How to use Diagnostics tool.

If you experience ongoing performance issues, they could be related to a particular computer or browser. Your support representative may ask you for your browser and operating system information to help troubleshoot. This article explains how to use the Diagnostics tool to easily obtain browser and system information. This information can be easily copied and sent back to support.
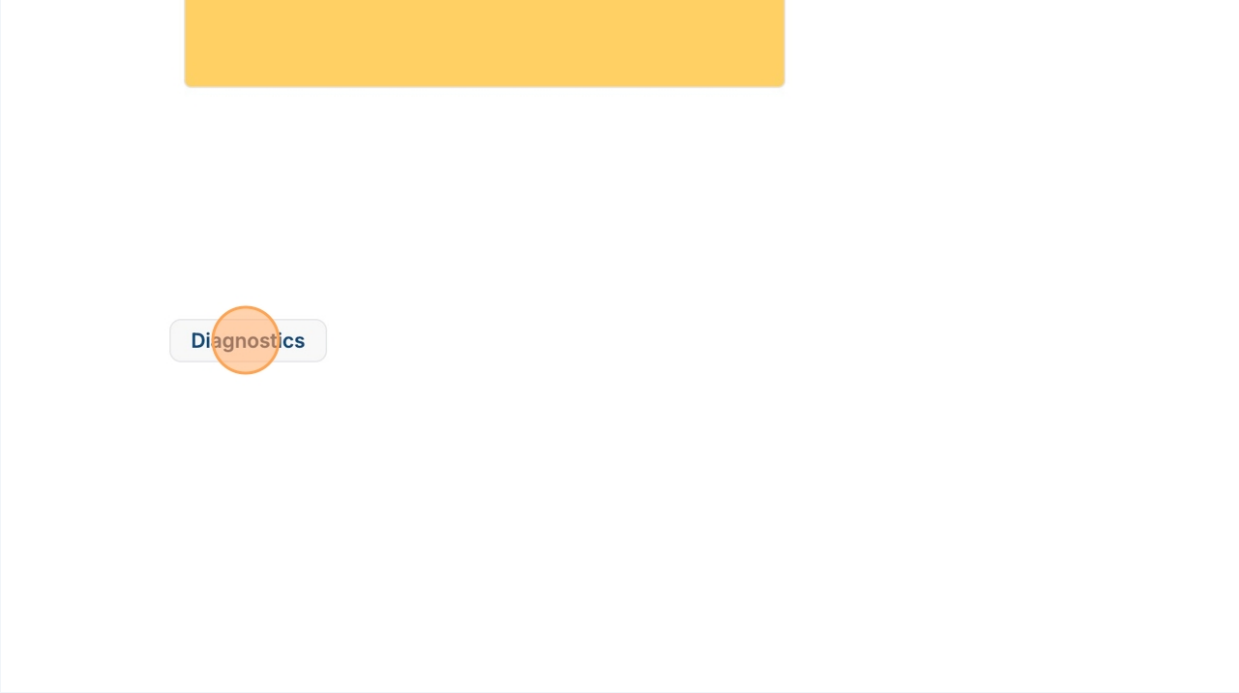
1   Click on the **Activity tab** in your yearbook software.
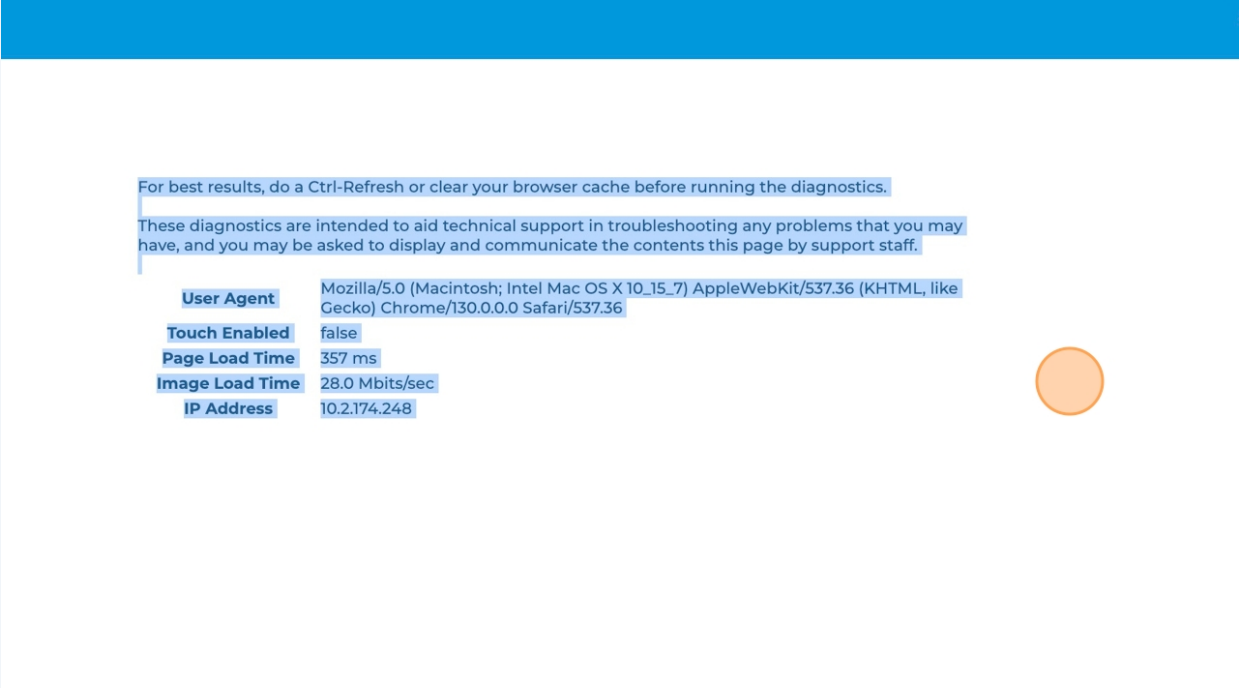
2 Scroll to the bottom of the page and Click on **"Diagnostics."**

Diagnostics

3 Copy the information into your support ticket and send it to our support team to assist with troubleshooting the issues you are experiencing.

For best results, do a Ctrl-Refresh or clear your browser cache before running the diagnostics.

These diagnostics are intended to aid technical support in troubleshooting any problems that you may have, and you may be asked to display and communicate the contents this page by support staff.

User Agent	Mozilla/5.0 (Macintosh; Intel Mac OS X 10_15_7) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/130.0.0.0 Safari/537.36
Touch Enabled	false
Page Load Time	357 ms
Image Load Time	28.0 Mbits/sec
IP Address	10.2.174.248