Reporting bugs and requesting features

AirChat keeps bug reports in **Bugs** and suggestions in **Features**. Open a report there to review its details and current status.

Reporting and the tracker are for signed-in people only. Sign in to your account first: the **Report a Bug** and **Feature Request** buttons and the **Tracker** tab then appear in the chat window. Visitors to your public website do not see them, and cannot send or read reports.

To submit a bug in chat while signed in, start your message with **Bug report:** followed by a short title and the details. For a suggestion, start with **Feature request:**. Describe what you did, what happened, and what you expected. Say whether you tested a preview or the actual result, and include any workaround you found.

AirChat saves the report and returns its reference number. A reference confirms that the report was recorded for review; it does not mean the issue has been fixed. Sending the same report again in the same conversation returns the same reference. A message from a visitor who is not signed in is answered like any other chat message; it does not create a report.

You can also use the **Report a Bug** or **Feature Request** form in Help. What you type in the form is kept if you close the chat window or move to another page before sending. If verification is unavailable, the report cannot be submitted yet; retry when verification is available.

If you use a connected AI app, ask it to submit a bug report or suggestion for your selected site and return the saved reference. Its connection needs permission to make changes. With read permission, it can read saved reports and their status for the sites it can access.

Bug reports show their progress in **Bugs**: **Submitted**, **Checking**, **Fix proposed**, **Check failed**, **Needs information**, **Approved**, **In progress**, **Awaiting verification**, **Fixed**, or **Declined**. The automatic checker reviews the available evidence and prepares a proposed fix or asks for more information. Source review alone does not prove that a problem has been reproduced. A platform reviewer approves the specific proposed change, which queues it to start automatically on the server. Work continues when the dashboard is closed. Public updates show when the fix starts or needs staff attention. If the proposal changes, it needs a fresh approval. Finishing a work session moves a report to Awaiting verification. Fixed requires staff verification and a public resolution note.

Reporters can see the current status, public updates and the progress timeline. Internal staff notes, proposed fixes, source analysis and technical verification evidence are private. Check the report in Bugs for updates; this workflow does not send automatic progress notifications.