

Current Flow

Fill in the details of your question.

The more information you can provide, the better the chance your question will be answered.

Question Test Question #4 [edit](#)

Details

The more information you can provide the better chance your question will be answered.

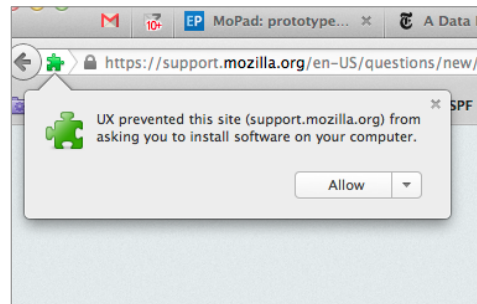
Troubleshooting Information **Automatically add** A window will open in the top corner. Click *Allow*, and then click *Install*. If the automated way doesn't work, [try these manual steps](#).

This information gives details about the internal workings of your browser that will help in answering your question.

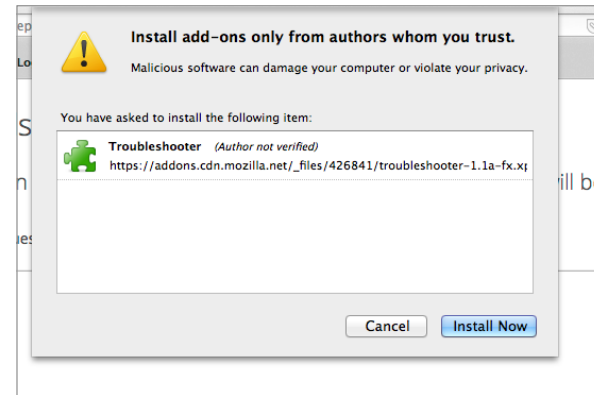
We've made some educated guesses about your current browser and operating system. [Show details >](#)

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1 User clicks "Automatically Add"



2 Troubleshooter Add-on requests installation



3 The user confirms a second time that he wants to install this add-on

Troubleshooting Information This field was populated automatically with the add-on called *Troubleshooter*.

```
{
  "application": {
    "name": "Firefox",
    "version": "26.0a1",
    "userAgent": "Mozilla/5.0 (Macintosh; Intel Mac OS X 10.8; rv:26.0) Gecko/20100101 Firefox/26.0",
    "supportURL": "https://support.mozilla.org/1/firefox/26.0a1/Darwin/en-US/"
  },
  "modifiedPreferences": {
    "accessibility.typeaheadfind.flashBar": 0,
    "browser.cache.disk.capacity": 358400,
    "browser.cache.disk.smart_size.first_run": false
  }
}
```

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4 Once the add-on is installed, the Troubleshooting Information field is populated with data from the user's computer from File > Help > Troubleshooting Information

Proposed Changes

Clicking on "Share Data" automatically populates the field with the Troubleshooting Information.

Clicking on "What data is shared?" opens up a modal box (if not possible, then a new window) that explains:

- the kind of information being shared
- instructions about where to find all the info
- how the data will be used by Mozilla

Note: I think this message should be crafted by the privacy team, with SUMO's help

The wireframe shows a modal box with a title bar. Inside, on the left, is the text "Troubleshooting Information". To its right is a button labeled "Share Data". Further right is a paragraph: "This information gives details about the internal workings of your browser that will help in answering your question." Below this paragraph is a link: "What data is shared?". Underneath the link is a large, empty rectangular box. At the bottom of the modal box, there is another paragraph: "We've made some educated guesses about your current browser and operating system." followed by a link "Show details >>". At the very bottom is a button labeled "Post Question".

Troubleshooting Information

Share Data This information gives details about the internal workings of your browser that will help in answering your question.

[What data is shared?](#)

We've made some educated guesses about your current browser and operating system. [Show details >>](#)

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