

RMail for Gmail App – Saving Logs

If you are experiencing an issue with the RMail for Gmail app, please follow the three steps below.

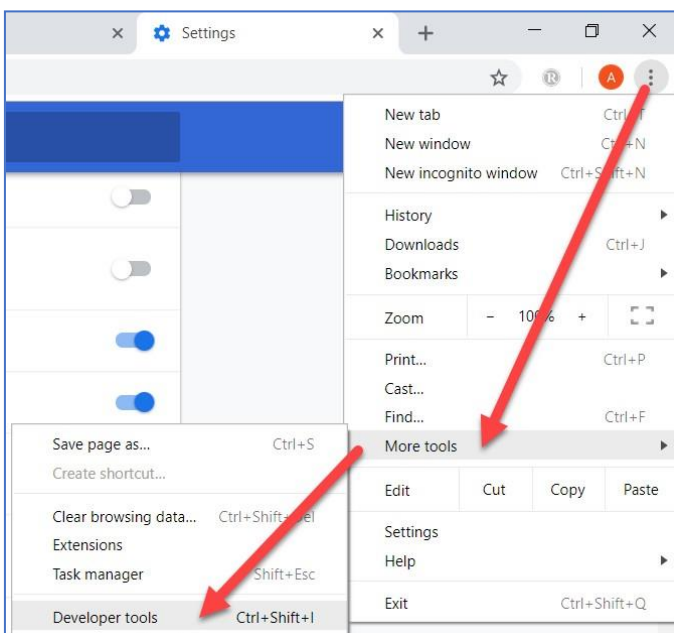
1. RMail for Gmail App Issue

Please write in detail the issue you are having with the RMail for Gmail App.

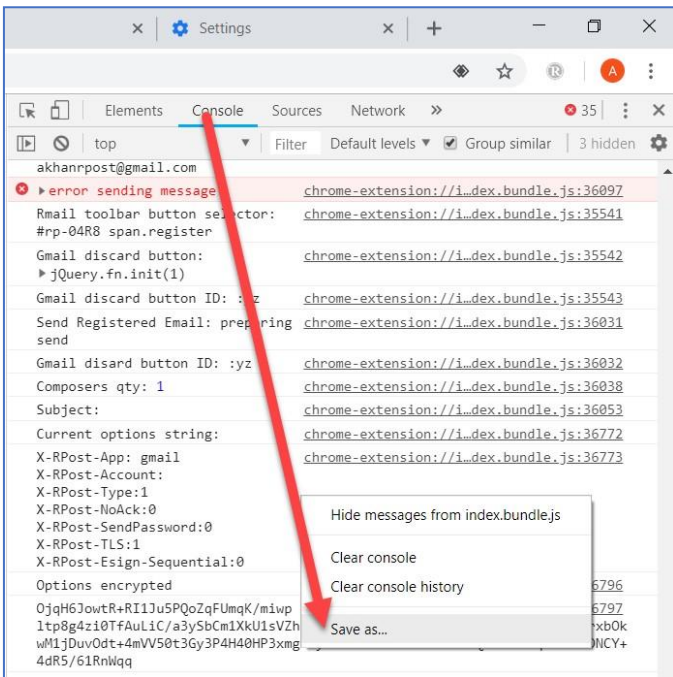
2. Obtain Two RMail for Gmail App Logs

Log 1

1. While in Gmail using Chrome, open the Developer tools.

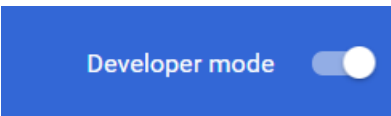


2. With console tab open, try to replicate the issue(s) stated above by sending a few more test RMail messages.
3. After the tests, in the Console tab, right-click in the middle of the page and press **Save as**.
4. Save the logs with the name, "Browser Console – Your Name" onto your desktop.

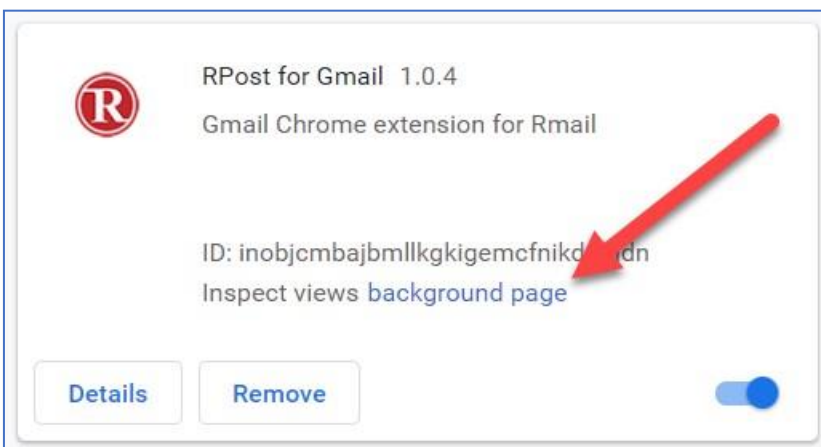


Log 2

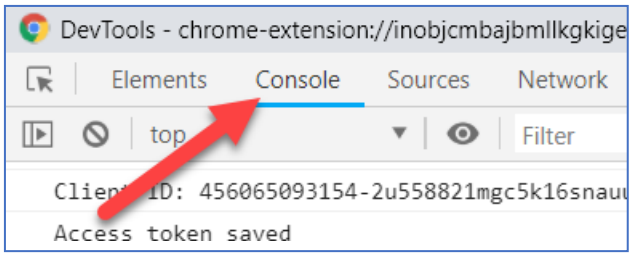
1. Type the following in the Chrome browser: **chrome://extensions/**
2. Turn on **Developer Mode**



3. Click the **background page** link.



4. Open the Console tab



5. Right-click in the middle of the page and press **Save as**.
6. Save the logs with the name, "Console Log – Your Name" onto your desktop.

3. Send Logs to Frama

Send this document with the description of the issues and all logs by email to rmail@frama.co.uk.