



HOW TO TAKE EFFECTIVE SCREENSHOTS

INTRODUCTION: Sometimes we may ask for screenshots to be sent to us to get a better look at an issue, whether is error messages or pop-ups. This guide will show you how to take *useful* screenshots.

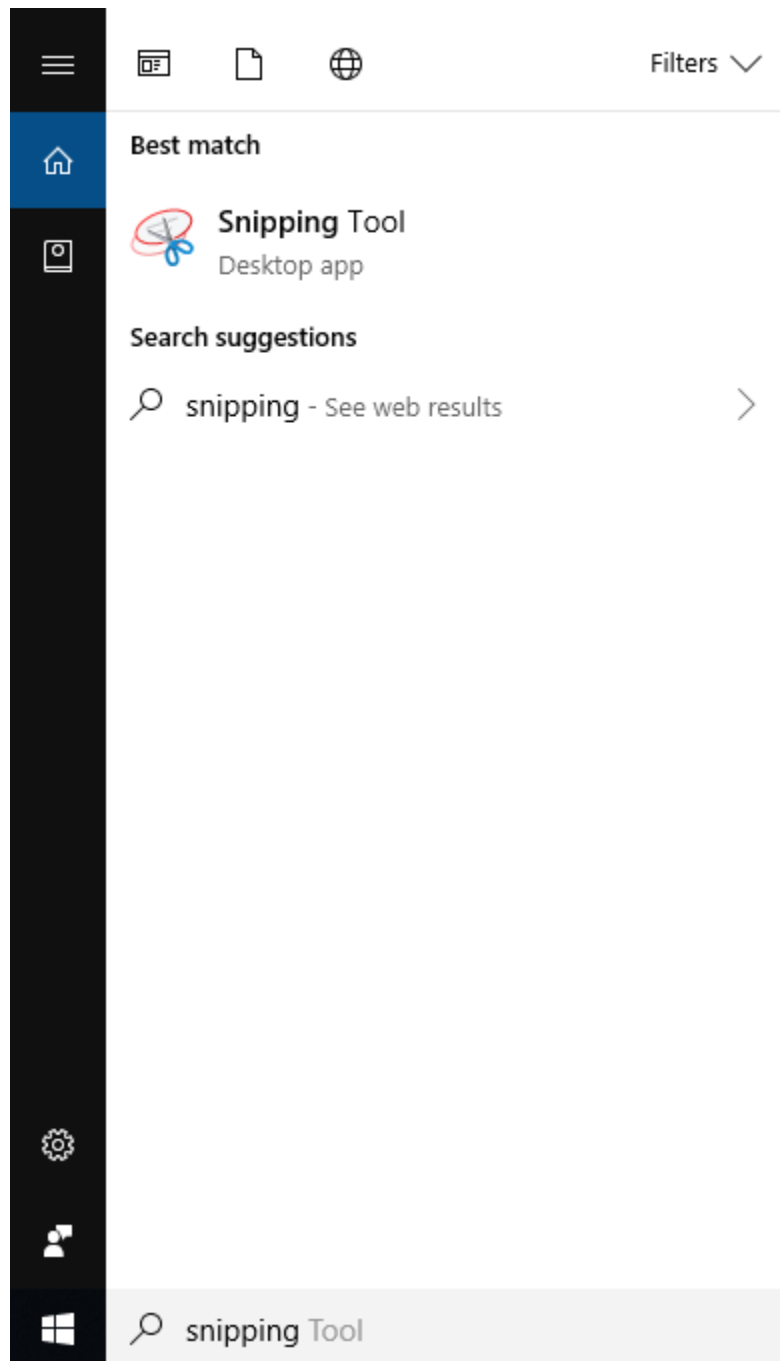
SYSTEM REQUIREMENTS: Windows Vista+

WHAT YOU MAY NEED & OTHER CONSIDERATIONS:

- NA

STEP ONE

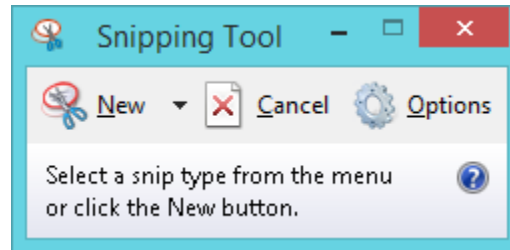
The tool we would recommend that is pre-installed for Windows (Vista and upwards). To use this, simply click the “Start” button and search “Snipping Tool”.



If you find this handy, you can right click it and select “Pin to taskbar” for easier access in the future.

STEP TWO

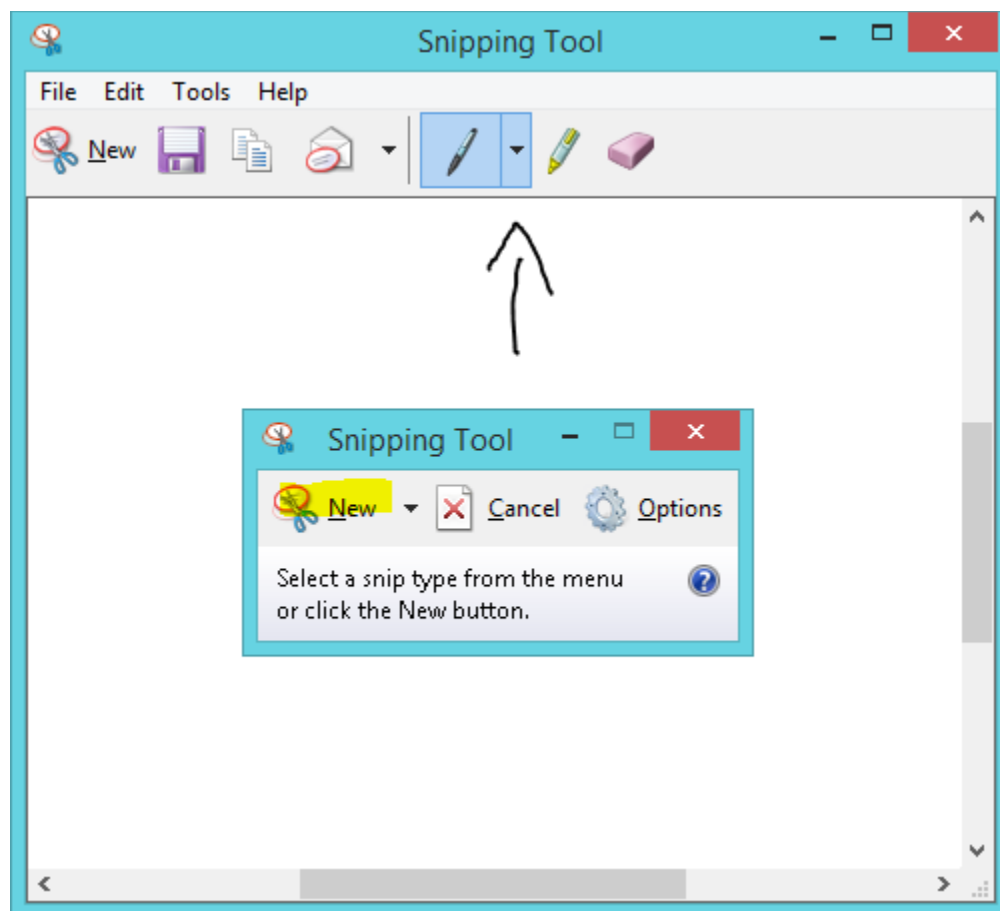
Once open, it will look like this:



The default setting for it is "Rectangle". This means that when you click on "New", it will allow you to select an area in the shape of a rectangle (or square if you're super precise).

STEP THREE

Once you have your screenshot, simply copy and paste it into an email or save it and forward it over as an attachment.



For added emphasis, you can use the highlighter or pen tools.

For support please call +44 (0) 20 3740 1060, or email support@it-logik.com

NOTE

This method prevents taking a screenshot of a huge window which can blur the image when we try to have a closer look and prevents any sensitive information accidentally being included in a screenshot. It also helps us to see the error or pop-up much clearer.