

How to generate a tracking ID in Alma

- **Product:** Alma

Question

How to generate a tracking ID in Alma?

Answer

1. Find the



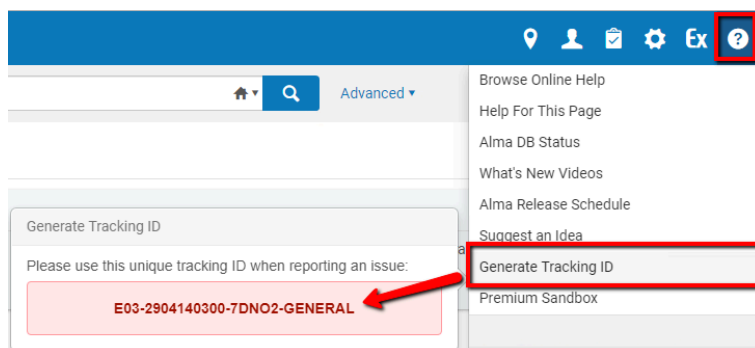
icon with a question mark in the upper right of the user interface.

2. Select 'Generate Tracking ID'.
3. The tracking ID appears in a red box.
4. When submitting a tracking ID to Support, please include the date and time that the tracking ID was generated.

Note

Apart from the tracking ID please try to provide as many details of the problem as possible, such as the steps in the workflow that led to the error, which entities were involved (user identifier, item barcode, and so forth.), and any other information that might be relevant.

Example:



Additional Information

See [The Alma User Interface](#) for more details.

- **Article last edited:** 08-Nov-2019