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:

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

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

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

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