



## Collecting information to report Google Workspace issues

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### Step 1: Prepare for Recording in an Incognito Window

1. Open a new Incognito (or Private) window in your browser.
2. Navigate to the page where the issue occurs.
3. Right-click anywhere on the page and select **Inspect**.
4. Go to the **Network** tab in the panel that opens.

### Step 2: Capture the Screen Recording and HAR File

1. **Start the HAR Capture:**
  - In the **Network** tab, ensure the round **Record** button () in the top-left is red. If it is gray, click it to start recording.
  - Check the box for **Preserve log**.
2. **Start the Screen Recording:**
  - In a new browser tab, open the [Google Screen Recorder](#).
  - Click **Record** and choose to share the browser tab where you have the issue.
3. **Reproduce the Issue:**
  - Switch back to the tab with the issue.
  - Perform the exact steps that cause the problem to appear.
4. **Stop and Save Your Files:**
  - **Screen Recording:** Stop the screen recording and click **Download** to save the file.
  - **HAR File:** In the **Network** tab, click the red **Record** button again to stop it. Then, click the **Export HAR** () icon to "Save as HAR with Content."

### Step 3: Sanitize and Share the Files

1. **Important:** Before sharing the HAR file, you must sanitize it to remove sensitive data (like passwords or personal information).
  - Go to the [HAR Analyzer tool](#).
  - Upload your .har file.
  - Click the **Incognito icon** to sanitize the file, and then download the sanitized version.
2. Please reply to your request and attach both the **screen recording** and the **sanitized HAR file**. If the files are too large, you can upload them to a service like Google Drive and share the link with us.

