# Welcome to TimeCamp Help!

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## 88

## **Debugging - browser console**

If you're experiencing problems with the web application and none of the trouble shooting steps helped, we'll need to look into your browser console.

The browser console provides information on webpage errors that may not have been seen directly on the TimeCamp end. It can be handy if we cannot reproduce the problem you're experiencing.

Please follow these steps and send us **screenshots** of your console or **record a video** so we can analyze logs on each step.

#### 1. Open the console

To open the browser console on most browsers, you can use one of these options:

- Right-click your mouse and choose "Inspect" from the menu;
- Use the keyboard shortcuts
   Chrome: Ctrl+Shift+J on Windows/Linux or Cmd+Option+J on macOS
   Edge: hit F12
   Firefox: Ctrl+Shift+K on Windows/Linux or Cmd+Option+K on macOS
   Safari: Cmd + Option + C

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## 2. Console tab

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## 3. Recreate the problem

When the Console tab is opened, refresh the browser and then repeat the steps to recreate the problem you're experiencing with TimeCamp.

After recreating the problem please take a screenshot of what appears in the Console view or record the entire process.

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If there are page errors, usually they'll appear in **red**.

#### 4. Network tab

Browser network information highlights any internet connection issues causing errors.

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Please capture any errors, and click on them to check the **Headers**, **Preview**, and **Response** tabs. Sometimes they contain an error code that can be identified on our end.



## 5. Send us screenshots or a video

Please send us all the screenshots you've taken or a video record you've made, including the browser version in your message.

Example:

Your browser does not support HTML5 video.