

Submit Debug Logs

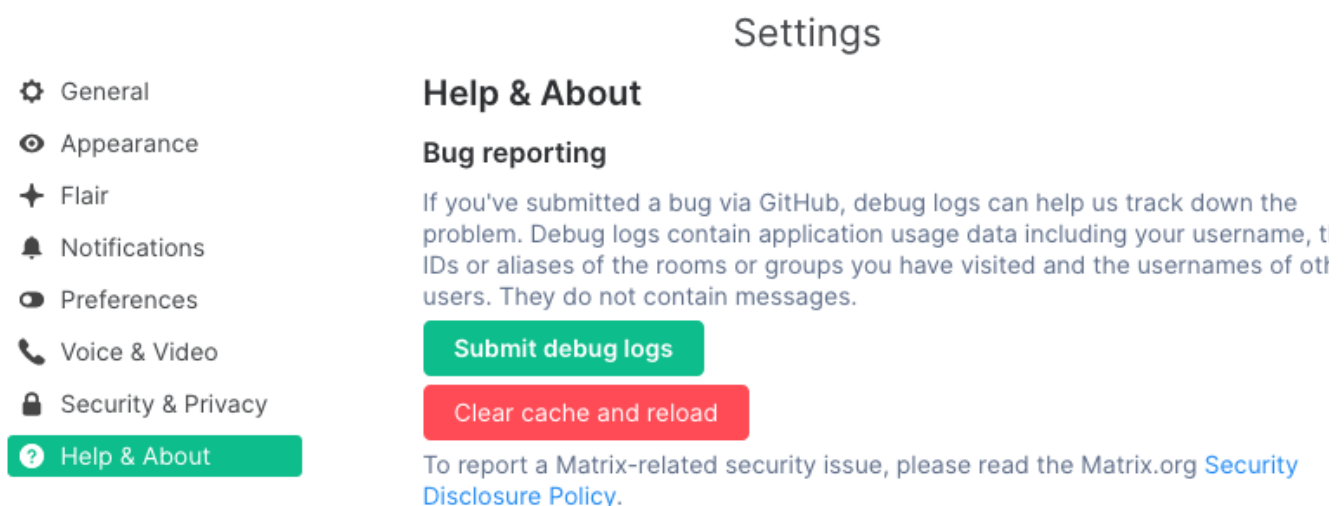
1. Search for other issues of the same problem on
 - Element Web and Desktop: <https://github.com/element-hq/element-web/issues>
 - Element iOS: <https://github.com/element-hq/element-ios/issues>
 - Element Android: <https://github.com/element-hq/element-android/issues>
2. If you cannot find any, create one by clicking **New issue**, then **Get started** in the **Bug report** section.

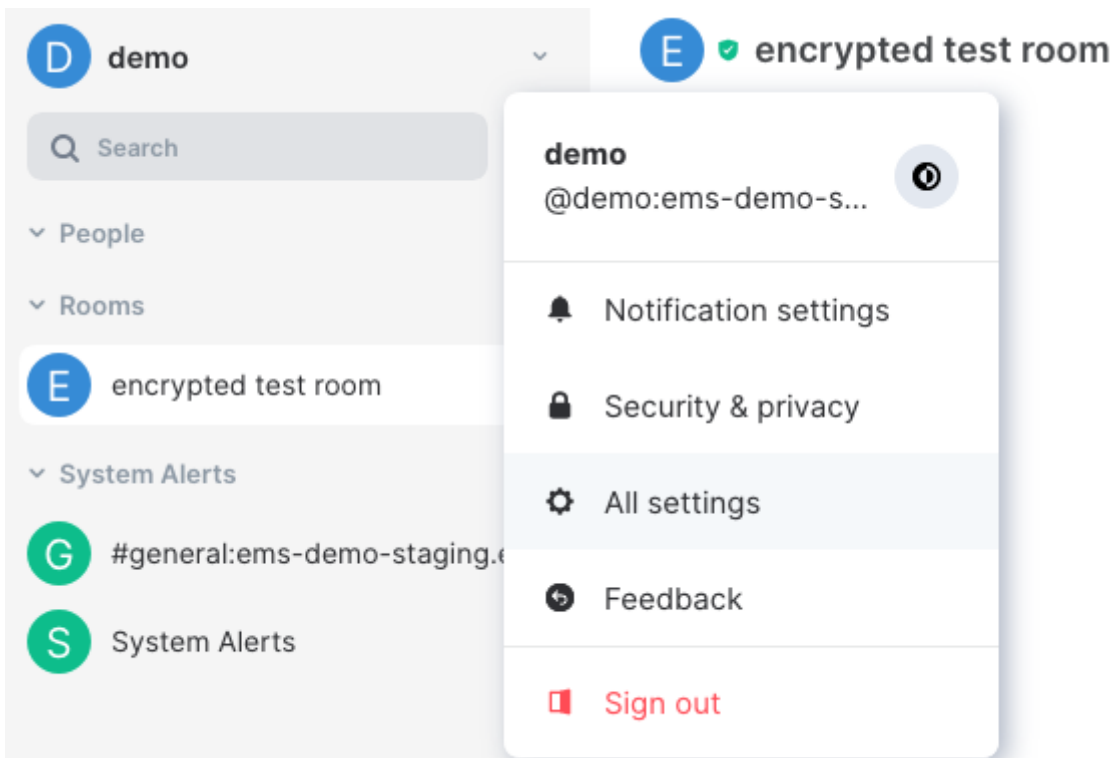


3. Go to the section for your device
 - Element Web and Desktop
 - Element iOS
 - Element Android

Element Web and Desktop

1. Go to Element **All settings**
2. Under **Help & About**, click **Submit debug logs**





3. Enter a GitHub issue link and a description. Then click **Send Logs**

Submit debug logs

Debug logs contain application usage data including your username, the IDs or aliases of the rooms or groups you have visited and the usernames of other users. They do not contain messages.

Before submitting logs, you must [create a GitHub issue](#) to describe your problem.

[Download logs](#)

GitHub issue

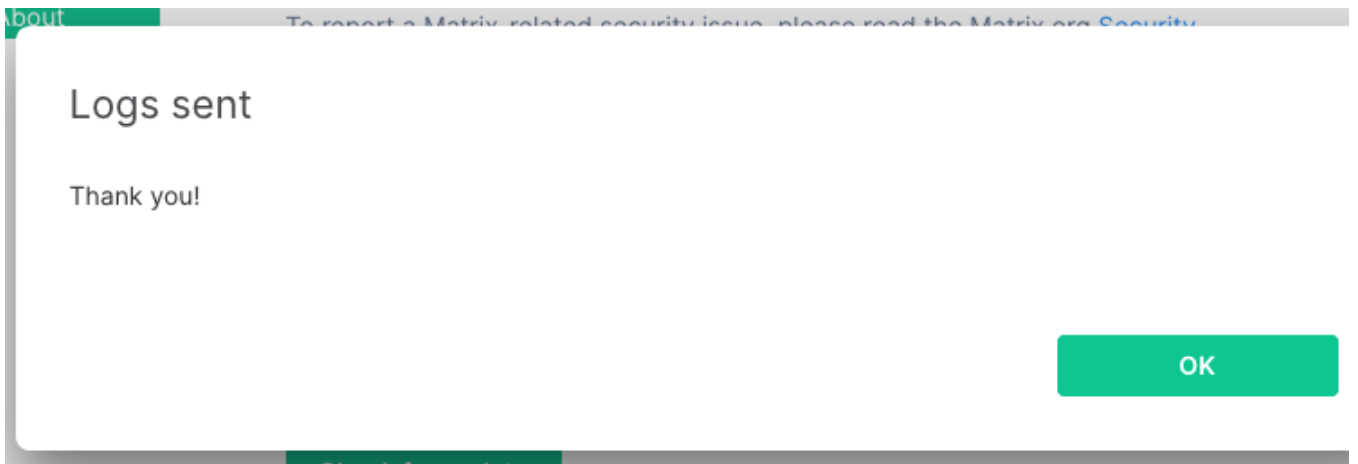
<https://github.com/vector-im/element-web/issues/99999999>

Notes

If there is additional context that would help in analysing the issue, such as what you were doing at the time, room IDs, user IDs, etc., please include those things here.

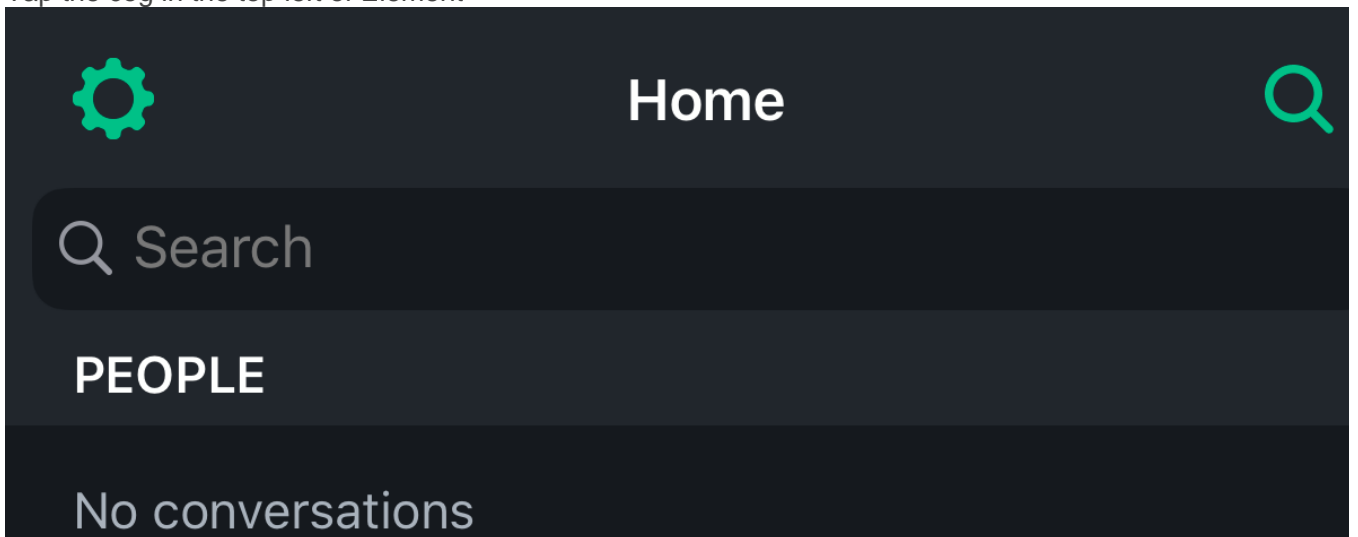
CancelSend logs

4. Click **OK**



Element iOS

1. Tap the cog in the top left of Element



2. Scroll down to the OTHER section, then tap Report bug

OTHER

Version 1.0.12 master #20200916172942

Olm Version 3.1.0

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Privacy Policy



Third-party Notices



Send anon crash & usage data



Rage shake to report bug



Mark all messages as read


Clear cache

Report bug

3. Enter a GitHub issue link and a description, make sure is checked, then click

Bug Report

Please describe the bug. What did you do? What did you expect to happen? What actually happened?



In order to diagnose problems, logs from this client will be sent with this bug report. If you would prefer to only send the text above, please untick:



Send logs

Cancel

Send

Element Android

1. Tap the three stacked dots in the top right



Direct Messages



2. Tap `Report bug`



Rooms

Rooms ▾



encrvpted test room

Make a suggestion

Report bug

3. Enter a GitHub issue link and a description, make sure `Send logs`, and `Send crash logs` are checked, then tap the send arrow in the top right

← Bug report



Please describe the bug. What did you do? What did you expect to happen? What actually happened?

Describe your problem here

0/500

If possible, please write the description in English.

In order to diagnose problems, logs from this client will be sent with this bug report. This bug report, including the logs and the screenshot, will not be publicly visible. If you would prefer to only send the text above, please untick:

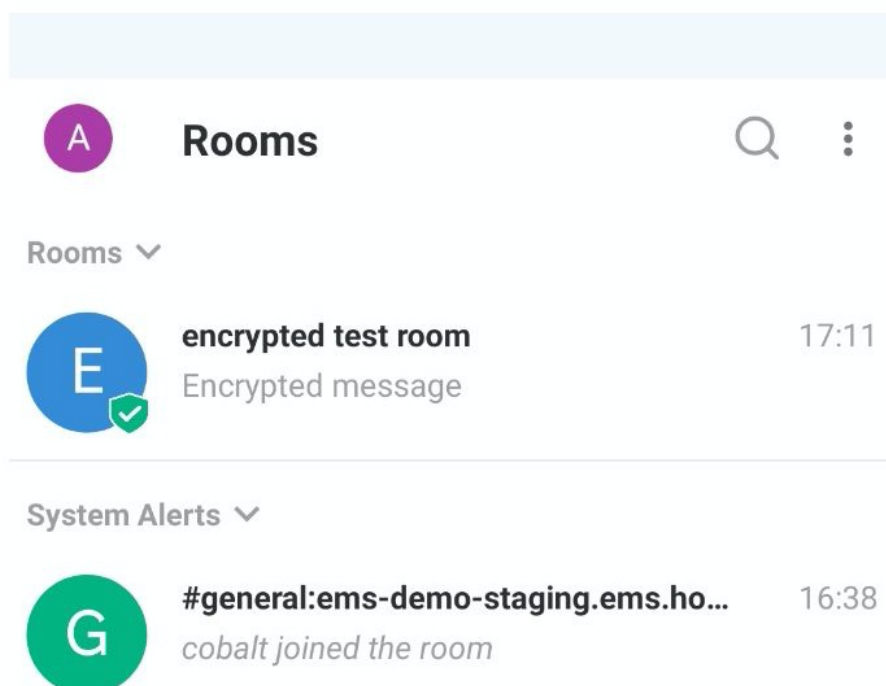
Send logs



Send crash logs



Send screenshot



Revision #5

Created 18 April 2022 14:20:09 by Karl Abbott

Updated 13 December 2023 11:14:42 by Twilight Sparkle