

How to send a Gimme Field Log to Gimme Customer Support

If you are experiencing issues with Gimme Field, first reference the article:

Troubleshooting Gimme Field Issues

Gimme Customer Support may ask you to send the log from Gimme Field. Typically this is escalated to Gimme's development engineers to review.

Gimme Field logs only save information for one calendar day! Meaning, if you experience issues with the Gimme Field app, send the log to support@gimmevending.com the same day it occurred.

How to locate the log in Gimme Field:

1. Open Gimme Field and tap on the top left, **three-line menu button**
2. Tap on **Settings**
3. Tap on **Log**
4. This brings you to the daily log for your Gimme Field app!
5. To copy this, at the top right tap on the **icon that looks like two overlapping rectangles**
6. You'll know that the Gimme Field log has been copied when you see a red banner at the bottom of the screen:

Paste this data into an email with the following information:

- Company name
- Reference the previous ticket ID number (if you know it)
- Your name
 - If you are not in management, include your supervisor's name
- Route number
- Device used (iPad or iPhone)
- Details about the issue (if applicable):
 - Time of day it occurred
 - Number of times it occurred
 - POS codes

Email this information and the pasted Gimme Field log to support@gimmevending.com