# Use the Audit Trail for Operational Review

Account & Troubleshooting · https://support.jansma.vip/docs/jansma-vip-ads/account-troubleshooting/use-the-audit-trail-for-operational-review/

The audit trail helps authorised teams understand configuration activity in Jansma VIP Ads. It is especially useful when several users manage the same inventory or when delivery changed after an update.

## What to review

- The user associated with the event.
- The date and time of the activity.
- The inventory or account area affected.
- The type of action, such as creating or updating an item.

## Investigate a change

1. Define the time window in which the unexpected behaviour began.
2. Review campaign, banner, zone, rule and access activity in that window.
3. Compare the event with campaign dates and Statistics.
4. Contact the named authorised user for business context when appropriate.
5. Correct only the confirmed cause and record the follow-up.

## Important limits

An audit event shows platform activity, but it does not automatically prove intent or explain every downstream effect. Combine it with the current configuration and performance data. Do not copy audit information into public channels or include unrelated user details in a support request.

For a support investigation, provide the relevant time, account area and affected item names. Jansma VIP Support can advise what additional non-sensitive evidence is useful.