

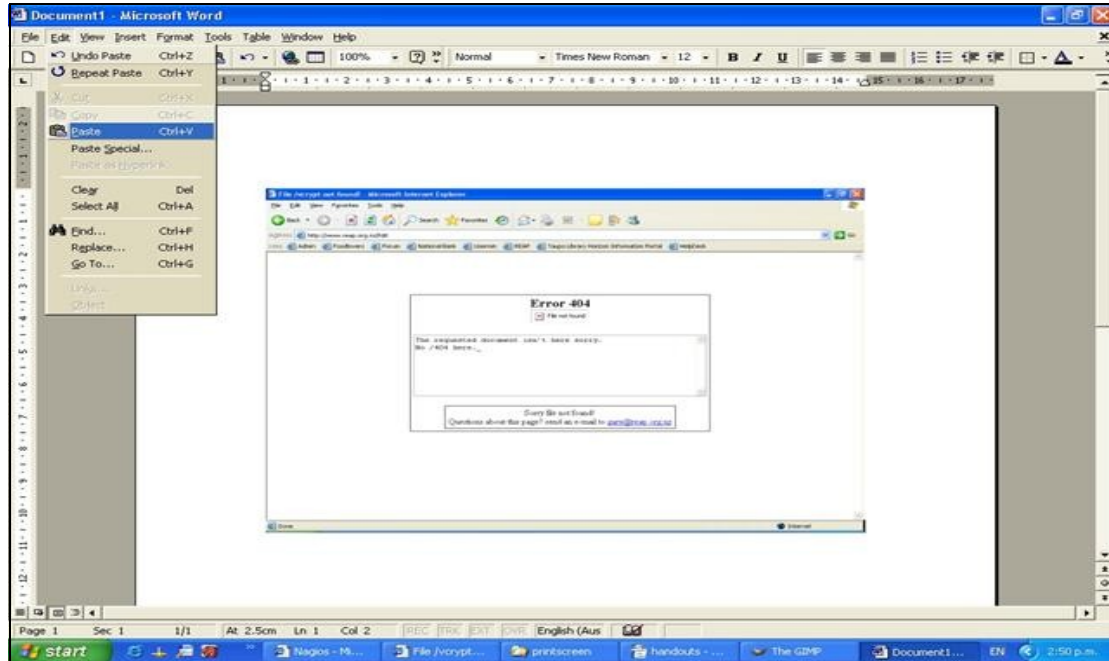
How to Screen Capture Errors

If you have an error message appear on your computer, instead of writing it down, you can 'Print Screen' it and attach it to an email.

When your error appears on your screen, make sure that the error is the main screen, or, working box, to do this click on the top of the box. Hold onto the Alt key and then push the Print Screen key. (Example keyboard, keys may be in a different place)

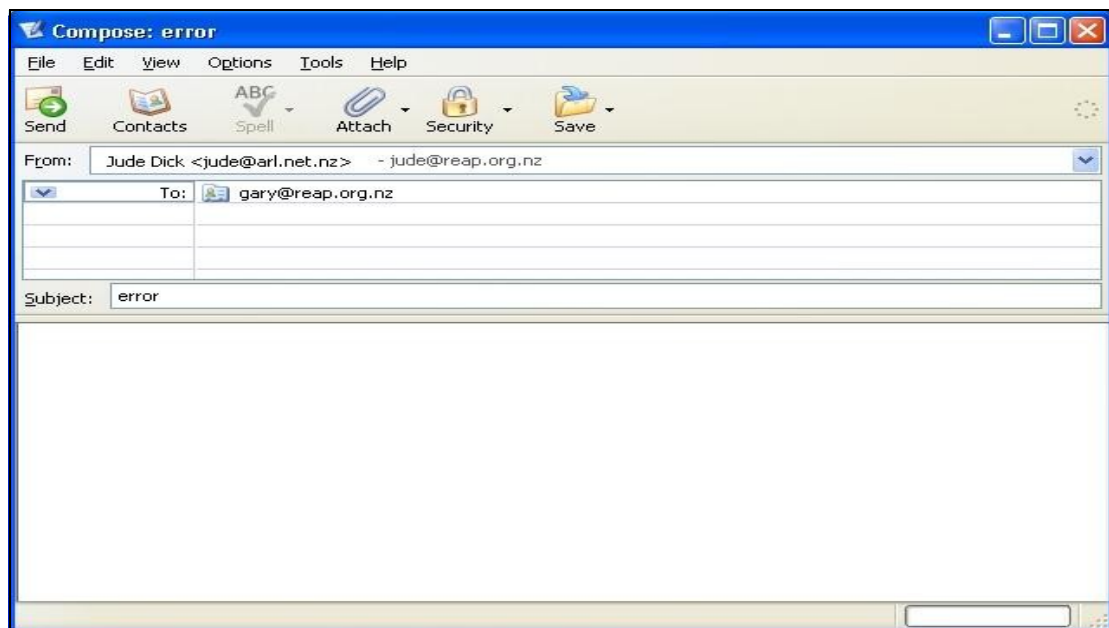


Start up Microsoft Word and open a new document, then click on 'Edit' in the tools bar, then click on the Paste button, and your copied screen will appear. (example error)

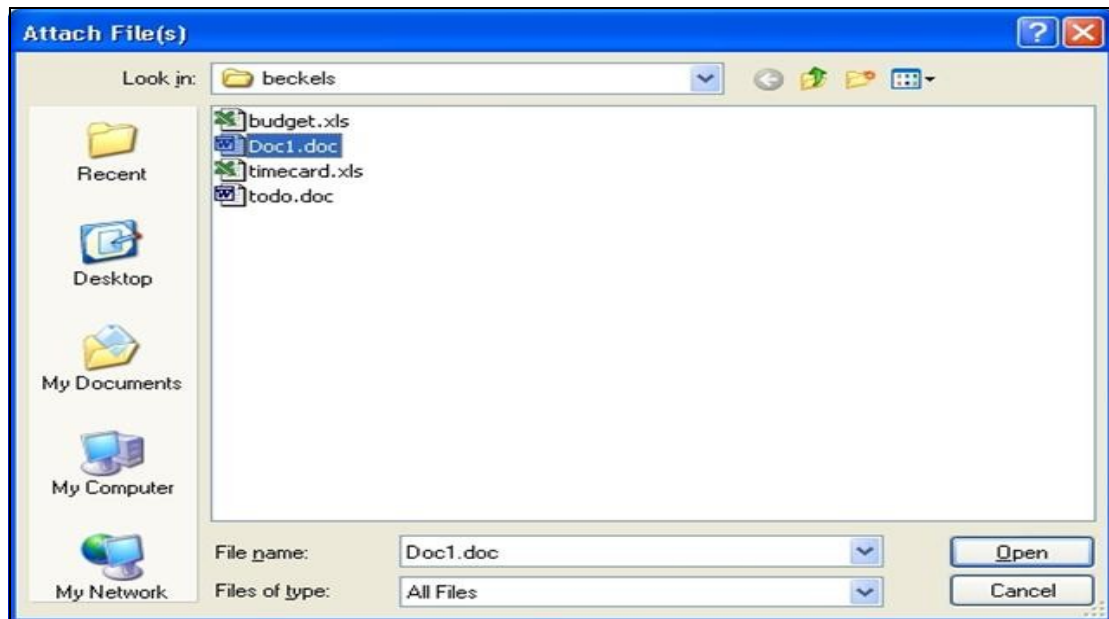


Save this document somewhere you think is appropriate and somewhere you will not forget where it is.

Connect to the Internet and start up Thunderbird. Start a new email, type the 'to' address: helpdesk@reap.org.nz, type a subject in the subject box, i.e., error. Please give an explanation on what you were doing and what software you were using when this error occurred.



Click on the Attach box; find your saved Microsoft Word Document. Click Open.



Click the send button and your email will be sent.