

Introducing TraffiCloud User Logs



Product	TraffiCloud
Title	Introducing TraffiCloud user logs
Reason	Customer Advisory: The new Customer Audit feature
Audience	Customer users with the Administrative role

Use this document to take advantage of the TraffiCloud Customer Audit feature, which provides customers access to user logs.

Data access options

The data is accessible via

- the TraffiCloud Reports tab (see [Viewing user logs in TraffiCloud](#) below), and
- using an API. To arrange for an access token, please contact our Customer Support team. See [Contacting Customer Support](#) on page 3.

Viewing user logs in TraffiCloud

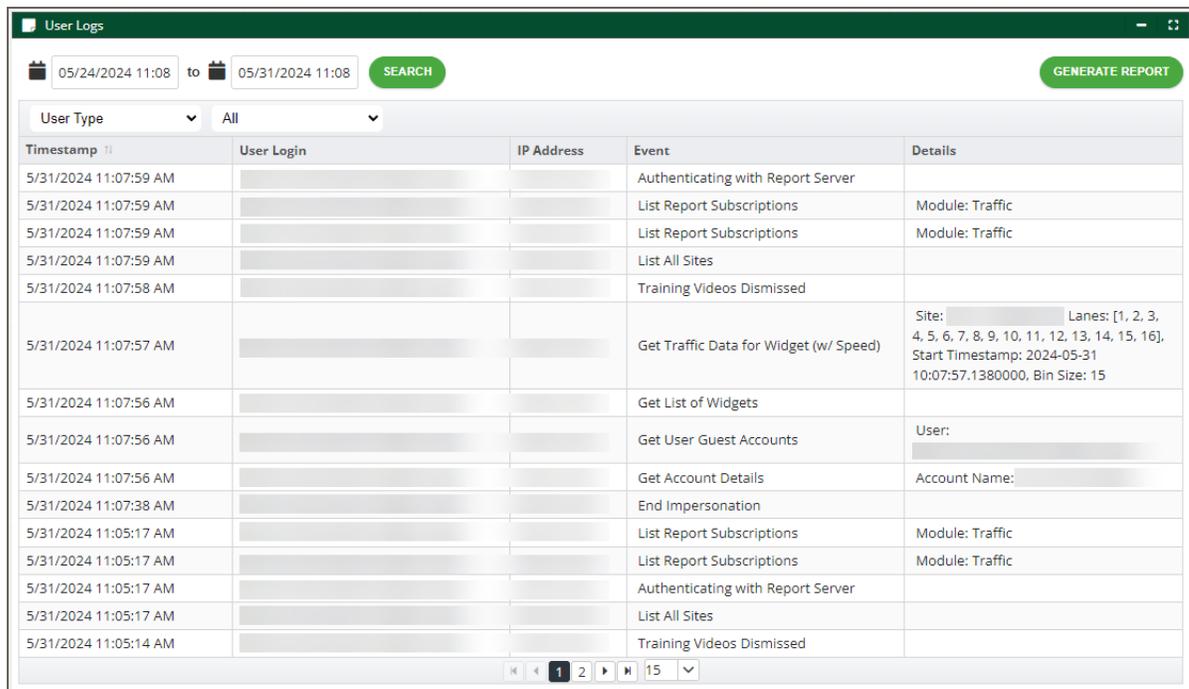
Use this topic for details about viewing user logs in **TraffiCloud**. The user logs document "events", which are user activities performed in TraffiCloud and details such as which module they used, for which Site, and any other user affected. Only users with the admin role can view user logs.

Timestamp	User Login	IP Address	Event	Details
5/31/2024 11:07:59 AM			Authenticating with Report Server	
5/31/2024 11:07:59 AM			List Report Subscriptions	Module: Traffic
5/31/2024 11:07:59 AM			List Report Subscriptions	Module: Traffic
5/31/2024 11:07:59 AM			List All Sites	
5/31/2024 11:07:58 AM			Training Videos Dismissed	
5/31/2024 11:07:57 AM			Get Traffic Data for Widget (w/ Speed)	Site: Lanes: [1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16]. Start Timestamp: 2024-05-31 10:07:57.1380000, Bin Size: 15
5/31/2024 11:07:56 AM			Get List of Widgets	
5/31/2024 11:07:56 AM			Get User Guest Accounts	User:
5/31/2024 11:07:56 AM			Get Account Details	Account Name:

[Figure 1] The User Logs page

To view TrafficCloud user logs:

1. On the navigation menu, click the **Reports** tab, then **User Logs**. The **User Logs** page opens, as shown.



[Figure 2] The User Logs page

2. In addition to viewing the logs displayed by default on the **User Logs** page, you can do the following:
 - Select a new date range and click the **Search** button to change the period of user activity displayed. The default time period is one week.
 - Click the **Generate Report** button to either a) download a .csv file of the user activity or b) send an email containing a .csv file of the user activity to the email address associated with the user's account.
 - Click the **User Type** drop down to select the user type: **All**, **User**, or **Guest**.
3. Use the following table as a reference for the fields in the **User Logs** table:

Setting	Description
Timestamp	Displays the time and date of the event.
User Login	Displays the email address of the user whose activity was logged.
IP Address	Displays the IP address of the computer the user was logged in from when the event was tracked.
Event	Displays the name of the event that was logged.
Details	Displays details about the event, such as the account logged in from, the Site or other user affected, and the device the user connected to.

Contacting Customer Support

For support for your All Traffic Solutions products,

- » visit the Customer Support page at <https://www.alltrafficsolutions.com/support/>,
- » send email to support@alltrafficsolutions.com, or
- » call 1-866-366-6602, Option 2 anytime between 8:00 a.m. and 6:00 p.m. Eastern Time, Monday to Friday.

Technical documentation and training

Please contact Customer Support to discuss your TrafficCloud training options. For online training resources, please visit our **TrafficCloud Training Videos Hub** at <https://flow.alltrafficsolutions.com/hub-training-video-trafficcloud-0-0-0-0>.

Scan the QR code

