

SMART Tip Sheets

Screen Shot

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This Tip Sheet focuses on the steps required to document a screen shot of an issue or error.

Total Pages: 2

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1. Screenshots/Print screens allow you to capture an image on your screen and save it as a document.

- a. To capture what is on your screen, press the 'Print Screen/SysRq' key (look to the right of the **Backspace** key to find the **Insert** key, then look directly above the **Insert** key). This makes a copy of what is on your screen - nothing will happen on your screen until the next steps are completed.
- b. Click on the Windows 'Start button'
- c. Go to 'Programs', select 'Microsoft Word'
- d. Click 'Edit, then Paste' (this places the image on your screen)
- e. Hit the 'Enter' key a few times and type a **DETAILED** description of who you are, provide your SMART login ID and agency's name, identify what you were doing or trying to do when you discovered the problem or received the error message, etc. (i.e., I was looking at client name _____, agency client ID _____, and went into the "Profile" screen and clicked on 'Save' when this message appeared, etc.)

2. Click 'File - Save As' to begin saving this document. If you have a file location that you always use and can find it, save the file there. Otherwise, save it on your Desktop.

To do this, you can either:

- a. Click Desktop from the 'Save In' drop-down; or click the Desktop icon on the left side
- b. In the 'File Name' field, enter information such as your name, your agency's name, the current date, etc. in order for us to identify who had the problem and where it came from.
- c. E-mail the document as an attachment.

HOWEVER, please ensure that you repeat your identifying information in the e-mail's subject line or body (i.e., please do not simply say "help", rather please provide additional information such as a phone number, if need be).

Click the 'Print Screen' button on your keyboard.



Click the Start button in the lower left hand corner of your screen.

