

### Scope

**Intended Audience:** SNAPmobile App Users

The following article will walk you through how to submit SNAPmobile App log files from the SNAPmobile Application for Apple iOS and Android devices to be reviewed by your service provider once requested.

### Requirements

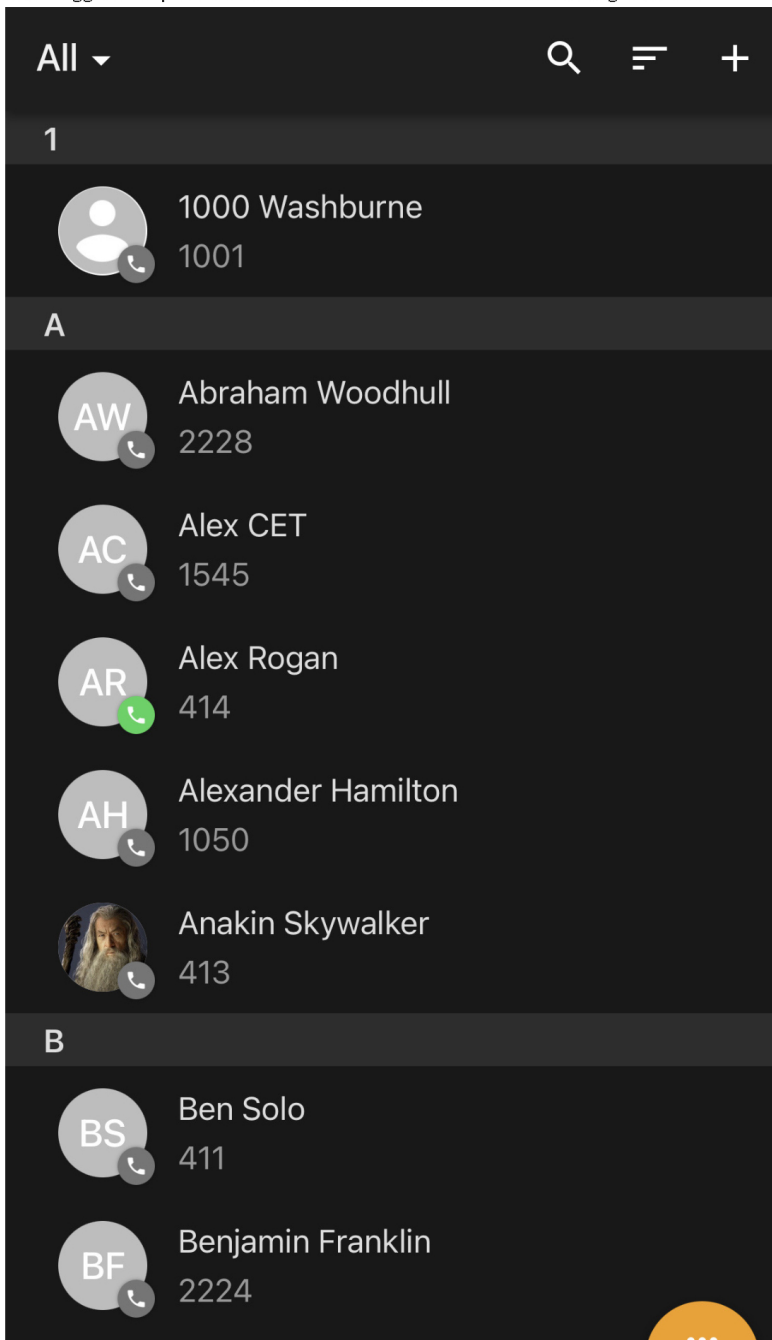
- Manager Portal Account
- SNAPmobile Application

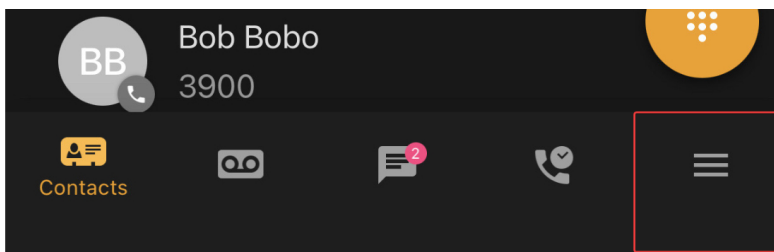
### Table of Contents

- Submit Log with Apple iOS Devices
- Submit Log with Android Devices

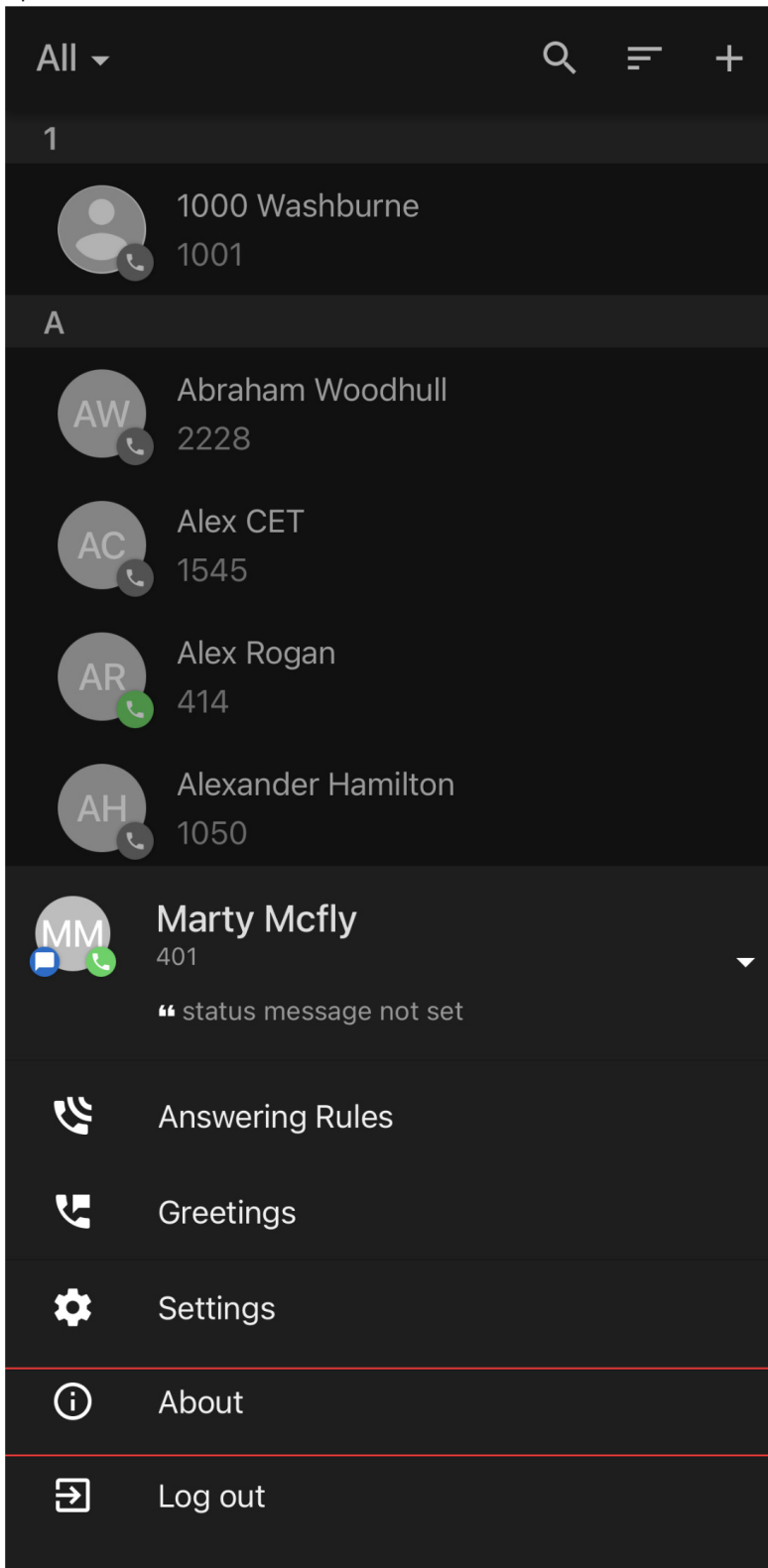
## Submit Log with Apple iOS Devices

1. Open/launch SNAPmobile App
2. Once Logged in tap on the 3 horizontal bars located in the bottom right corner





3. Tap on About



4. Tap Submit feedback



Version

3.1.0 (141)

API Version

41.2.1

Submit feedback

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5. Replace the **To** email address

- Please reach out to your service provider for more information on what email address to enter

6. Tap on the **Send** button

Cancel

SNAPmobile iOS Feedback 

To: [support@niftywidgets.com](mailto:support@niftywidgets.com)

Cc:

Bcc:

From: [REDACTED]

Subject: SNAPmobile iOS Feedback

iPhone12,5 running iOS 14.2

App version: 3.1.0

Build version: 141

API version: 41.2.1

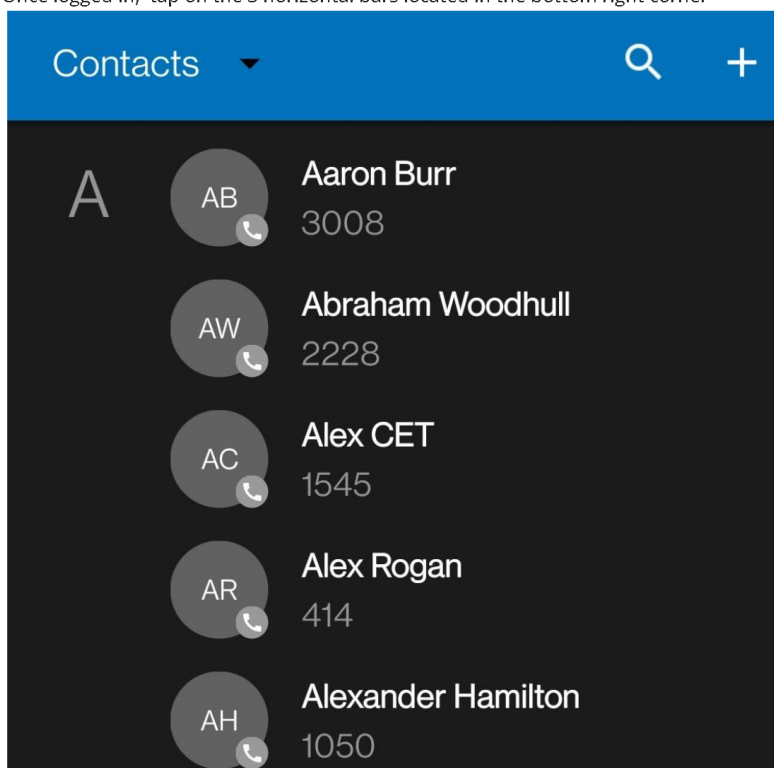


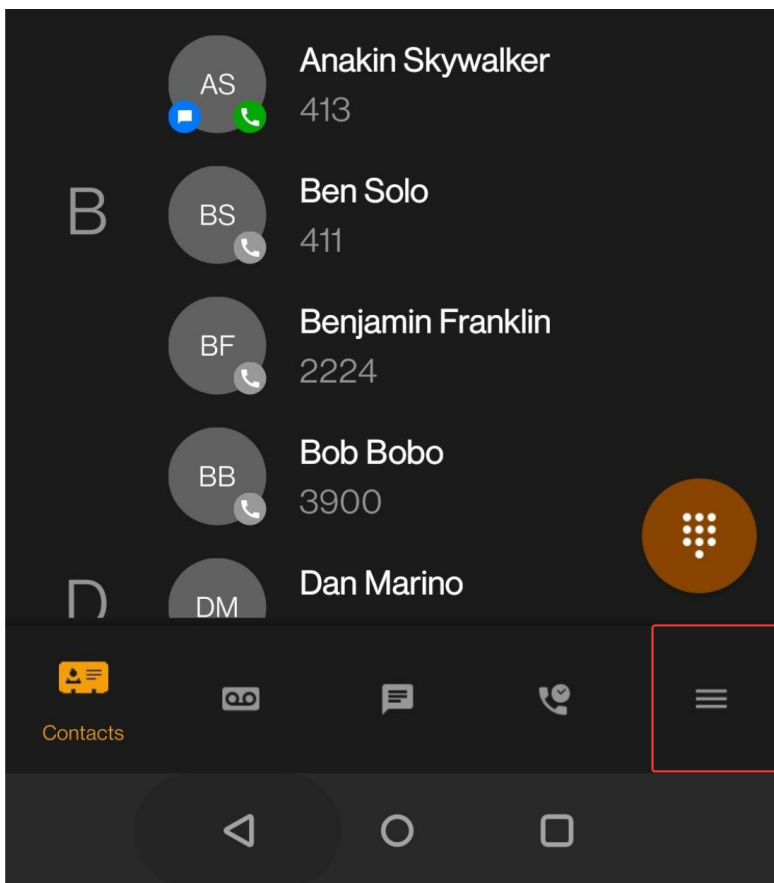
Logs

545 KB

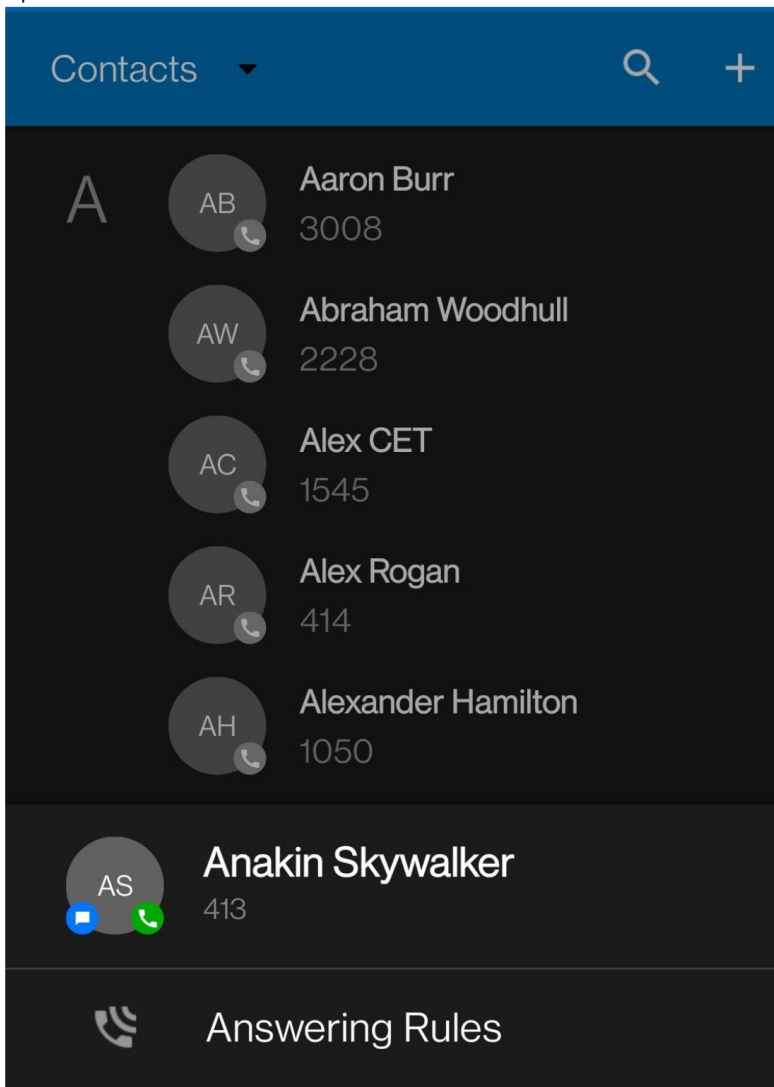
## Submit Log with Android Devices

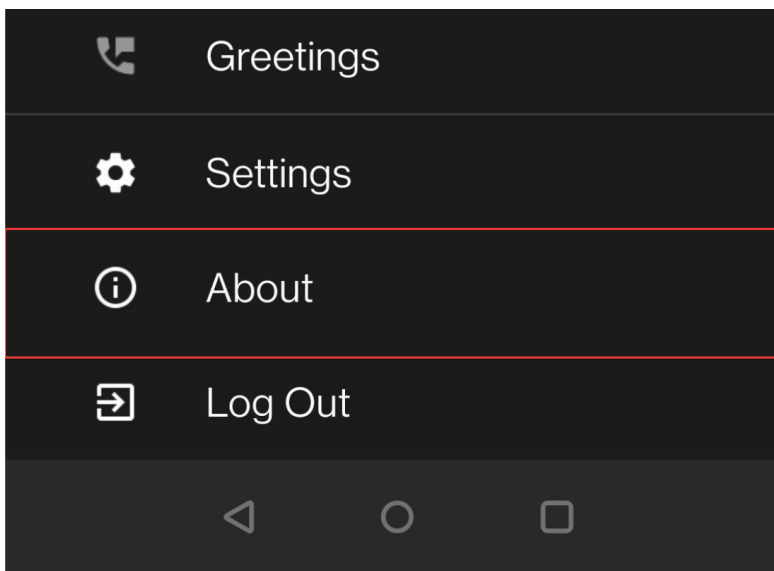
1. Open/Launch SNAPmobile App
2. Once logged in, tap on the 3 horizontal bars located in the bottom right corner



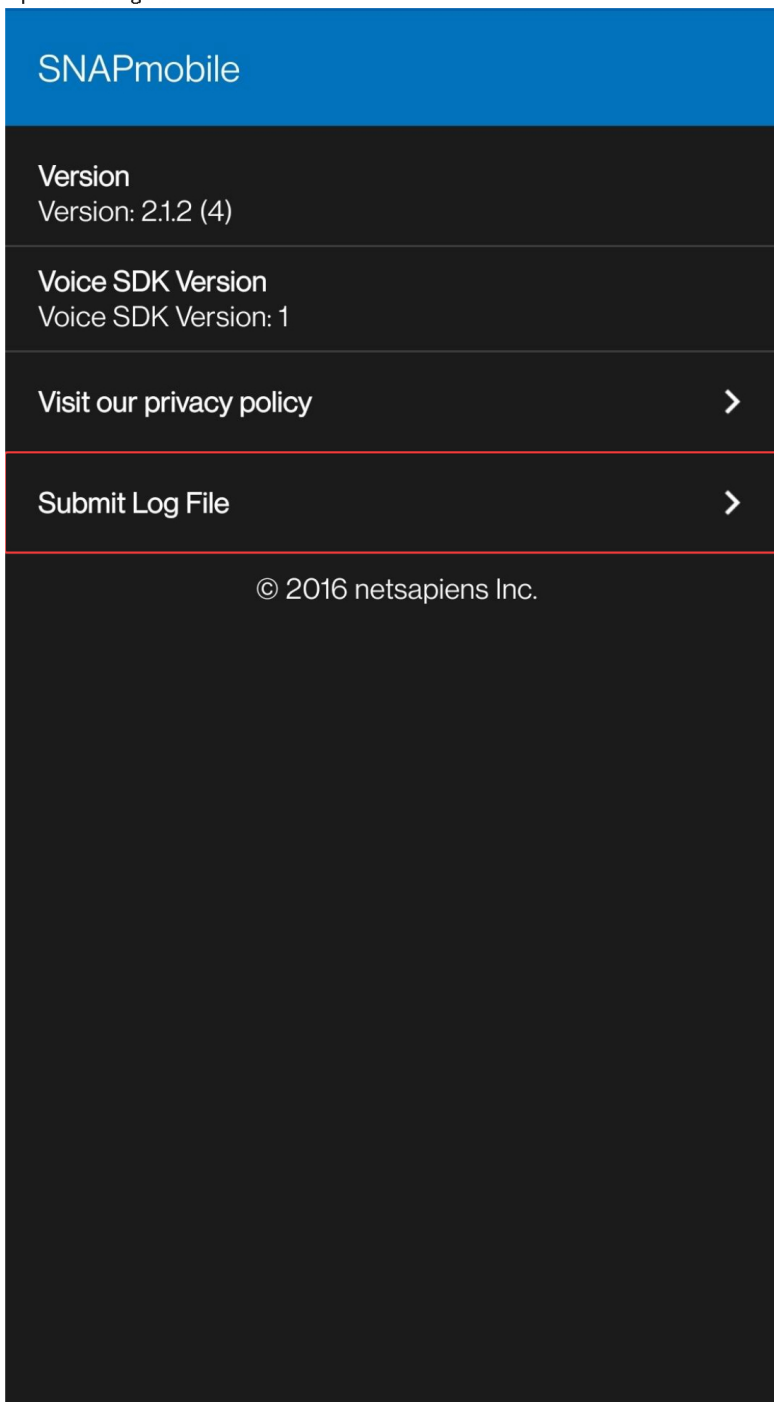


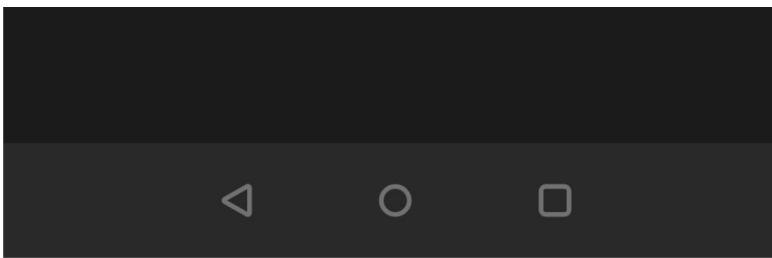
3. Tap on About



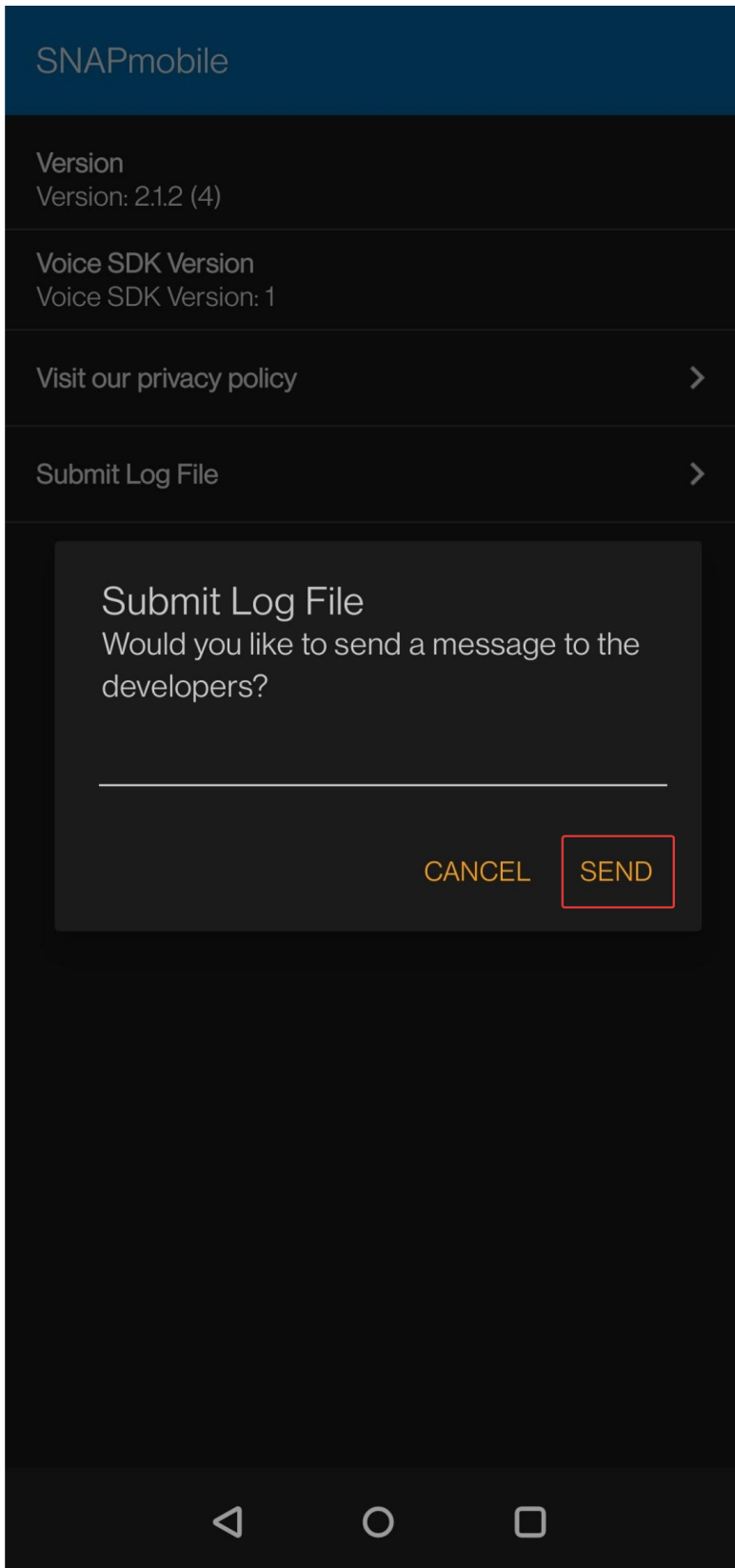


4. Tap Submit Log File

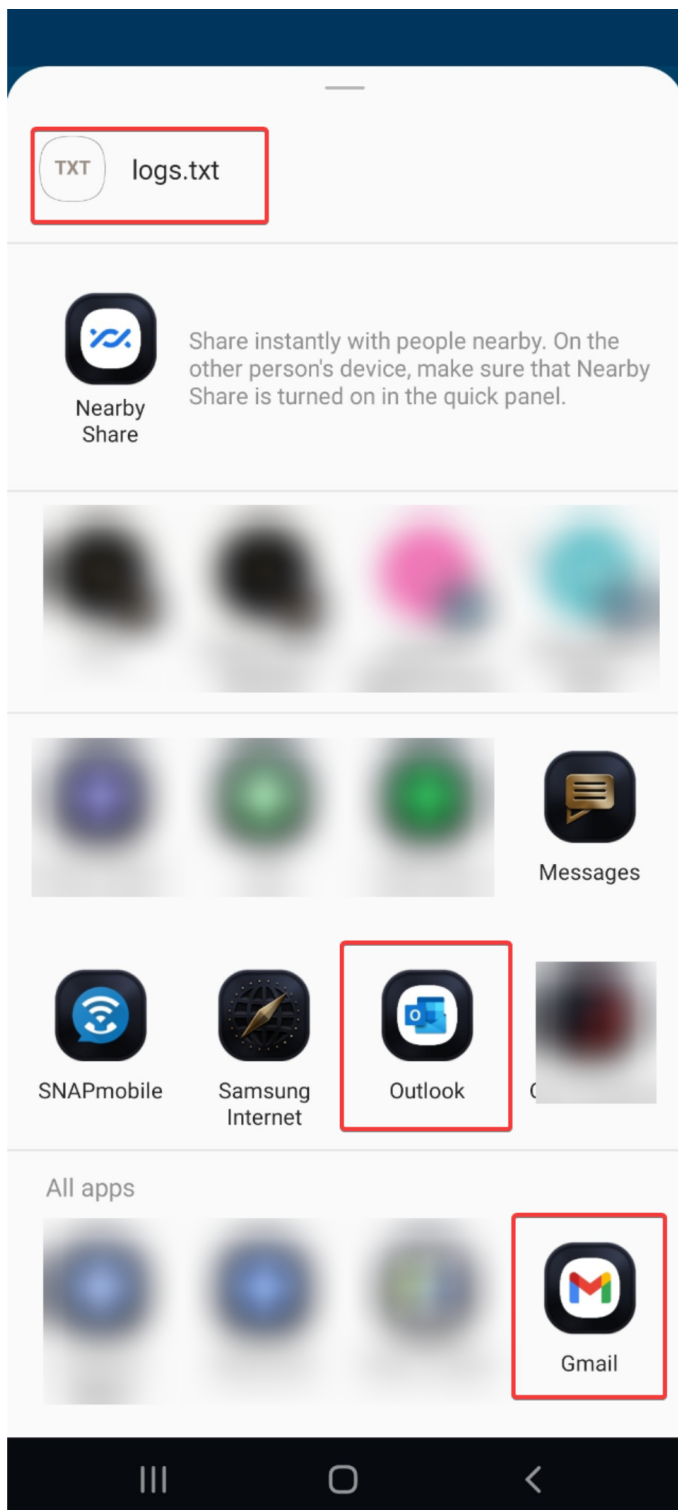




5. Leave the following text box empty unless specified otherwise by your service provider
6. Click on **Send**



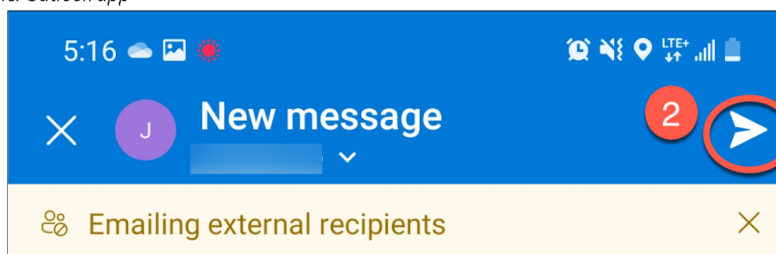
7. Select **Outlook** or **Gmail** from the app list





8. Enter the email address you want to send this report to.

**NOTE:** The **To** will be auto-populated with [none@none.com](mailto:none@none.com), make sure you replace this with the email address that your service provider has provided you to use. Reach out to them for more information.



1. ie: Outlook app






To  none@none.com 

SNAPmobile Android Feedback (SNAPmobile)

 logs.txt  
1 MB 

See attached logs.txt file

Get [Outlook for Android](#)

2. Click  to send the attached logs.txt file

mobile app

submit logs