**How to send a DyKnow log report from a student’s computer**

**YOU MUST BE ON A STUDENT’S COMPUTER TO DO THIS**

***STEP 1:*** Click on the folder icon on the task bar 

***STEP 2:*** On the left, look for COMPUTER and LOCAL DISK (C:)

(If you can’t see Local Disk (C:) click on Computer for it to appear)

 

Click on WINDOWS (C:)

***STEP 3:*** Double click on PROGRAM FILES 

***STEP 4:*** Double click on DYKNOW



***STEP 5:*** Double click on CLOUD



(OVER)

***STEP 6:*** Double click on DYKNOW LOGSENDER



***STEP 7:*** Fill out the necessary information as seen below: **student’s name, Drew’s email, school name**

BE SURE TO INCLUDE SOME INFORMATION ABOUT THE PROBLEM IN THE NOTES SECTION



Select range of dates

**What’s the problem?**

**St. Michael High School**

**dhart@smhsbr.org**

**Student’s Name**

***STEP 8:*** Click the "Send" button and wait for the log files to be transferred to DyKnow. This will send a ticket to DyKnow Support.