

# Tekalo> Guide to creating bug logs

**Overview:** We created this guide so that we can better support you with bugs that you encounter on our site. Choose which device applies to you to find the instructions on how to record the bug to send to us.

## Android

Take a screen recording of the error that you are seeing and send it to [support@tekalo.org](mailto:support@tekalo.org)

Instructions on how to take a screen recording  
<https://support.google.com/android/answer/9075928?hl=en>

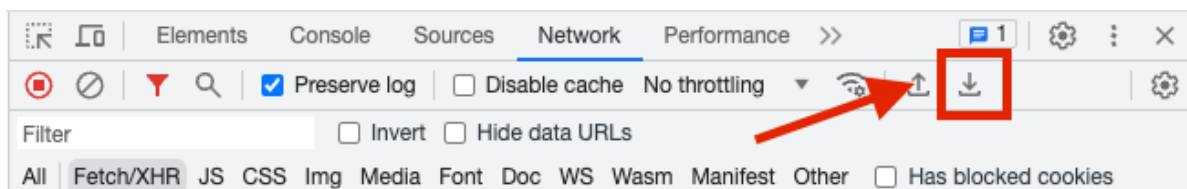
## iPhone

Take a screen recording of the error that you are seeing and send it to [support@tekalo.org](mailto:support@tekalo.org)

Instructions on how to take a screen recording <https://support.apple.com/en-us/HT207935>

## Windows/PC: Chrome

- Download console logs:
  - ☐ Ctrl + Shift + J to open dev tools
  - ☐ Click "Console" tab
  - ☐ Perform the action that caused the error to occur
  - ☐ Right click + "Save As" in the console window will download a ".log" file, which you can save to your "Downloads" folder
  - ☐ Attach the ".log" file to an email to [support@tekalo.org](mailto:support@tekalo.org)
- Download network logs:
  - ☐ Ctrl + Shift + J to open dev tools
  - ☐ Click "Network" tab
  - ☐ Perform the action that caused the error to occur
  - ☐ Click the download icon from the second-level toolbar



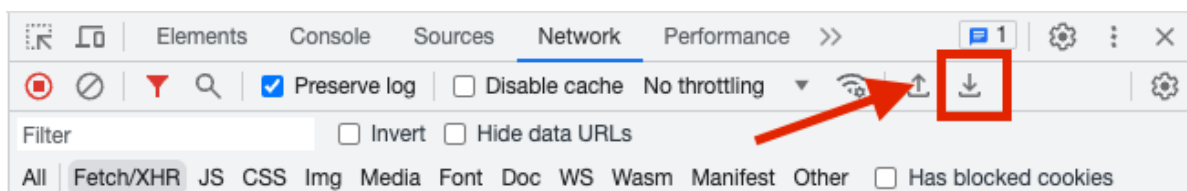
- ☐ Attach the downloaded HAR file to an email to [support@tekalo.org](mailto:support@tekalo.org)

## Windows/PC: Firefox

- Download console logs:
  - ☐ Ctrl + Shift + I to open dev tools
  - ☐ Click the "Console" tab
  - ☐ Perform the action that caused the error to occur
  - ☐ Right click in the console, select "Save all messages to file" and save to any location
  - ☐ Attach the log file to an email to [support@tekalo.org](mailto:support@tekalo.org)
- Download network logs:
  - ☐ Ctrl + Shift + I to open dev tools
  - ☐ Click the "Network" tab
  - ☐ Perform the action that caused the error to occur
  - ☐ Right click on a log, select "Save All As HAR" and save to any location
  - ☐ Attach the HAR file to an email to [support@tekalo.org](mailto:support@tekalo.org)

## Mac: Chrome

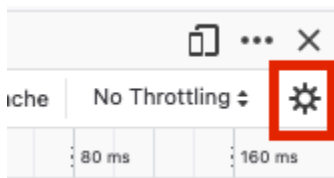
- Download console logs:
  - ☐ Option + Cmd⌘ + J to open dev tools
  - ☐ Click "Console" on the top tab
  - ☐ Perform the action that caused the error to occur
  - ☐ Right click + "Save As" will download a ".log" file to your Downloads folder
  - ☐ Attach the .log file to an email to [support@tekalo.org](mailto:support@tekalo.org)
- Download network logs:
  - ☐ Option + Cmd⌘ + J to open dev tools
  - ☐ Click "Network" tab
  - ☐ Perform the action that caused the error to occur
  - ☐ Click the download icon from the second-level toolbar



- ☐ Attach the downloaded HAR file to an email to [support@tekalo.org](mailto:support@tekalo.org)

## Mac: Firefox

- Download console logs:
  - ☐ Cmd⌘ + Option + I to open dev tools
  - ☐ Click the "Console" tab
  - ☐ Perform the action that caused the error to occur
  - ☐ Right click in the console, select "Save all messages to file" and save to any location
  - ☐ Attach the log file to an email to [support@tekalo.org](mailto:support@tekalo.org)
- Download network logs:
  - ☐ Cmd⌘ + Option + I to open dev tools
  - ☐ Click the "Network" tab
  - ☐ Keep this tab open, and perform the action that caused the error to occur
  - ☐ Click the gear icon on the right hand side of the browser

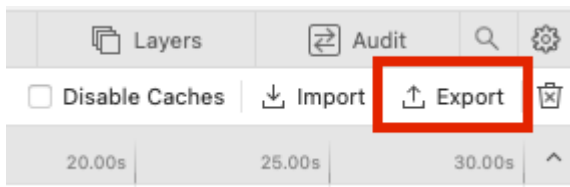


- ☐ Click "Save all as HAR"
- ☐ Attach the HAR file to an email to [support@tekalo.org](mailto:support@tekalo.org)

## Mac: Safari

- Download console logs:
  - ☐ Click "Safari" > "Settings" from toolbar
  - ☐ Click "Advanced" > select "Show Develop menu in menu bar"
  - ☐ Click "Develop" > "Show web inspector" from toolbar
  - ☐ Option + Cmd⌘ + J to open dev tools
  - ☐ Perform the action that caused the error to occur
  - ☐ Click anywhere in the console > "Cmd⌘ + a" to select all console logs
  - ☐ Right click + "Save Selected"
  - ☐ Save the .txt file
  - ☐ Attach the .txt file to an email to [support@tekalo.org](mailto:support@tekalo.org)
- Download network logs:
  - ☐ Click "Safari" > "Settings" from toolbar
  - ☐ Click "Advanced" > select "Show Develop menu in menu bar"

- ☐ Option + Cmd⌘ + J to open dev tools
- ☐ Click "Network" from top level menu
- ☐ Perform the action that caused the error to occur
- ☐ Click "Export" from the right-hand side of the browser



- ☐ Save the HAR file
- ☐ Attach the HAR file to an email to [support@tekalo.org](mailto:support@tekalo.org)