

Element

- [Exporting Messages](#)
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Exporting Messages

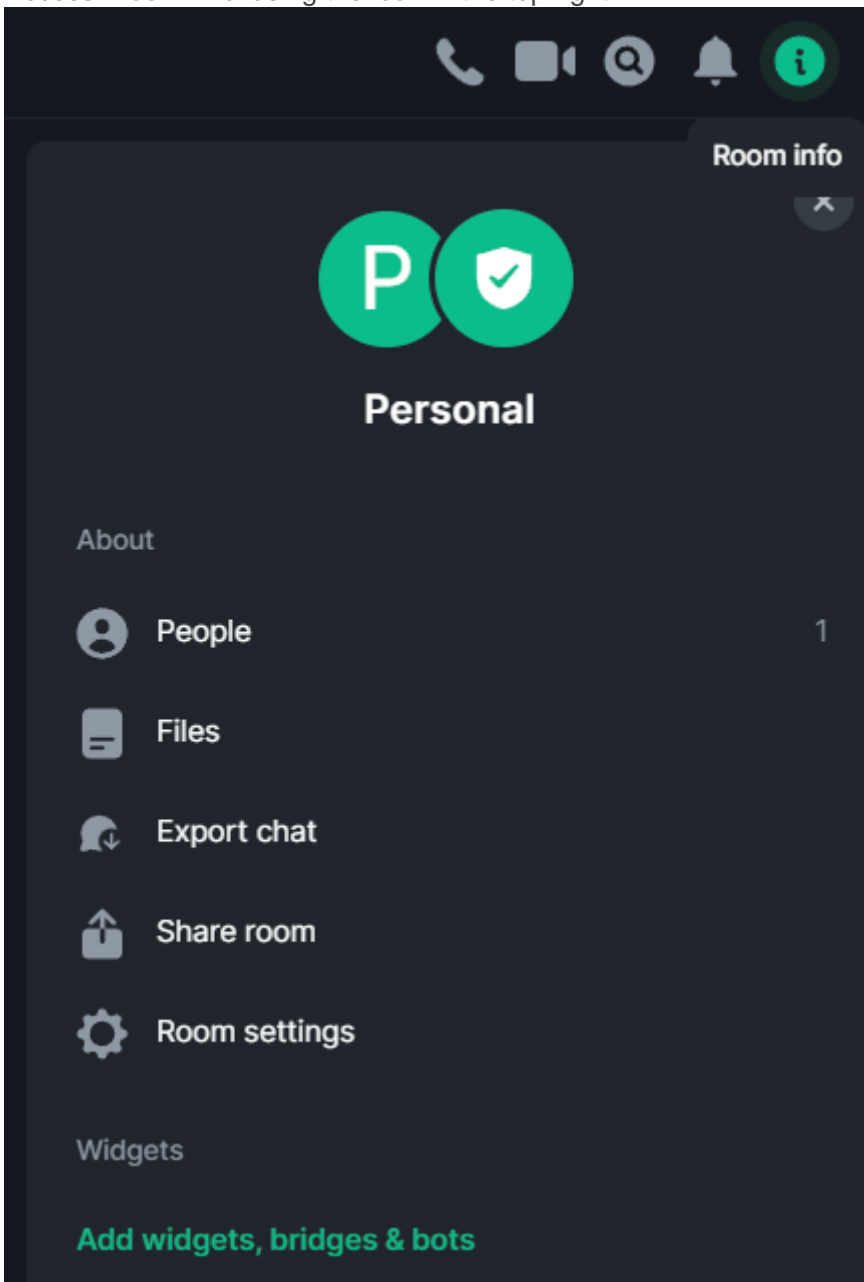
Note: If you are an EMS server admin and wish to export your entire EMS server, please see [Migrate From EMS to Self-Hosted](#).

Using your Element client you can export your Room's message history in HTML, Plain Text or JSON format - including attachments.

1. Open the room you wish to export message history



2. Access 'Room Info' using the icon in the top right



3. Select 'Export Chat', then confirm your desired settings for export

Export Chat

×

Select from the options below to export chats from your timeline

Format

☒ HTML

☐ Plain Text

☐ JSON

Messages

Current Timeline

Size Limit

8 MB

☐ Include Attachments

Cancel Export

About

People

Files

Export chat

Share room

Room settings

Widgets

Add widgets, browser

4. Finally click 'Export' - once the export has completed you will be prompted to save an archive of the export.

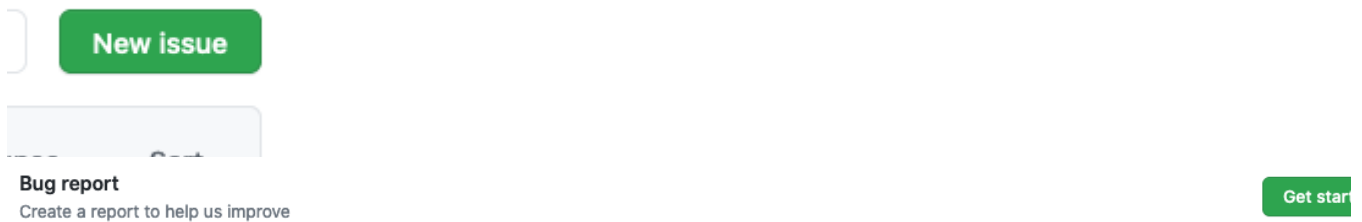
Export Successful

Your export was successful. Find it in your Downloads folder.

OK

Submit Debug Logs

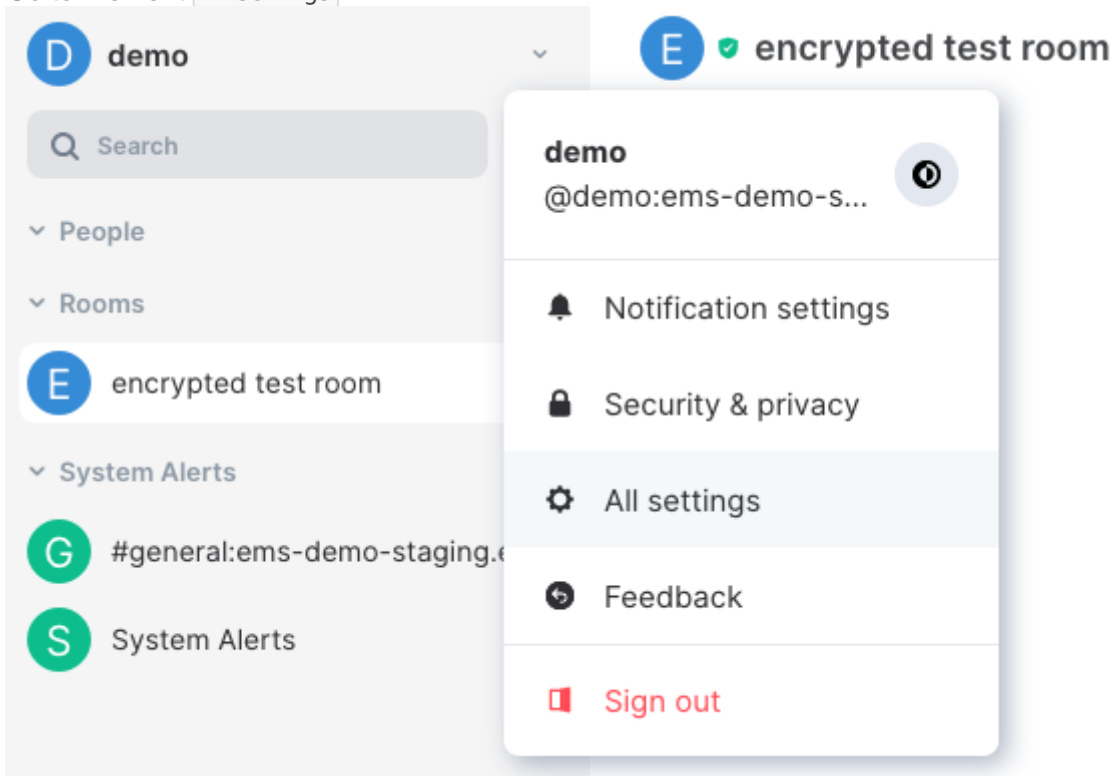
1. Search for other issues of the same problem on
 - Element Web and Desktop: <https://github.com/element-hq/element-web/issues>
 - Element iOS: <https://github.com/element-hq/element-ios/issues>
 - Element Android: <https://github.com/element-hq/element-android/issues>
2. If you cannot find any, create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



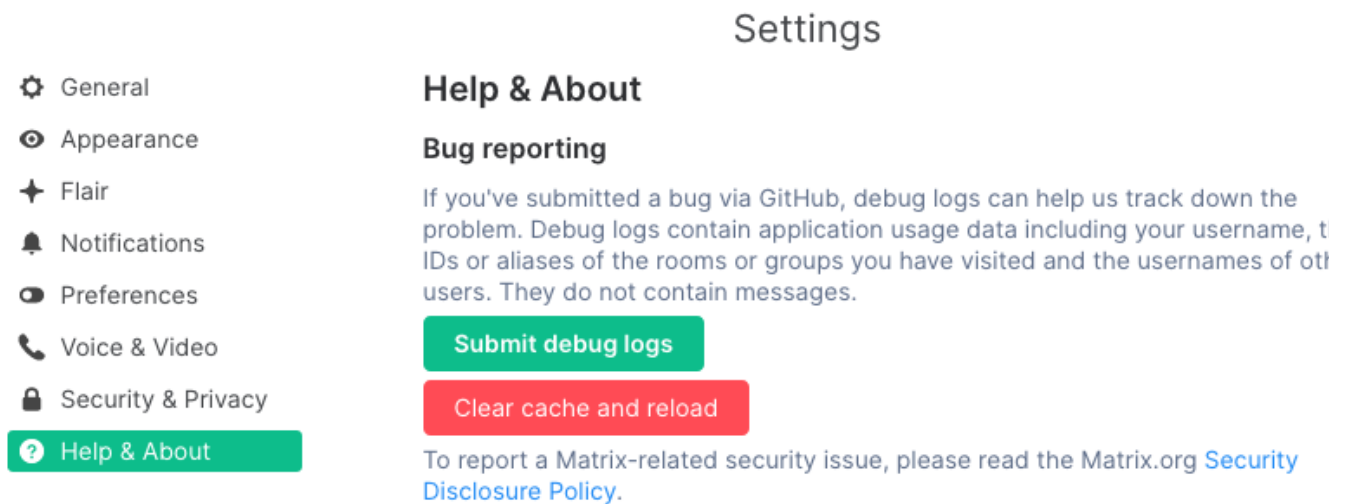
3. Go to the section for your device
 - [Element Web and Desktop](#)
 - [Element iOS](#)
 - [Element Android](#)

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.

Cancel

Send logs

4. Click

Logs sent

Thank you!

OK

Element iOS

1. Tap the cog in the top left of Element



Home



Q Search

PEOPLE

No conversations

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

OTHER

Version 1.0.12 master #20200916172942

Olm Version 3.1.0

Copyright



Terms & Conditions



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 ☐ Send logs 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

17:11

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

Make a suggestion

Report bug



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:

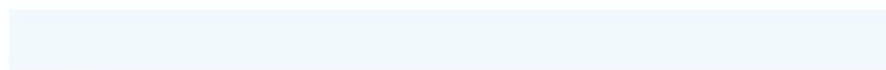
Send logs



Send crash logs



Send screenshot



Rooms



Rooms ▾



encrypted test room
Encrypted message

17:11

System Alerts ▾



#general:ems-demo-staging.ems.ho...
cobalt joined the room

16:38