# Welcome to TimeCamp Help!

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# Desktop app - troubleshooting

**In this article:**


- Desktop app doesn't record websites names on macOS
- Desktop app doesn't capture screenshots on macOS
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Here we've gathered a few tips that might help to solve some problems with the desktop app. If you enabled all settings correctly but the desktop app wouldn't record websites' names or if you can't run the application on the latest Ubuntu, please check the instructions below.

If these instructions don't help please extract log files from the timecamp folder on your computer and send them here describing the issue you're facing with the desktop app.

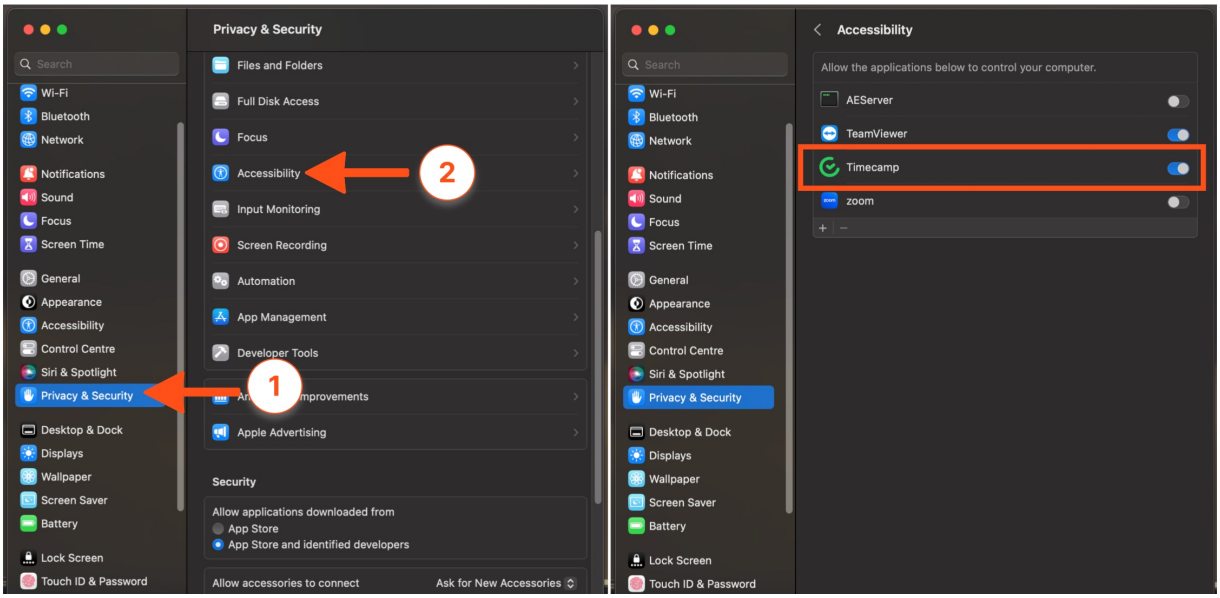
## Desktop app doesn't record websites names on macOS

If you installed a desktop app on your macOS and enabled the option of tracking computer activities and recording names of visited websites and applications, but you can only see the name of the browser in your Activities report, please follow the instructions below:

1. Go to the **System Settings**

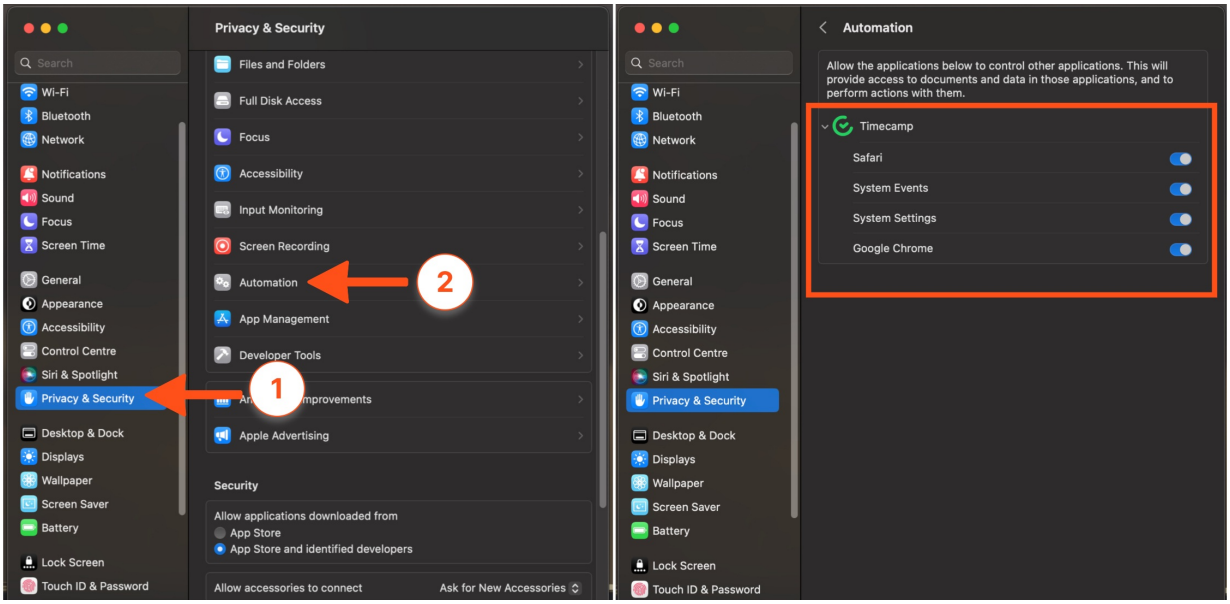
2. Find **Privacy & Security** settings

3. Next open **Accessibility** and make sure that TimeCamp is turned on here




4. Go back to Privacy & Security and open the **Automation** option

5. Make sure that the checkbox is marked next to the browser under the TimeCamp app



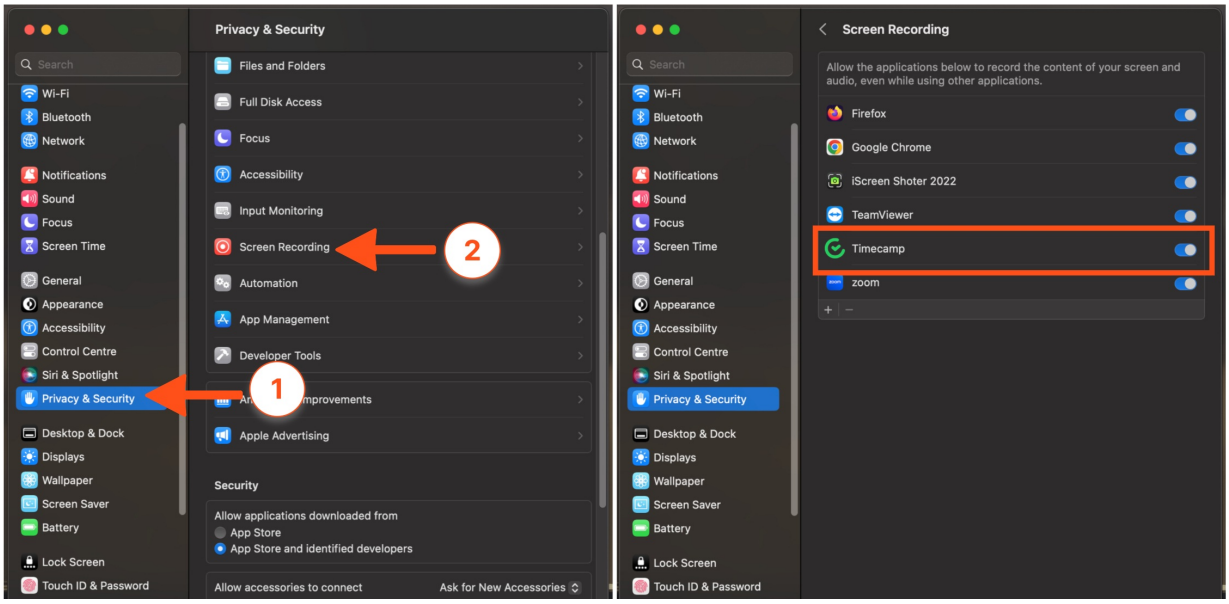

## Desktop app doesn't capture screenshots on macOS

If you installed a desktop app on your macOS and enabled the option of capturing screenshots, but the Screenshots report for your account shows an empty dashboard, please follow the instructions below:

1. Go to the **System Settings**

2. Find **Privacy & Security** settings

3. Next open **Screen Recording** and make sure that TimeCamp is turned on here


Privacy & Security
Search
Wi-Fi
Bluetooth
Network
Notifications
Sound
Focus
Screen Time
General
Appearance
Accessibility
Control Centre
Siri & Spotlight
Privacy & Security
Desktop & Dock
Displays
Wallpaper
Screen Saver
Battery
Lock Screen
Touch ID & Password
Files and Folders
Full Disk Access
Focus
Accessibility
Input Monitoring
Screen Recording
Automation
App Management
Developer Tools
Apple Advertising
Security
Allow applications downloaded from
App Store
App Store and identified developers
Allow accessories to connect
Ask for New Accessories
1
2
Screen Recording
Allow the applications below to record the content of your screen and audio, even while using other applications.
Firefox
Google Chrome
iScreen Shoter 2022
TeamViewer
Timecamp
zoom