

Understanding the audit log and activity history

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Many important records in HelpOne keep an activity or audit history. This shows who created or changed a record and when.

What the audit log is useful for

- Troubleshooting ("When did this change?")
- Understanding the history of a donation, contact, or registration
- Compliance and accountability

Access to full audit information is usually limited to administrators. Everyday users may see a simpler activity feed on some records.

If you need to investigate a specific change, contact an administrator who can review the detailed audit log.