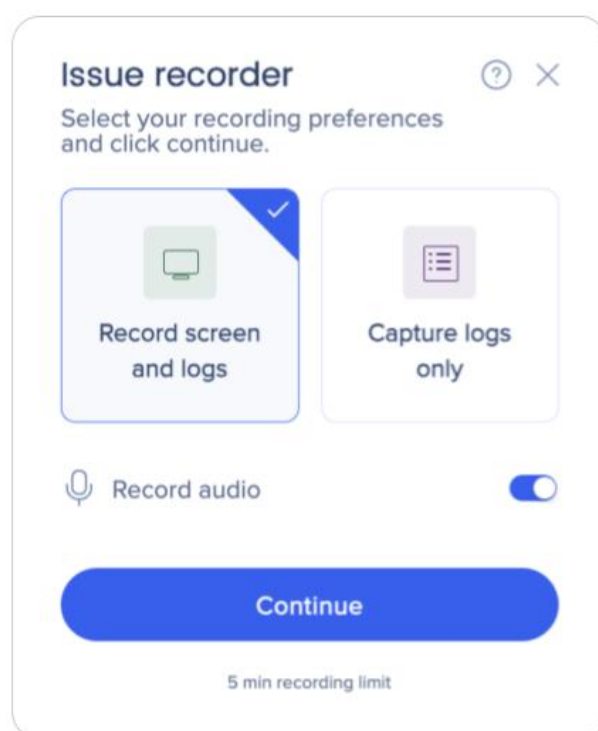


Issue Recorder

Brief Overview

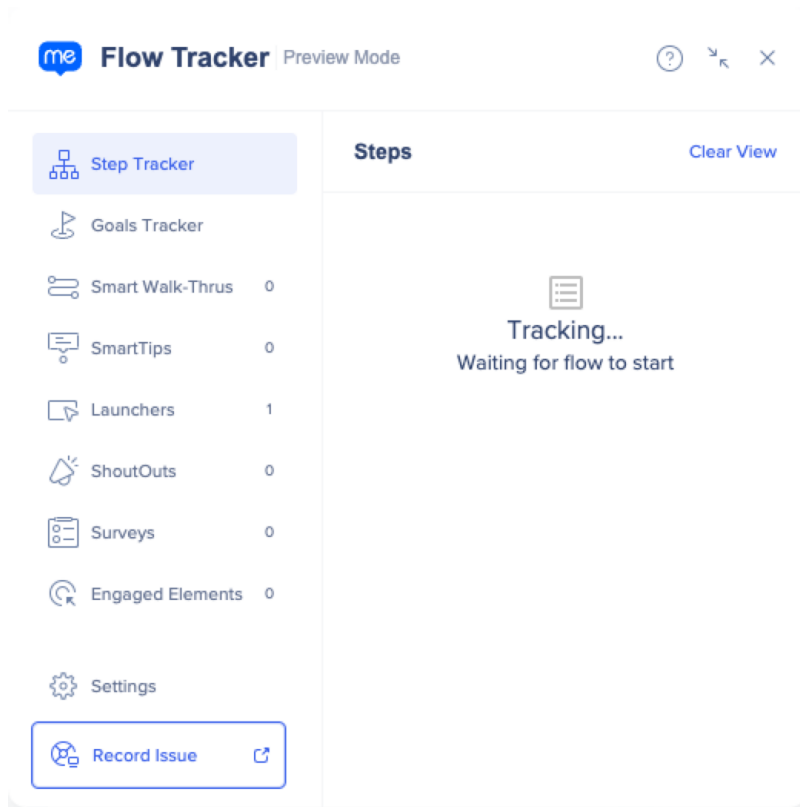
The new WalkMe Issue Recorder enables builders to open support tickets directly from the Flow Tracker.

Users can include a video screen recording of the issue reproduced, with audio if the builder chooses to, as well as detailed logs.



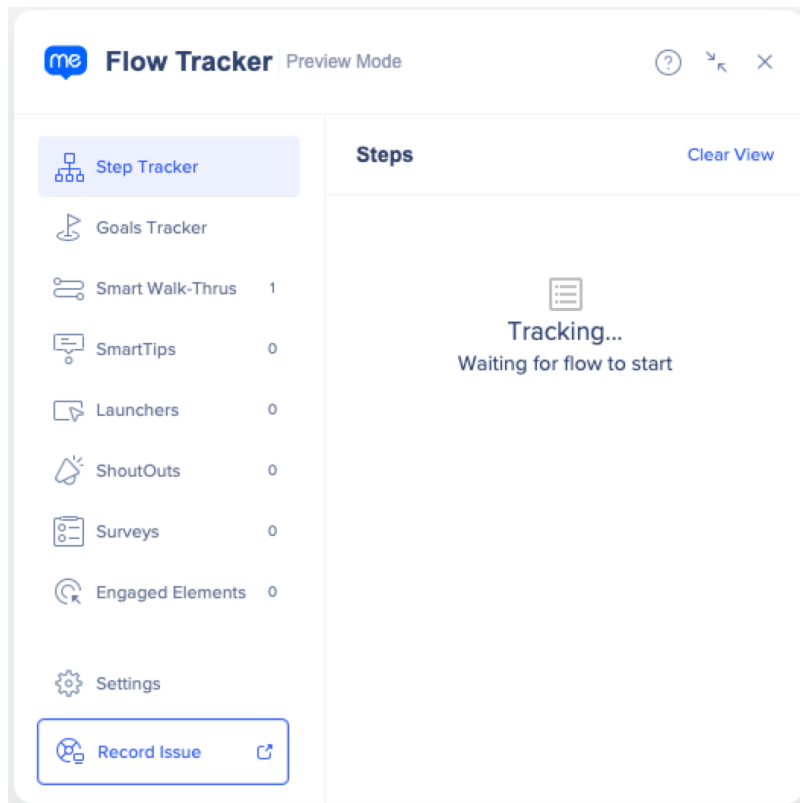
How to Access

Screen & log recorder is available from the Flow Tracker in the Preview mode.

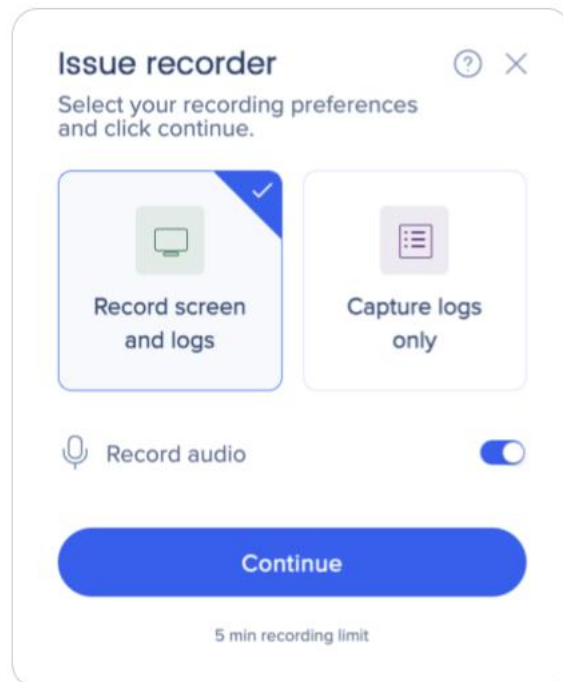


How to Use

1. In the Flow Tracker, click the **Record Issue** button

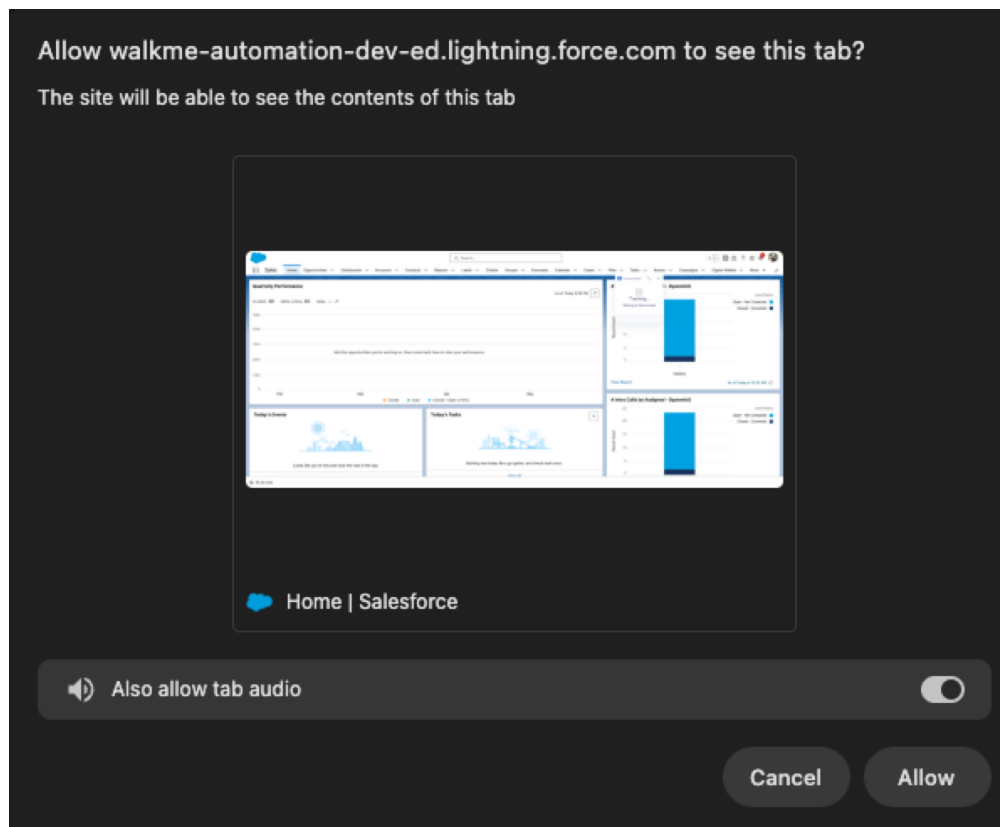


2. Choose whether you want to **Record screen and logs** or **Record logs only**
3. Turn on or off the **Microphone Audio** toggle
4. Click **Start Recording**

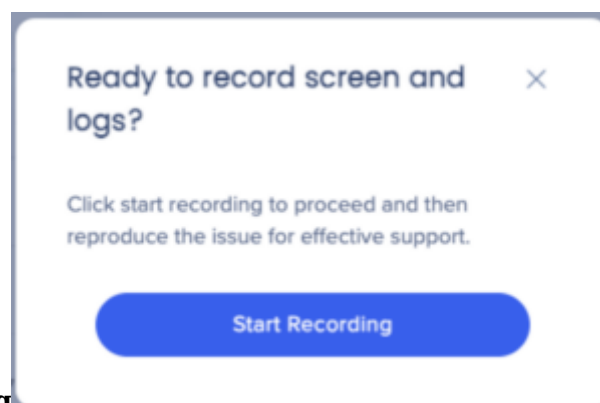
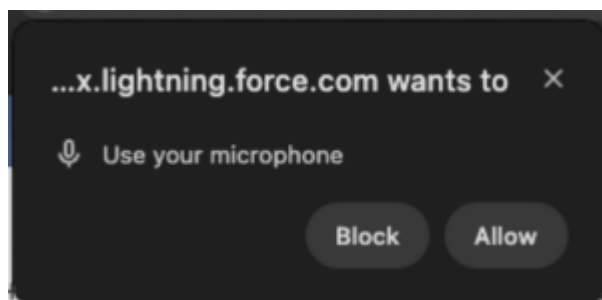


5. The browser will ask you to allow recording the current tab

6. Click **Allow**



7. If Microphone Audio is on, click **Allow**

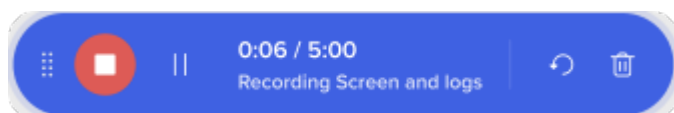


8. Click **Start Recording**

9. Click the **Red** button to finish recording

Tip

You can pause, restart, or delete the recording using the action buttons. Drag the widget to reposition along the top or side of the screen.



10. Add a short title and description of the issue

Ticket submission

Screen and logs

Provide a short title and description of your issue

Title

Give your issue a title

0/50

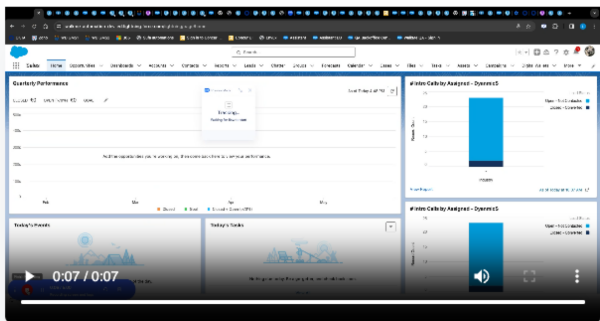
Description

Provide a short description of the issue and the expected behavior

0/1000

Recording Preview

Start Over

A preview of the recorded screen showing a dashboard with various charts and tables. A video player interface is overlaid at the bottom of the preview, showing a play button, a progress bar at 0:07 / 0:07, and volume controls.

Download Video

Submit

11. Click **Submit**

Tip

Click Start Over if you would like to re-record

12. Click **Close**



Support case submitted

Our team of experts will review it shortly and reach out over email with additional information.
For your reference, your case number is 00358574.

Close

Demo video



Technical Notes

- Screen Recording is only supported on Chromium browsers (Chrome, Edge)
 - On other browsers users can still open a ticket and logs will be sent, but no video or audio will be available
- On page reload (or loading of a new page), the user will have to confirm resuming the recording

HIPAA (Health Insurance Portability and Accountability Act) Compliance

The Issue Recorder is fully HIPAA compliant.

The HIPAA controls are covered as part of the SOC Type II annual audit.

- The recordings are stored encrypted at rest and transmitted encrypted in transit
- The access is limited to specific personnel and there is an automatic 3 months retention period
- The customer can request to delete the recording at any point of time