

Welcome to TimeCamp Help!

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Diagnosing the desktop app

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If you are sure that your desktop application is not working properly and have excluded possibilities such as a poor internet connection or lack of the necessary permissions to track time in the project you want, continue reading this article!

If you know the exact time when the problem occurred, please let us know in your message - it will help catch the error!

Windows

1. Go to File Explorer on your computer
2. Paste the following address into the address bar: `%localappdata%\TimeCamp`
3. Then simply copy the TimeCamp.g3log.xxxxxxxx-zzzzzz.log files from this folder and fill in the [Contact Form](#) to send them.

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MacOs

1. Open Finder and click in the menu: Go -> Go to the folder
2. Paste the following address into the address bar: `~/Library/Application Support/TimeCamp`
3. Then simply copy the TimeCamp.g3log.xxxxxxxx-zzzzzz.log files from this folder and fill in the [Contact Form](#) to send them.

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Linux

1. In terminal type: `touch ~/.timecamp/debugmode2.txt`
2. Exit the desktop application
3. Open the desktop application again

The desktop application needs to run until the problem occurs. If you rush and collect logs earlier, there is a good chance that we will not get the data needed to fix the problem.

4. Copy the TimeCamp.g3log.xxxxxxx-zzzzzz.log files from the timecamp folder (it can be located in the hidden files on your computer) and fill in the [Contact Form](#) to send them.

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