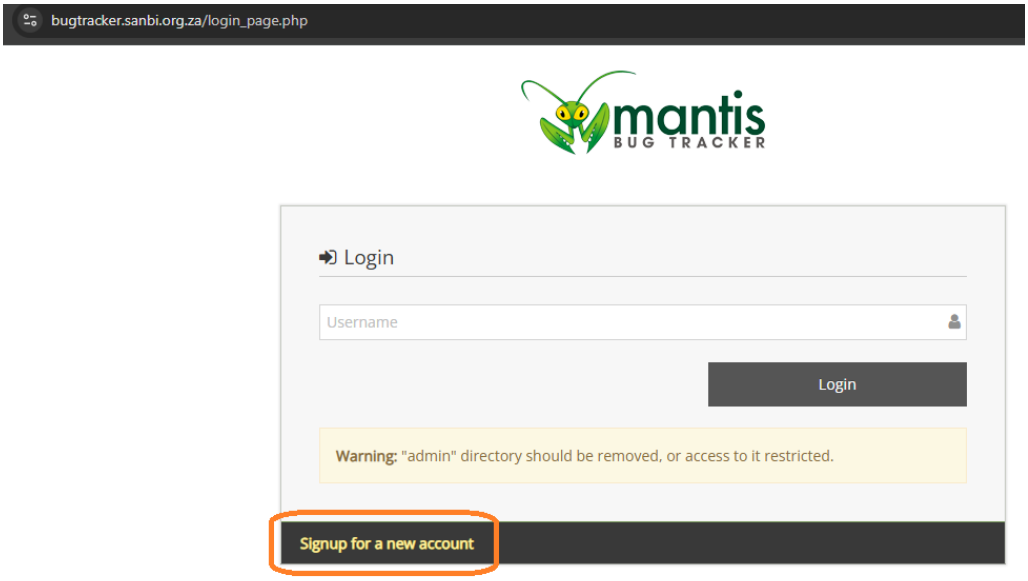
Mantis Bug Tracker (MantisBT) is a free, open-source web-based issue tracking system. It is used by staff and software teams to report, track, and manage bugs and feature requests.

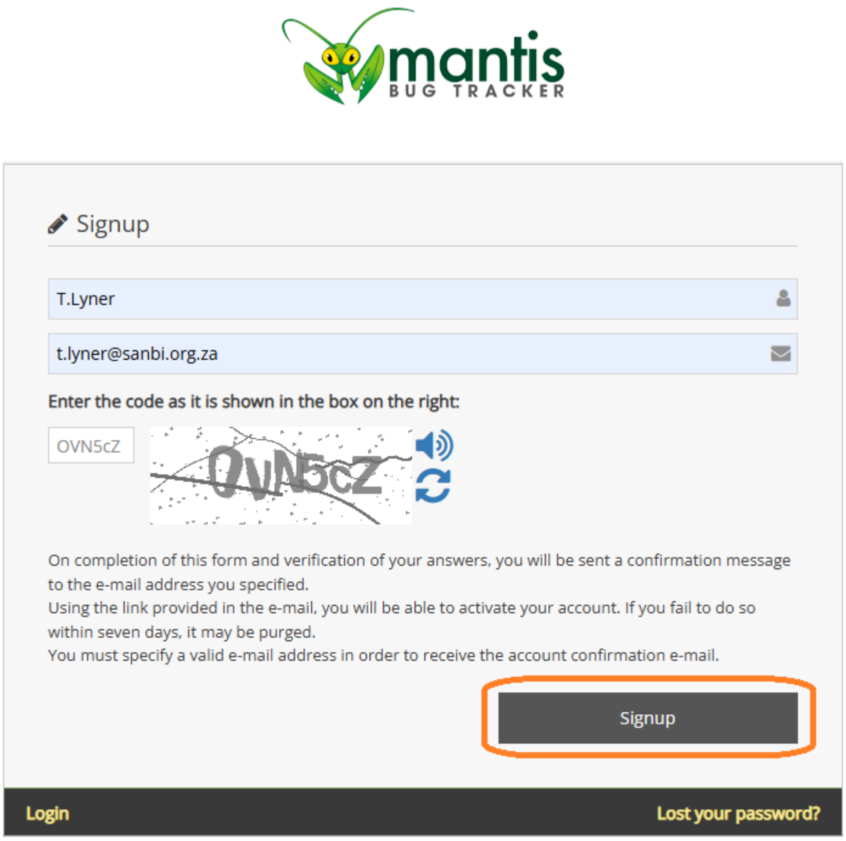
You can download a Bug Tracker training video, which covers the content of this user guide, here: https://hdl.handle.net/20.500.12143/9448

Contents

1. Register

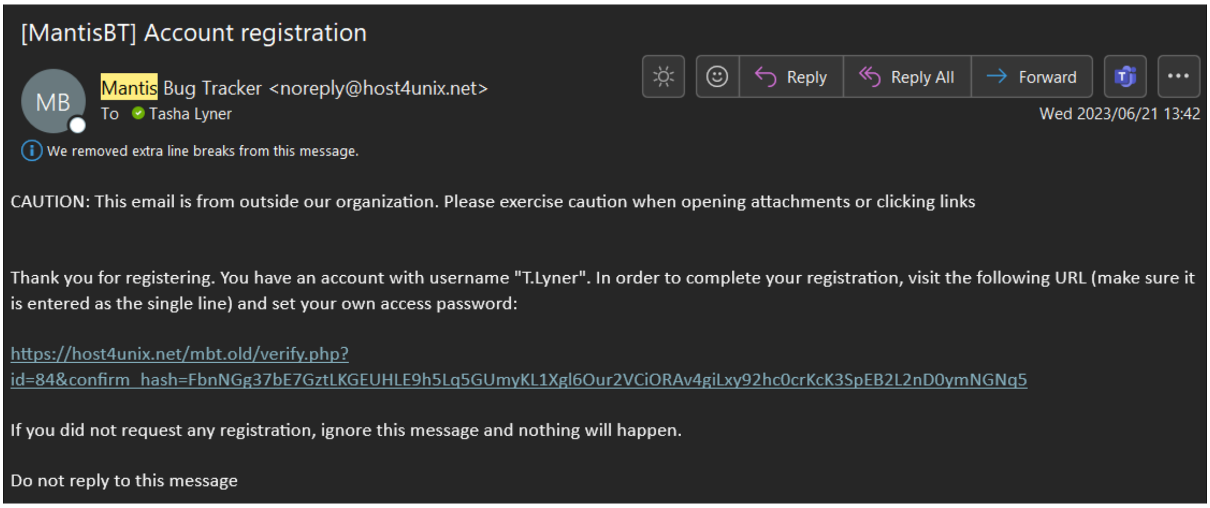
- Open your web browser and navigate to the Mantis Bug Tracker Login page (URL: https://bugtracker.sanbi.org.za/login_page.php)
- Click on “Signup for a new account” at the bottom of the Login window





- Enter your username and SANBI email address
- Enter the code as it is shown in the box
- Click on “Signup”

***Note**: You will receive an email to activate your account. Click on the link and set a new password that you will use to login to Mantis.*


[MantisBT] Account registration

Mantis Bug Tracker <noreply@host4unix.net>
To Tasha Lyner
Reply | Reply All | Forward
Wed 2023/06/21 13:42

We removed extra line breaks from this message.

CAUTION: This email is from outside our organization. Please exercise caution when opening attachments or clicking links

Thank you for registering. You have an account with username "T.Lyner". In order to complete your registration, visit the following URL (make sure it is entered as the single line) and set your own access password:

https://host4unix.net/mbt.old/verify.php?
id=84&confirm_hash=FbnNGg37bE7GztLKGEUHLE9h5Lq5GUmyKL1Xgl6Our2VCiORAv4giLxy92hc0crKcK3SpEB2L2nD0ymNGNq5

If you did not request any registration, ignore this message and nothing will happen.

Do not reply to this message

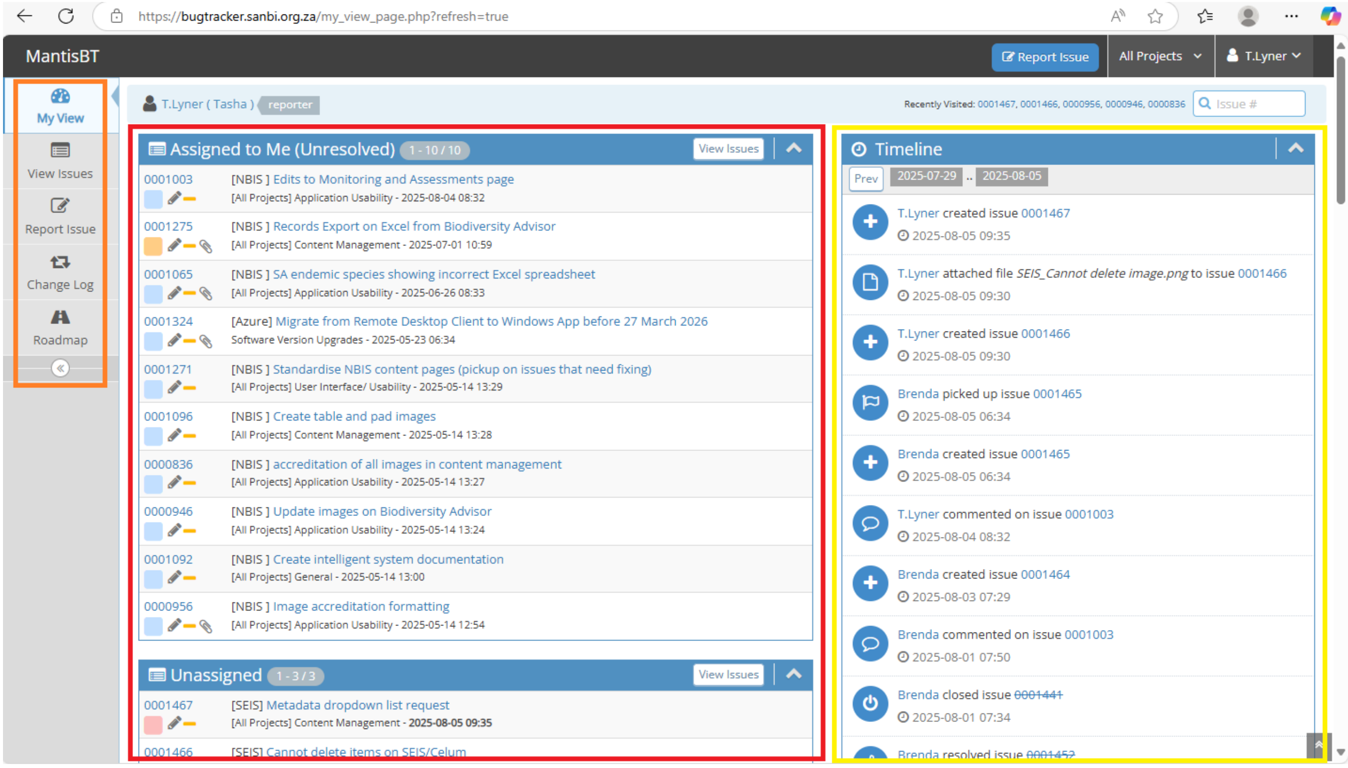
2. Logging in

- Open your web browser and navigate to the Mantis Bug Tracker Login page (URL: https://bugtracker.sanbi.org.za/login_page.php)
- Input your Username (e.g., T.Lyner), then click the Login button
- Input your Password, then click the Login button

3. MantisBT Landing Page – My View

Upon logging in you will be directed to the MantisBT main landing page, called **My View**, showing the navigation panel (Left, orange), issues/tickets reported into the system (Centre, red), and a timeline of any edits made to existing tickets in the system (Right, yellow).

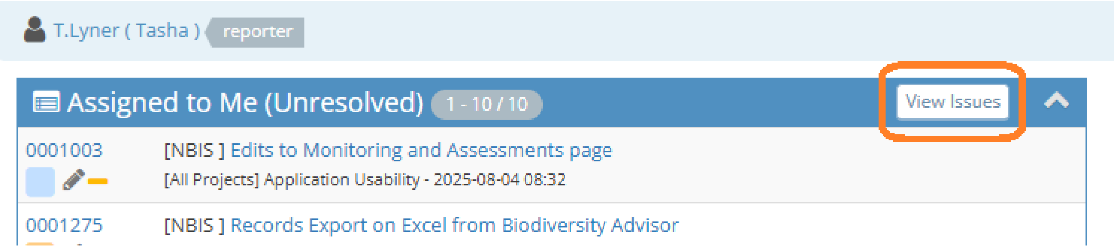
This screen allows you to browse and view existing issues in MantisBT that were logged by you, or to view issues that were assigned to you.



The centre section (Centre, red) consists of several ticket summary boxes or panels, each showing a different filter of tickets:

Summary panel	Purpose
Assigned to Me (Unresolved)	Issues that are assigned to you to provide a solution or feedback.
Unassigned	Issues that have not been assigned to anyone yet.
Reported by Me	Issues you have reported on the system.
Resolved	Issues that are marked as resolved and may still be pending verification or closure.
Recently Modified (30 Days)	Issues that were updated within the last 30 days.
Monitored by Me	Issues that you are following/monitoring for updates, even if the ticket was not assigned or reported by you.

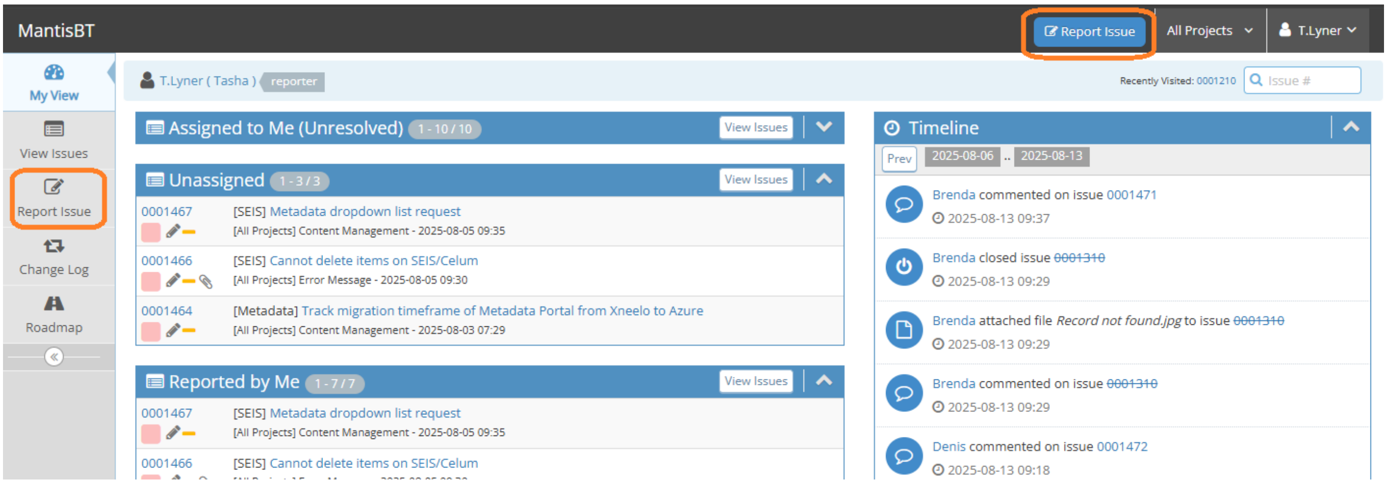
To view *all* issues within a panel, for example in the “Assigned to Me” section, click on the “View Issues” button on the top right of the panel.



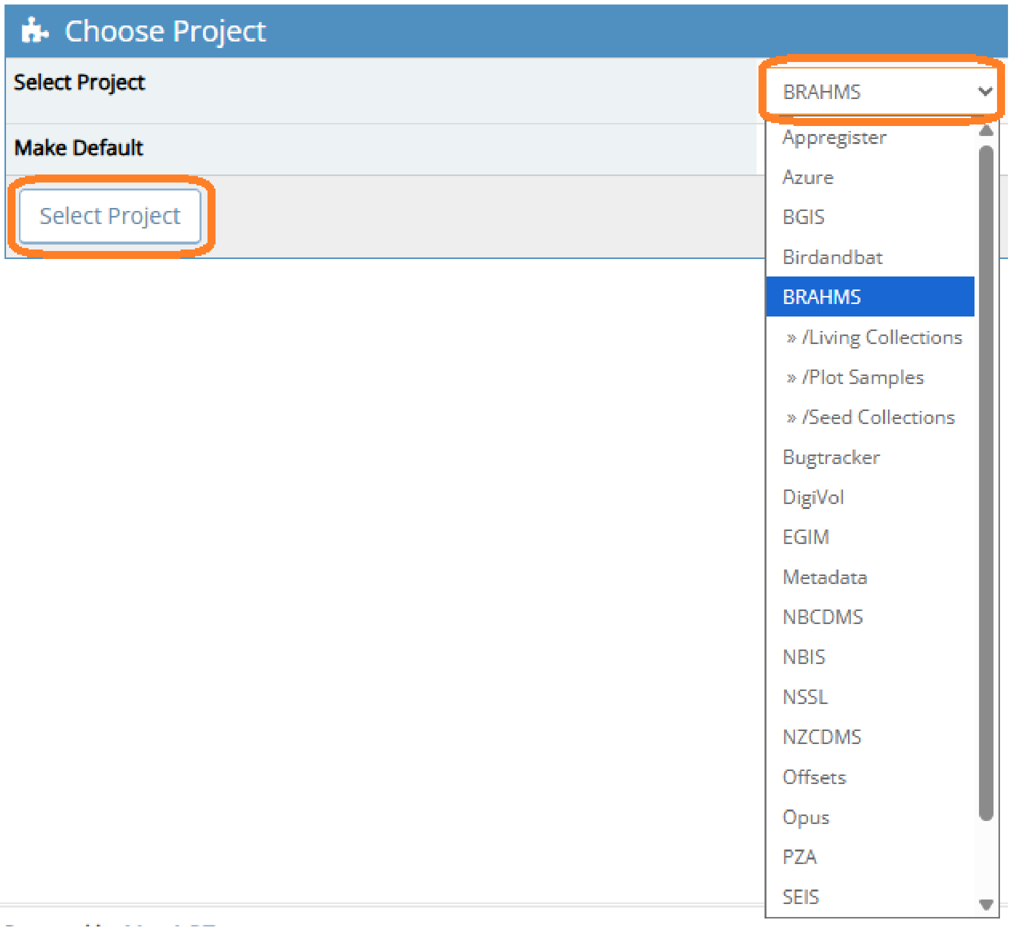
***Note**: Upon clicking on “View Issues”, you will be directed to the **View Issues** page. To navigate this page, follow the guidelines in **Section 6, View Issues**.*

4. Report Issue

- To log a ticket, click on the blue “Report Issue” button on the top right of the screen. Or you can click on the “Report Issue" button on the left navigation panel



- Select your project in the drop-down, then click the “Select Project” button



You will be directed to the **Enter Issue Details** page, where you need to fill in the details of your issue, or request. The fields with the red asterisk * are required.

Fields in the **Enter Issue Details** page:

Field	Purpose
* **Category**	A required drop-down to classify the issue (e.g., Error Message, User Management). Categories help in filtering and assigning work.
Reproducibility	How consistently the issue can be reproduced (e.g., always, sometimes, unable to reproduce). Helps assess the reliability of the bug report.
Severity	Indicates how serious the issue is (e.g., minor, major, crash). Guides priority decisions.
Priority	Level of importance from a project viewpoint (e.g., low, normal, urgent).
Select Profile	Hardware and operating system details (e.g., Windows 10). Useful for environment-specific issues.
Assign To	Person who will receive the ticket.
* **Summary**	A short, clear title for the issue. This is what will appear in the lists.
* **Description**	Text explaining the issue in detail. What went wrong, where and why it's a problem.

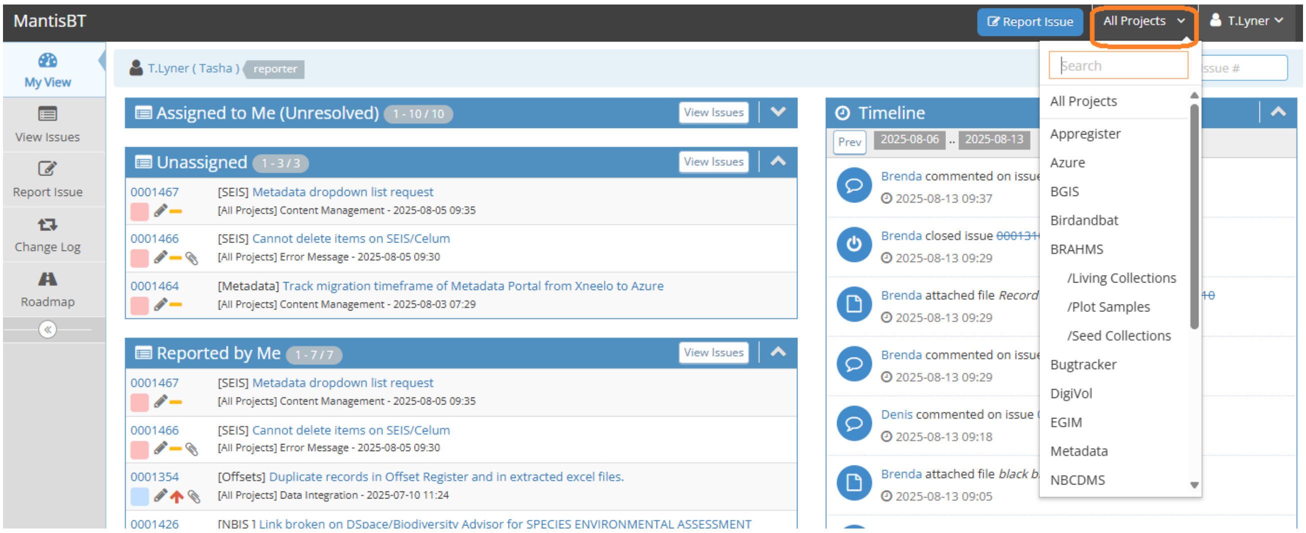
Steps To Reproduce	Numbered, clear steps that someone else can follow to recreate the problem.
Additional Information	Any extra content, logs, or notes that do not fit in the other fields.
Attach Tags	Option to add keywords or identifiers that will help with linking or filtering tickets.
Upload Files	Option to upload screenshots, logs, or documents to help illustrate the problem.
View Status	Sets the visibility: public (all users can see it), or private (restricted to certain users)
Report Stay	If selected, it will keep you on the "Report Issue" screen after submission of your ticket. Useful for adding many issues in a row.

- After entering your details, click the "Submit Issue" button at the bottom of the screen
- Once the issue has been fixed, and you are satisfied that the issue has been resolved, change the **Status** of the ticket to **Resolved**, and then **close the ticket**. Tickets should only be closed by the reporter where possible.

***Note**: The website may occasionally freeze or display an error, especially if you take too long to enter your details. If this happens, you may need to refresh the page and re-enter your information. To avoid losing your work, we recommend copying and saving your text elsewhere (e.g., in Notepad or Word) before clicking **Submit Issue**, particularly if you have entered a large amount of text.*

5. View Projects

To view all tickets in specific projects that you have access to (e.g., BRAHMS, NBIS), click on the "All Projects" drop-down on the top right of the screen, and select your project.



6. View Issues

The View Issue screen allows you to search, filter and browse for the existing issues in MantisBT. It is split into two main sections:

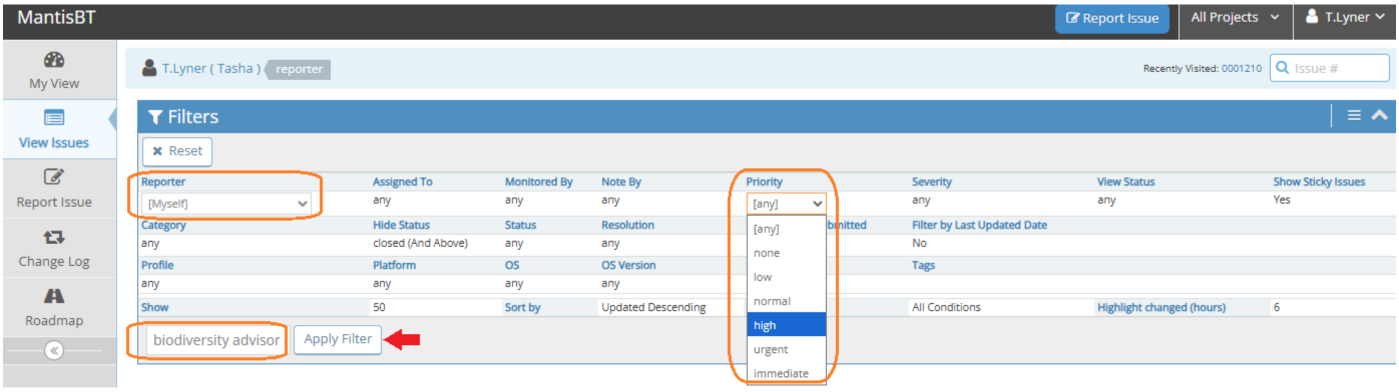
6.1 Filters

The filters section allows you to narrow down which issues appear in the list, and sort by various filter options.

- Click on the blue text to open the drop-down list and select the filter option you need
- To apply your filters, click on the “Apply Filter” button
- To reset the filters, click on the “X Reset” button at the top left of the window

Common filter options:

- ○ Reporter – the person who submitted the issue
- ○ Assigned To – the person who is currently assigned to work on the issue
- ○ Category – the type of issue (e.g., Bug Report, Data, Usability)
- ○ Priority – filter by importance
- ○ Status – current workflow status (e.g., new, feedback, acknowledged, assigned, closed)
- ○ Resolution – whether it is fixed, reopened, no change required, unable to reproduce
- ○ Date filters – search issues by date submitted or last updated date
- ○ Search – use text to search across summaries and descriptions



6.2 Viewing Issues

The Viewing Issues section is the results table that displays all the issues matching your chosen filters.

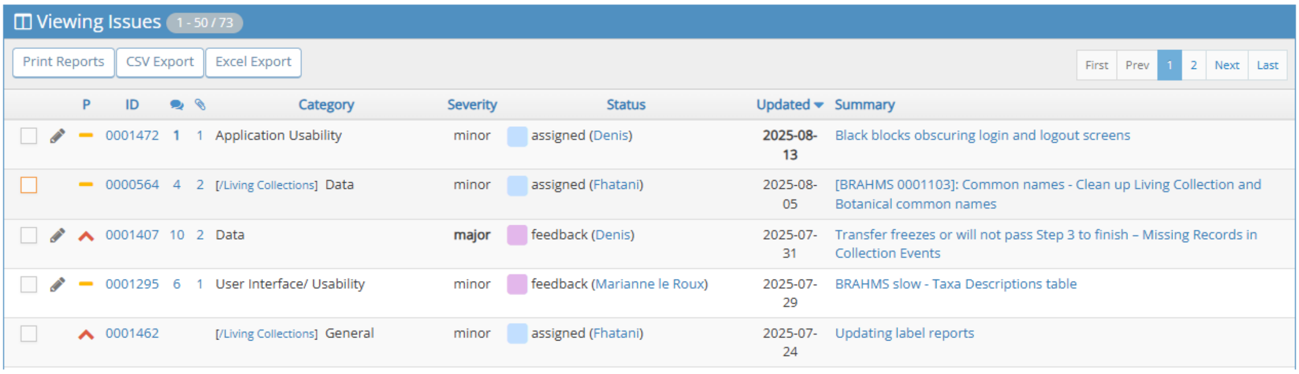
The columns include:

- Tick box – to select issues for CSV or Excel export, or to print reports
- P - the priority status

- ID – unique issue number (click to open details)
- Note icon – number of comments/notes added to the issue
- Attached Files icon – number of files uploaded to the issue
- Category – the type of issue (e.g., Bug Report, Data, Usability)
- Severity – how serious the issue is
- Status - current workflow status, and the handler (who is assigned to the issue)
- Updated – last modification date
- Summary – short description of the issue (click to open details)

Note the following features of the table:

- Click any column heading to **sort** by that column
- Pagination controls at the top and bottom of the table to navigate through the results
- Each issue **ID number**, and **Summary** links to the **View Issue Details** page

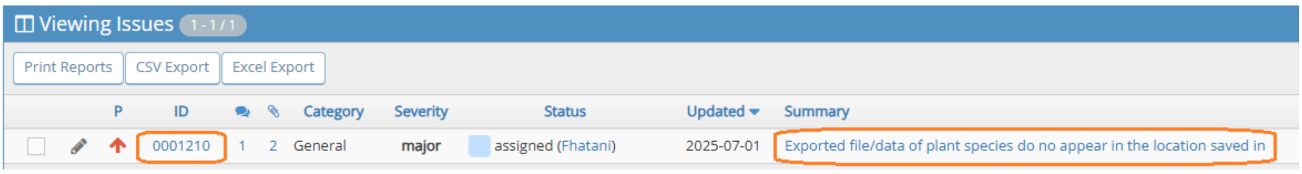

Viewing Issues 1 - 50 / 73

Print Reports | CSV Export | Excel Export — First | Prev | 1 | 2 | Next | Last

P	ID	Notes	Files	Category	Severity	Status	Updated	Summary
	0001472	1	1	Application Usability	minor	assigned (Denis)	2025-08-13	Black blocks obscuring login and logout screens
	0000564	4	2	[/Living Collections] Data	minor	assigned (Fhatani)	2025-08-05	[BRAHMS 0001103]: Common names - Clean up Living Collection and Botanical common names
	0001407	10	2	Data	major	feedback (Denis)	2025-07-31	Transfer freezes or will not pass Step 3 to finish – Missing Records in Collection Events
	0001295	6	1	User Interface/ Usability	minor	feedback (Marianne le Roux)	2025-07-29	BRAHMS slow - Taxa Descriptions table
	0001462			[/Living Collections] General	minor	assigned (Fhatani)	2025-07-24	Updating label reports

7. View Issue Details

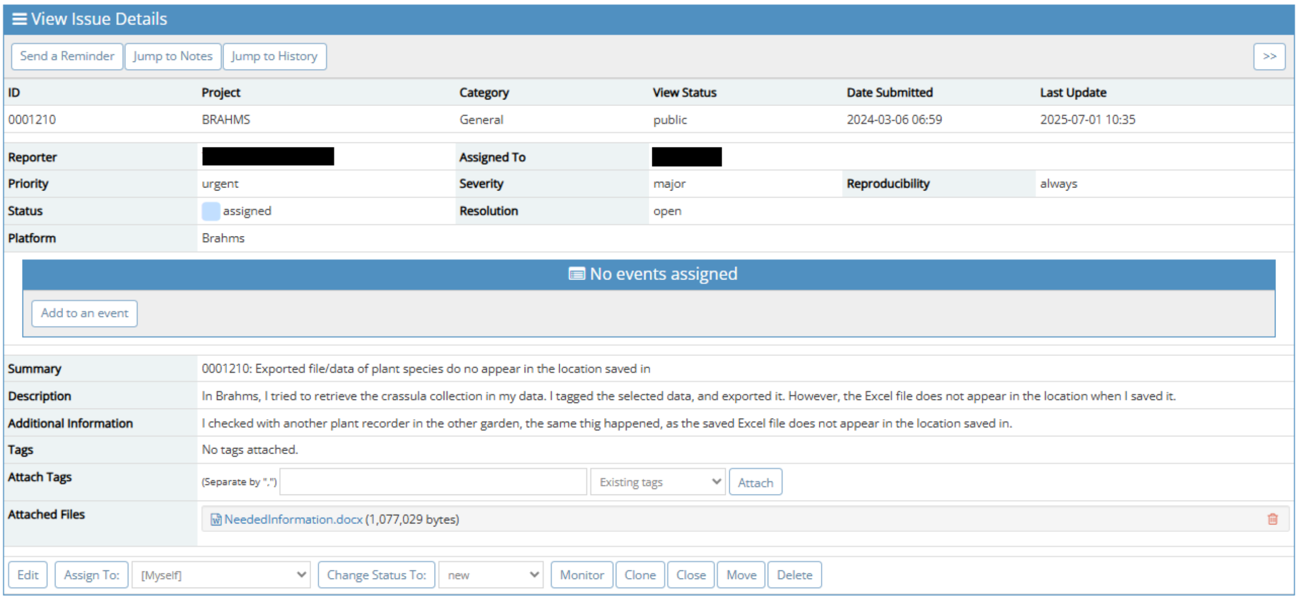
- On the **My View** page, or **View Issues** page, select an issue by clicking on the issue **ID** number, or on the **Summary** to open the **View Issue Details** page


Viewing Issues 1 - 1 / 1

Print Reports | CSV Export | Excel Export

P	ID	Notes	Files	Category	Severity	Status	Updated	Summary
	0001210	1	2	General	major	assigned (Fhatani)	2025-07-01	Exported file/data of plant species do no appear in the location saved in

- The first window, **View Issue Details**, contains information about the issue that the reporter captured



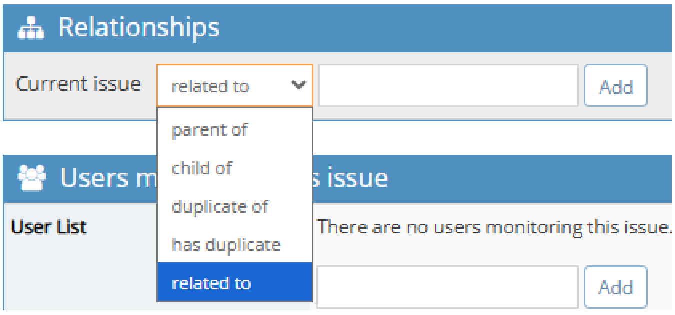
Functions within the **View Issue Details** window:

Field	Purpose
Send a Reminder	Opens a window to send a note to selected recipients. These recipients will begin monitoring the issue (an email notification will be sent when the ticket is updated).
Jump to Notes	Navigates to the **Add Note** section.
Jump to History	Navigates to the **Issue History** section.
Add to an Event	Attach a new entry (e.g., note, status change, attachment) to the issue's history. Once added, the event is timestamped, tagged with your username and shown in the Issue History section.
Attach	Attach a new or existing tag.
Attached Files	View files that were uploaded to the issue.
Edit	Edit the **View Issue Details** section. Click "**Update Information**" to save the edits.
Assign To	Assign the issue to a MantisBT user to follow up on your request or problem.
Change Status To	Change the current workflow status (e.g., feedback, resolved, closed).
Monitor	Click to receive email notifications for any change to the issue.
Clone	Creates a new issue that is a copy of the current one. Useful for creating a similar issue without retyping the details.
Close	Marks an issue as closed, meaning it is completed, and no further work is required. Usually follows the **resolved** status after verification from the reporter.
Move	Transfers the issue to another project.
Delete	Permanently removes the issue from the database. It is recommended to mark duplicate tickets as *duplicate* instead of deleting for audit purposes.

***Note**: After changing the Assign To drop-down, click on the "Assign To:" button to apply the change. The same applies to the "Change Status To:" button.*

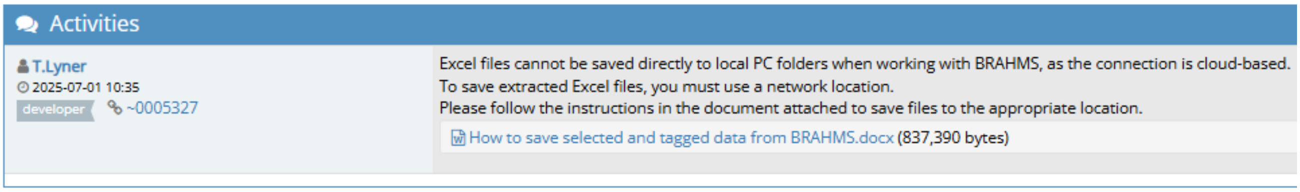
7.1 Relationships

- To help track duplicates, related work, or dependencies, you can create a clickable link between two tickets
- Select the relationship type in the dropdown, and type the other issue's ID number, then click "Add"



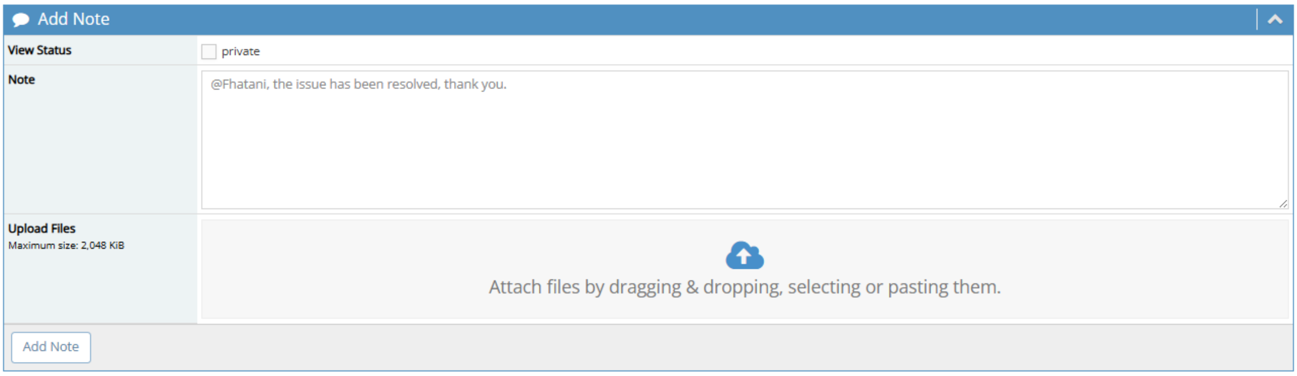
7.2 Activities

- The Activities section is a feed of recent actions or updates on the issue
- It includes notes added, status changes, relationship updates and other events



7.3 Add Note

- Type a new comment or update to the issue
- Check the **View Status** box if you need the new note to remain private
- Attach files by dragging and dropping, or click the cloud icon to browse for a file on your computer and upload it
- You can use mentions to trigger email notifications by typing **@username**. See the example below:



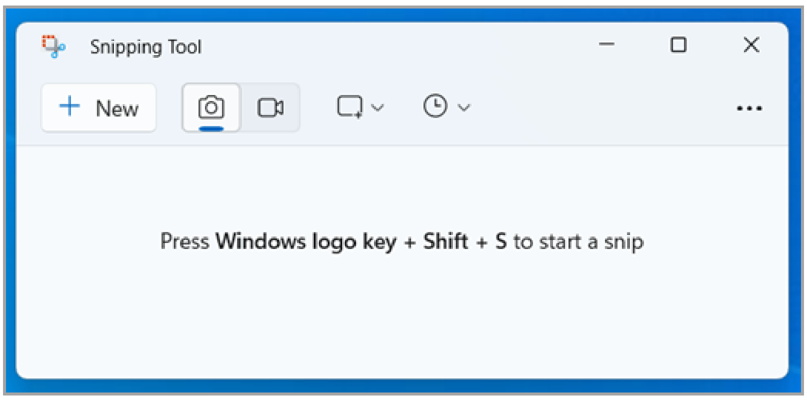
7.4 Issue History

- A record of every change and action that occurred to the issue for tracking purposes
- Includes date modified, status changes, notes and files added, relationships added, and users assigned to the issue

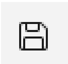
***Note**: With any update made to a ticket, MantisBT users who are associated with that ticket will receive an email notification from DoNotReply (donotreply@sanbi.org.za).*

8. Snipping Tool to take screenshots

- Click on the **Start** button, type "**snipping tool**", then select **Snipping Tool** from the results
- To take screenshots, there are **three** methods:
  1. Click the **+ New** button in the top-left corner, then click and drag the **+** curser over the area you want to capture and save it to a folder of your choice



  2. Or press **Windows logo key** + **Shift** + **S** to open the Snipping Tool and capture an image snapshot
  3. Or press **Print Screen (PrtSc)** for an image snapshot of your **entire screen** and save it to your clipboard

- As the screen darkens use the **+** curser to select the area you want to clip
- Take the screenshot
- **Save** the image by using the save icon in the top-right corner
  
- **<u>Or </u>copy** the image by using the copy icon in the top-right corner, and paste it into a document such as Word or PowerPoint
  
- If you have **Windows 11**, you can press **Windows logo key** + **Shift** + **R** to open the Snipping Tool and capture a video clip