Fube

GUIDE

How to review your account's activity and access log



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> There are two questions nobody asks until something happens: **'has anyone else got into my account?'** and **'who has touched this invoice?'**. Fube keeps the answer to both, but not in the same place or in the same form, and that is the part that is hard to find. This guide shows you how to read the **access log** (who logged in, when, from which IP and which attempts failed), how to filter it and export it, and how to jump to the neighbouring log when what you are looking for is who changed a document. At the end you will also find what neither of them keeps, which is worth knowing before you need it.

Before you start

Both logs live in **Settings › Logs** and are for the **Owner** or the **Administrator**. No other role can see them: the menu entry is filtered by the company management permission, and the API itself checks again for the audit read permission, which only those two profiles have. If you cannot find **Logs** in Settings, it is not hidden: your role simply does not have access. How that is assigned is explained in **invite your team and assign roles**.

You do not need to turn anything on. Fube writes these logs from day one and they cannot be switched off.

Step 1 — Open Settings › Logs

Go to **Settings**, scroll down to the **Logs** section and click the only card there, also called **Logs** ('View authentication and activity logs'). Fube takes you straight to the first of the two tabs that appear in the header:

Tab	What it answers
Authentication logs	Who logged in to the account, when and which attempts failed. Opens by default

Tab	What it answers
Activity log	What was created, edited or deleted, field by field and with the person behind it

A note so you do not get lost: the tab is called **Authentication logs**, but the large heading on that same screen says **Authentication Activity**. They are the same thing with two names.

Step 2 — Learn to read a line

The access log is a table sorted from newest to oldest, with five columns:

Column	What it shows
ID	The entry's identifier, only useful if you need to quote it in a support request
Message	The event, written as a technical code in English
Date	The exact moment, with the time
Level	`INFO`, `ERROR` or `WARNING`
Logged by	The email address of the person Fube attributes the event to

What throws you the first time is the **Message** column: it is not a sentence, it is a technical label. There are **19 different events** (nine success-and-failure pairs, plus one on its own), and this is the full translation:

Message in the log	What has happened
`authentication_success` / `authentication_failure`	Someone has logged in, or tried to without success
`refresh_token_success` / `refresh_token_failure`	An already open session has renewed itself, or has been unable to
`logout_success` / `logout_failure`	Logout
`registered_success` / `registered_failure`	Sign-up of a new account
`email_verify_email_sended_success` / `email_verify_email_sended_failure`	Sending of the address verification email
`email_verify_success` / `email_verify_failure`	That address has been verified, or the attempt has failed
`reset_password_email_sended_success` / `reset_password_email_sended_failure`	Sending of the code to reset the password

Message in the log	What has happened
`reset_password_check_token_success` / `reset_password_check_token_failure`	Check of that six-digit code
`reset_password_success` / `reset_password_failure`	The password has been changed, or not
`ecommerce_credentials_revealed`	Someone has displayed the credentials of a connected shop on screen

That last one deserves a look if you sell online: when someone displays the credentials of a connected shop on screen, this entry is the only trace left of it. How those shops are connected is explained in **connect WooCommerce or PrestaShop**.

What each level means

The filter offers four levels (**Debug**, **Information**, **Warning** and **Error**), but in practice only three are used: **Information** for the nine events that succeed, **Error** for the nine that fail and **Warning** for the shop credentials alert. Filtering by **Error** leaves you with exactly what did not work, which is usually what you were looking for.

Step 3 — Expand the row and check the IP

There is no IP column, and that is precisely the piece of information people almost always look for. It is one click further in: click anywhere on the row, or on the arrow at the start (**Show details**), and the full entry opens.

There you will find the IP address the request was made from, along with the rest of the technical details of the event. This is what lets you tell ‘I logged in from home’ apart from ‘someone logged in from a place I do not recognise’.

And something reassuring worth saying out loud: **the log never stores passwords or access tokens**. Fube replaces them with *** before writing the entry, so neither you nor anyone with access to this screen can read anyone's password.

Step 4 — Filter down to the line you are looking for

Above the table there is a search box (its placeholder text is the number of records there are) and, next to it, an unlabelled funnel-shaped button that opens a row of filters with one input per column (on hover it says **Show filters**; on mobile it opens a panel titled **All filters**):

- **Date**, as a range, to narrow it down to the day or week of the incident.
- **Level**, with the four options above.
- **Logged by**, to follow a specific person.
- **Message** and **ID**, in case you are looking for an exact event.

When a filter is applied, a **Clear filters** button appears. And a practical detail: the filters are carried in the page address, so you can copy the link to an already filtered view and send it to your accountant or to support without having to explain anything.

Step 5 — Select and export

This is where most people get stuck, and there is a one-line explanation: **the Actions button is disabled until you select rows**. It is not a bug or a plan limit.

1. Tick the boxes for the entries you want (or the box in the header for all the entries on the page).
2. Click **Actions › Export access log**.
3. Choose a format — **xlsx (Excel)** or **csv** — and click **Download**.

The file is more complete than the table: as well as the event, the severity and who triggered it, it includes the **Event details** and the **Additional information**, which is where the IP goes. It is the format you will want if you need to attach the trail to a support ticket or keep it outside Fube. If what you need is a broader dump of your account, see **download your data and close your account**: the access log is also included in that copy.

Step 6 — The other tab: who changed what

If your question is not 'who logged in' but 'who changed this', switch to the **Activity log** tab. It is a whole different screen and reads differently: it is not a table but a timeline grouped by day.

Each entry has a coloured label showing what was done — **Created**, **Edited**, **Deleted**, **Linked** or **Unlinked** — the type of data, the time, the person and their IP, and a preview of the first three fields that changed, with the old value struck through and the new one beside it. If there are more, it says so: '+ N more fields'. Clicking an entry opens a side panel with **Date**, **User**, **Action**, **IP** and **Record ID**, and arrows to move to the previous and next entries.

Three things worth knowing before you start searching there:

- **It starts by showing the last 30 days.** If you are looking for something older, change the range in **Filters › Dates** before concluding that it is not there.
- **It covers 28 types of data**, each with its own counter in **Filters › Type**: invoices, corrective invoices, simplified invoices and their corrective invoices, pro forma invoices, quotes, delivery notes, customers, suppliers, expenses, products, users, clock-ins and clock-in change requests — and, for each document type, its settings and its series. The lines of each document are shown within the document's entry, not as a separate type.
- **Where it says 'System', there is no person behind it.** These are changes made by Fube itself, for example when generating a recurring invoice.

On large screens there is also a **Live** button, which refreshes automatically while you are watching, and its own export that respects any filters you have applied.

Edge cases and common errors

- **The Actions button is greyed out and I cannot export.** Select at least one row first. Without a selection there is nothing to export and the button stays disabled.
- **I cannot find who changed a colleague's role.** Neither log records it: changes to a member's permissions are not among the types covered by the activity log. To find out who has what **today**, go to **Settings › Company**, in the **Members** tab; how access is allocated is explained on the team and permissions page.

- **I see an `authentication_failure` with an email address that does not belong to anyone in my company.** It is an attempt to log in with an address typed in by hand. Fube attributes it to that email address as it is; if it does not match any of your users, that attempt does not appear in your log.
- **An entry says `anonymous`.** It is an event that Fube has not been able to attribute to anyone: there was no session and the email address attempted does not belong to an account.
- **I am looking for access to clock-ins and it is not here.** It has its own log, elsewhere: **Team › Hours and balances › Access audit**, which records who has viewed whose clock-ins, when, from which IP and with what type of query.
- **I want to delete a line I do not like.** You cannot, and that is deliberate: a log that can be edited is useless as a trail. The screen only lets you view and export.

Frequently asked questions

How long is the access log kept?

The intended period is **24 months**, the same as that intended for the clock-in access log: it strikes a balance between serving as a trail and not keeping email addresses and IPs for longer than necessary. In practice, old entries are still there: automatic pruning exists but is disabled, so nothing is currently deleted automatically.

Can I turn off the log or delete entries?

No, and that is the whole point. Fube always writes these entries, and the screen offers no delete or edit action. All you can do with them is view and export them.

Will Fube alert me if someone tries to get into my account?

There is no automatic alert for failed login attempts: the log is there for you to check. That is why the real defence is not watching this screen, but **enabling two-step verification**, which prevents access even if someone guesses the password. Checking the log from time to time is the complement, not the substitute.

Can my password be seen in the log?

No. Before saving each entry, Fube replaces any data that looks like a password or an access token with ***. The log keeps the event, not the credential.

Do changes to an invoice that has already been issued appear here?

In the **Activity log** tab, yes: each change is recorded with who made it, when and which field it affected, including the document lines. In **Authentication logs**, no: that tab only stores account access events.

Can I give my accountant access to the log without making them an administrator?

Not at the moment. Viewing the logs is tied to the Owner and Administrator roles, so you either give them one of those two roles or send them the exported file, which is usually the sensible option when they only need to see a specific period.

Check it once a month and stop worrying

There is no need to keep a constant eye on this screen. By opening it once a month, filtering by **Error** and checking that the email addresses shown belong to your team, you have covered the essentials of what this screen is designed to detect. And if something does not add up, you have the date, the IP and the file to export it. If you do not use Fube yet, you can **create your free account** and have the log working from your very first login.

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