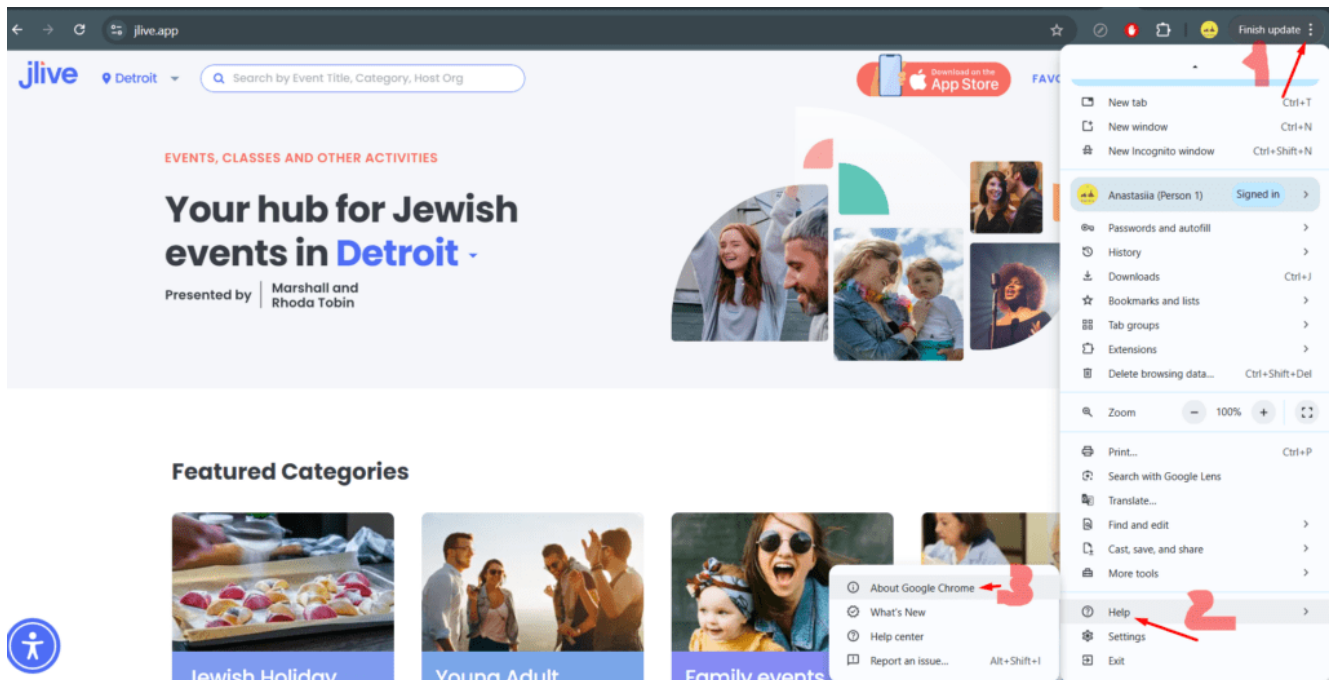


Report a Problem

If you are experiencing a weird issue or bug, please message us using our [Contact Form](#).

Here is some information that would be VERY helpful to us in order to help you...

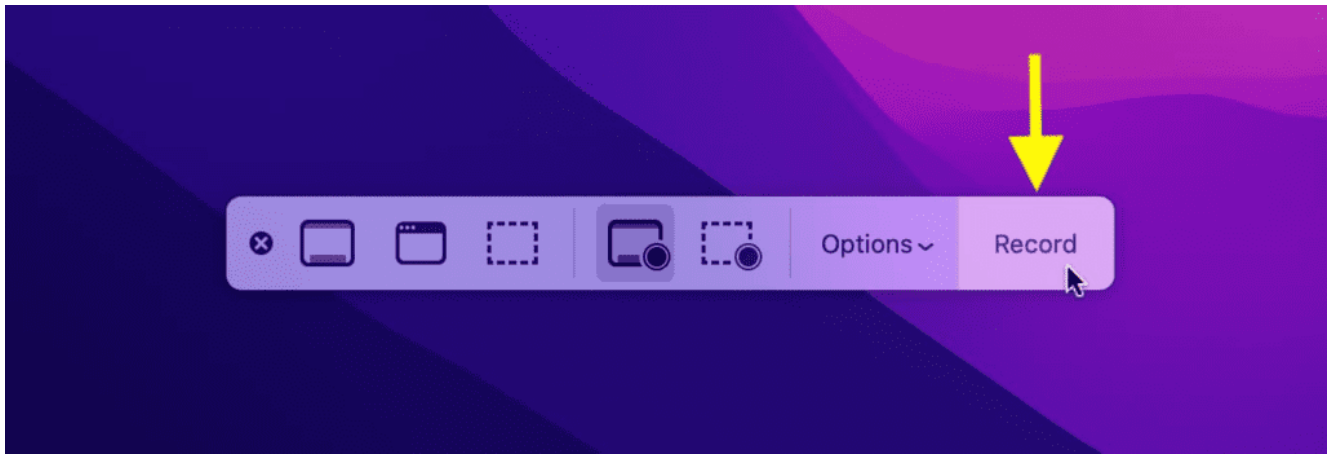
□ What browser version are you using?



□ Optional: Provide Screen Recording

Screenshots and video really help us to understand user behavior and UI oddities.

- Mac: Command + Shift + 5 opens the native screen recording tool.
[Learn More](#)

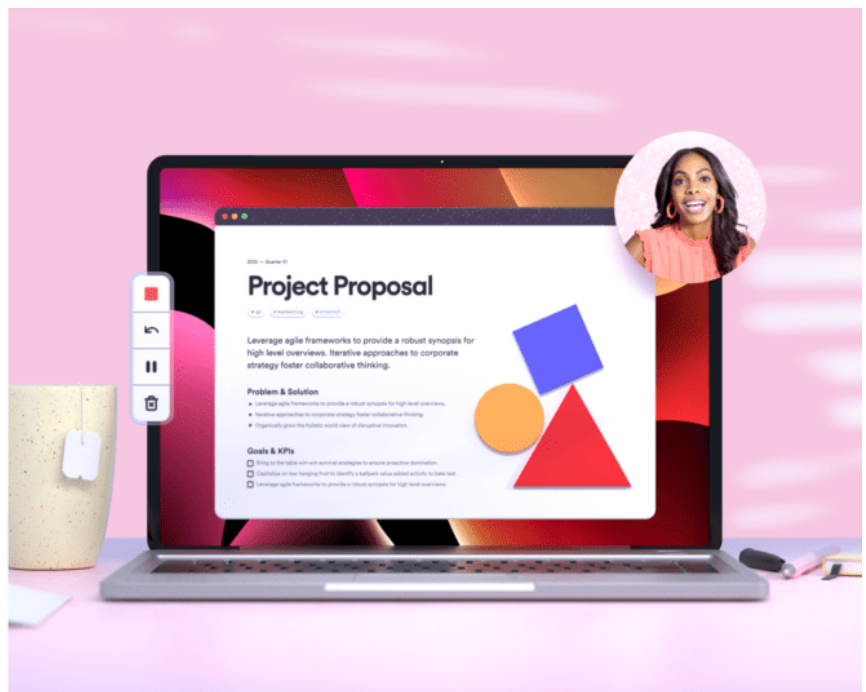


- **Chrome users:** Can install free extensions like [Loom](https://loom.com)



Screen
Recorder

LOOM.COM



☐ Chrome: How to Report Console Errors

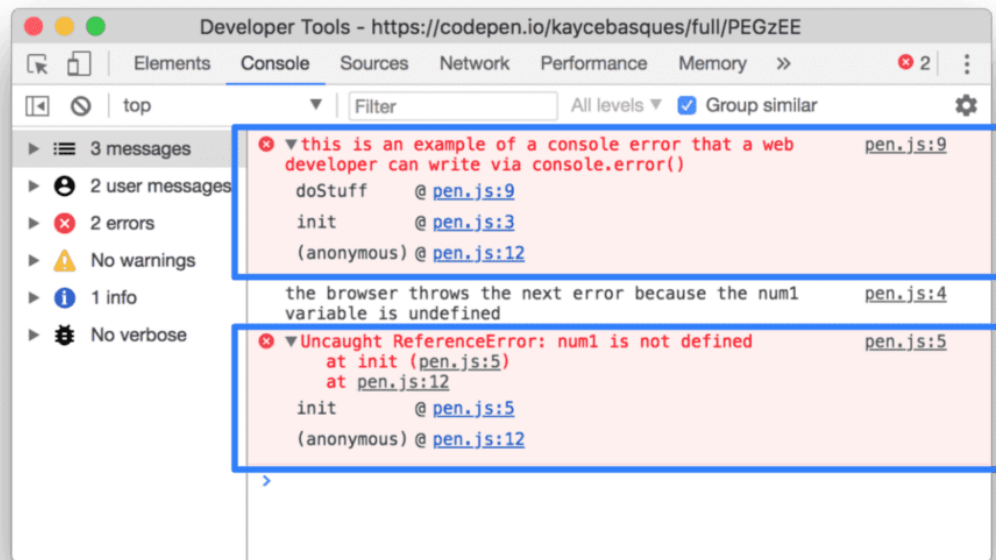
Sometimes screenshots aren't enough and we need to see under the hood a bit...

Steps for End-Users:

1. **Right-click** anywhere on the page > Click **Inspect**
2. Click the **Console** tab
3. Look for any errors (in red)
4. **Right-click in the Console** > **Save as...** to download a .log file

(or take a screenshot if easier)

5. Paste the **first few lines of the error** if they can copy it directly.



Alternatively, you also click the **Network** tab to check if any API calls are failing (red entries).

1. Go to the **Network** tab.
 2. Repeat steps which led to error
 3. **Look for failed requests** (usually highlighted red).
 4. Click one to see:
 - Request details
 - Response payload
 - **HTTP status codes (like 404, 500)**
 5. Click on Preview tab on the right to see the text of error
-

❑ Safari: How to Report Console Errors

Safari hides developer tools by default. Here's how to access them:

One-Time Setup:

1. Open Safari
2. Go to **Safari > Preferences > Advanced**
3. Check: ❑ **"Show Develop menu in menu bar"**

Steps for End-Users:

1. Go to the broken page
2. Click **Develop > Show JavaScript Console**
3. Copy or screenshot any red errors

