

## How to Download a Process Log

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Sometimes when troubleshooting a ticket query we may ask for a Process Log from you. In order to access this file and send this over to us, simply follow the Steps below

Go to Admin > Emails > Email Accounts > Outgoing Email/Incoming Email .1

.Locate the email in question, using the Filter to limit certain criteria if needed .2

:Once you have found the email, click on the ID number .3



On this page, you should now see the Process Log (underneath the Raw Source), and .4  
:the option to download the Log



There may not be a process log available here, and if that is the case, please just let  
.Support know