

## CREATING A SCREEN SHOT

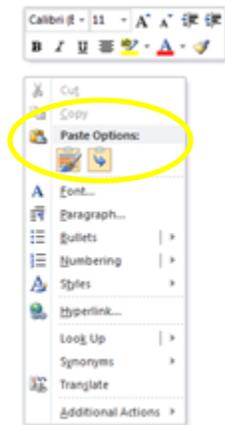
In order to solve your ePerformance-related problems as quickly and efficiently as possible, please provide a detailed description of the issue as well as a screen shot to further illustrate your point in question. A screen shot is a picture of what is displayed on your computer monitor. There are two (2) ways to take a screen shot:

### 1. 'Print Screen'

You can take a picture of what is on your screen by pressing PRINT SCREEN (PRTSC or PRTSCN on some keyboards) (see below). Some keyboards don't have the PRINT SCREEN button, but may include a function key (FN) that can be used in combination with another key to access the PRINT SCREEN command, such as FN+INSERT, to take a screen shot.

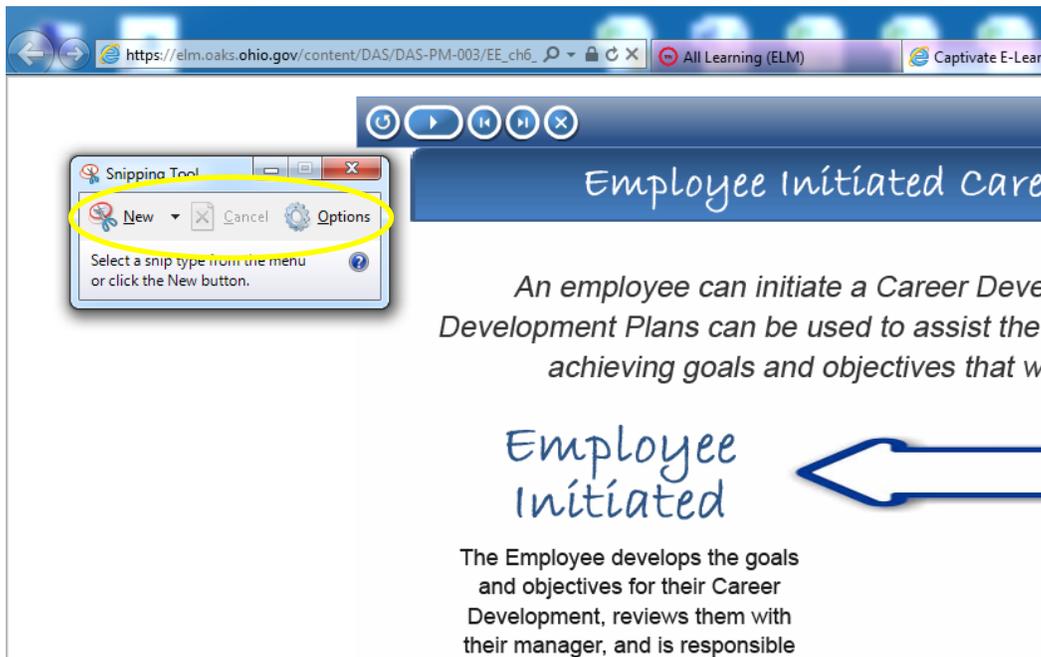


You can paste the screen shot into an e-mail, word document, or other file by using the program's paste command when you right click the mouse (see below) or by pressing CTRL+V.

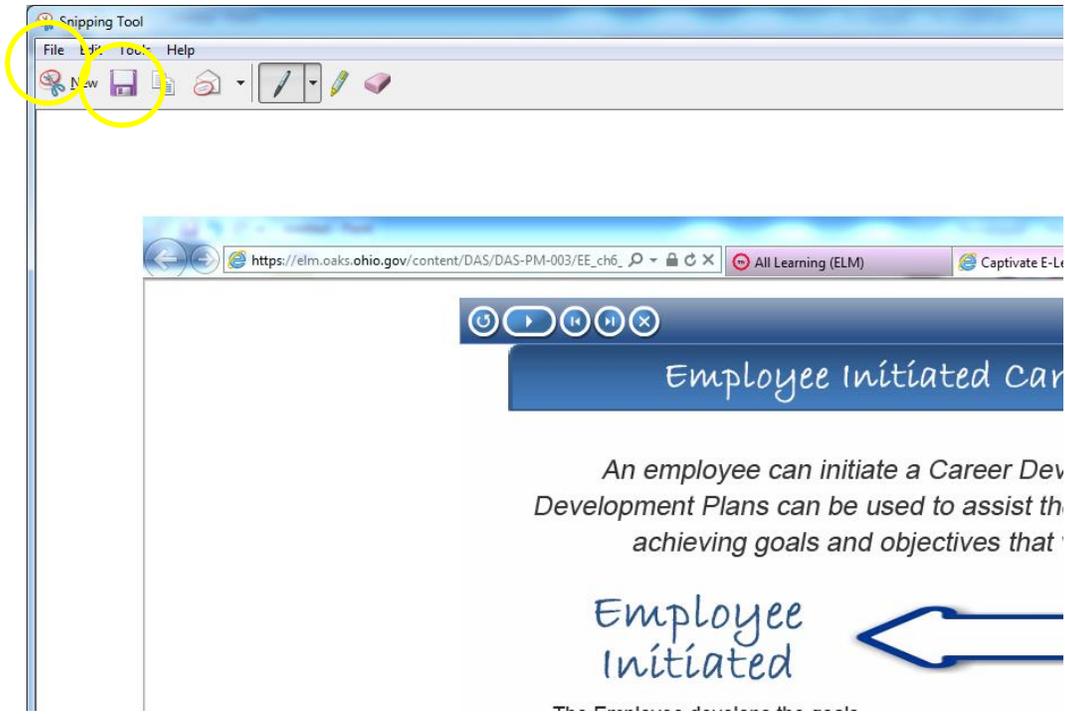


## 2. Snipping Tool

Snipping Tool is an application included in Windows 8, Windows 7, and Windows Vista that allows the user to take screen shots. To open the application select the Windows start menu and type “Snipping Tool” into the start menu search bar, and then click on the “Snipping Tool” icon that appears in the start menu. The application will open in a small window with three buttons displayed, “New,” “Cancel,” and “Options.”



Click on the small drop-down arrow located to the right of the “New” button in order to display the four snip types. The simplest snip type is the “Full-screen Snip.” Ensure that the web browser you want to take a screen shot of is open and visible on your screen, and then click the “Full-screen Snip” option. This will take a screen shot of your entire computer monitor’s display (not including the Snipping Tool application itself), and the image will open in a new Snipping Tool window.



To save the screen shot as a JPG file (a common file used for images that is compatible with all Microsoft programs), click on the purple floppy disk located in the toolbar at the top left of the Snipping Tool window or select "File" > "Save As..." from the menu bar. The file can then be attached to an email or inserted into a word document.