

Instructions to access the HAR file from Chrome:

Instructions for Internet Explorer and Firefox are available [here](#).

1. Open Google Chrome (a new incognito window is recommended) and go to the page where the issue is occurring.
2. From the Chrome menu bar select More Tools > Developer Tools.
3. From the panel opens at the bottom of your screen, select the Network tab.
4. Look for a round red Record button () in the upper-left corner of the Network tab, and make sure it is red. If it is grey, click it once to start recording.
5. Check the box next to Preserve log .
6. Click the Clear button () to clear out any existing logs from the Network tab.
7. Refresh the page () where the issue is occurring.
8. Now try to reproduce the issue that you were experiencing before, while the network requests are being recorded.
9. Once you have reproduced the issue, right click anywhere on the grid of network requests, select Save as HAR with Content , and save the file to your computer.
10. Upload your HAR file to your ticket or attach it to your email so that we may analyze it.