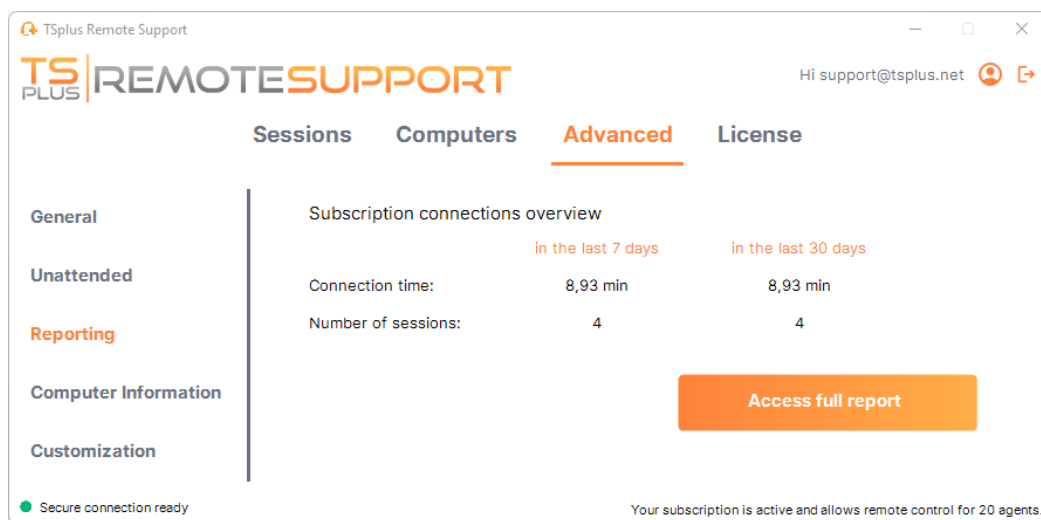


Review Session Logs

Remote Support sessions are logged and available for review in the **Reporting** section.

Connection Overview



This section gives you an overview of your sessions or the sessions of the team associated with your subscription.

You can find the total connection time and the number of sessions for the last 7 and 30 days.

The **Access full report** button opens a new window giving you details about your sessions.

Full Report

Reporting

Connections report

Date range:
12/09/2022 - 12/10/2022

Export to CSV

User / Id	Started at	Ended at	Duration	Machine Id	Comment
+	05/10/2022 08:42:11	05/10/2022 08:43:17	1,1 min	530 602 730	
+	06/10/2022 10:33:20	06/10/2022 10:33:24	0,05 min	530 602 730	comment
+	07/10/2022 13:46:20	07/10/2022 13:46:31	0,18 min	530 602 730	
steve.pereira@tsplus.net	11/10/2022 16:10:30	11/10/2022 16:11:12	0,7 min	530 602 730	

Sessions per page 10

1/1

Here you can see a list of all your sessions and details about each of them:

- The **name or ID** of the user(s) connected to the session. If several users were connected in the same session, a + button will appear on the left column. Click on this button to see the details associated to each user's connection.
- The **Start and End time** of the session
- The **total duration** of the session
- The **ID of the machine** with which the connection was established
- You can add a **comment** about the session

The report can be exported to csv using the **Export to CSV** button.

You can choose the **date range** of the sessions displayed in your report and the **number of session per page**.