POLYMORPHIC
S O L U T I O N S

How to take a Screenshot or Video

Introduction

Often when lodging a support request, to achieve the fastest resolution to your issue, it is essential that the support technician is able to see your screen, see the issue you are reporting and be able to see enough information to help identify what could be causing that issue.

Screen captures are the best way to achieve this. You can then attach them to your Help Desk ticket for our support staff. Sometimes, the steps involved to reproduce the issue may be quite detailed, and taking lots of screenshots may be time consuming. Sometimes it is easier to take a short video.

This guide will help you take a screenshot or short video of your issue to ensure that our support technicians will be able to resolve your issue quickly and efficiently.

Polymorphic Solutions acknowledges that the information presented her has been sourced from the internet site WikiHow.com and remains their copyright

IMPORTANT: Whether you are taking a screenshot or a video, always be mindful of what you are sharing as some data may be confidential.
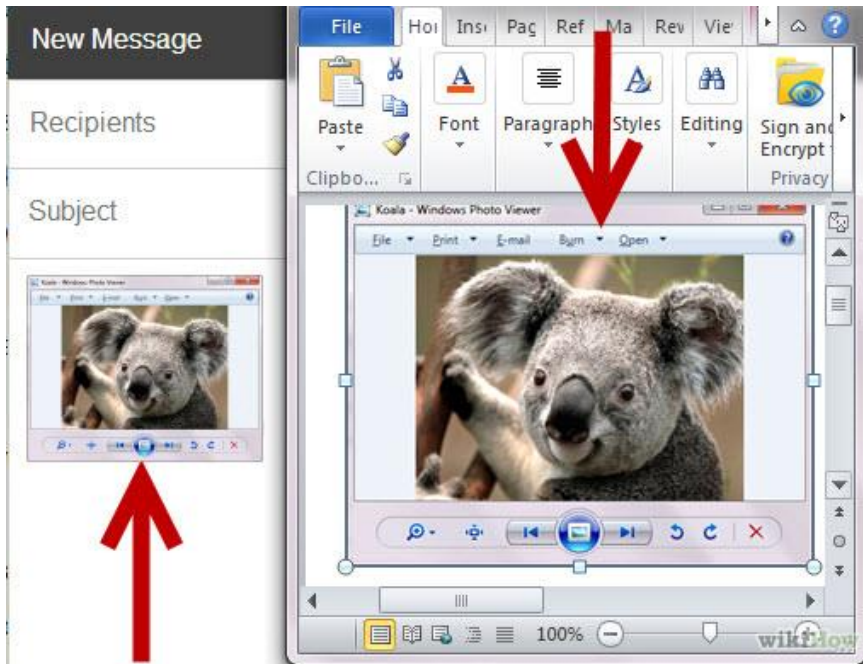
How to Take a Screenshot in Windows

Step 1 – Take a Screenshot

Press the "Print Screen" (⌂ PrtScr) key on your keyboard. This will capture an image of your entire screen and copy it to the clipboard. The dimensions of the image will be the same as your desktop resolution.
- The ⌂ PrtScr button may be labeled "PrtScn", "Prnt Scrn", "Print Scr", or something similar. On most keyboards, the button is usually found between F12 and Scroll ⇩. On laptop keyboards, you may have to press the Fn or "Function" key to access "Print Screen".
- You will not receive any confirmation that the screenshot has been taken.

Step 2 – Paste the screenshot

Once you've made the screenshot, you will need to paste it to a program in order to see it. The most common way to paste it is into a Paint file. This will allow you to save it as an image file that can be transferred to others.

Open Paint from the Accessories section in your Start menu. With a new blank canvas open, press Ctrl+V to paste the image onto the canvas. You can also open the Edit menu and select Paste, or right-click on the canvas and select Paste.

Click File, then Save to set the name and file type of the image. The most common file types are JPG and PNG. The recommended format for screenshots is PNG, due to the high quality and small file size.

You can also paste the screenshot into other programs, such as Word or into the body of an email. Simply open the program that you want to paste the image into and press Ctrl+V.

How to Take a Screenshot in Mac OSX
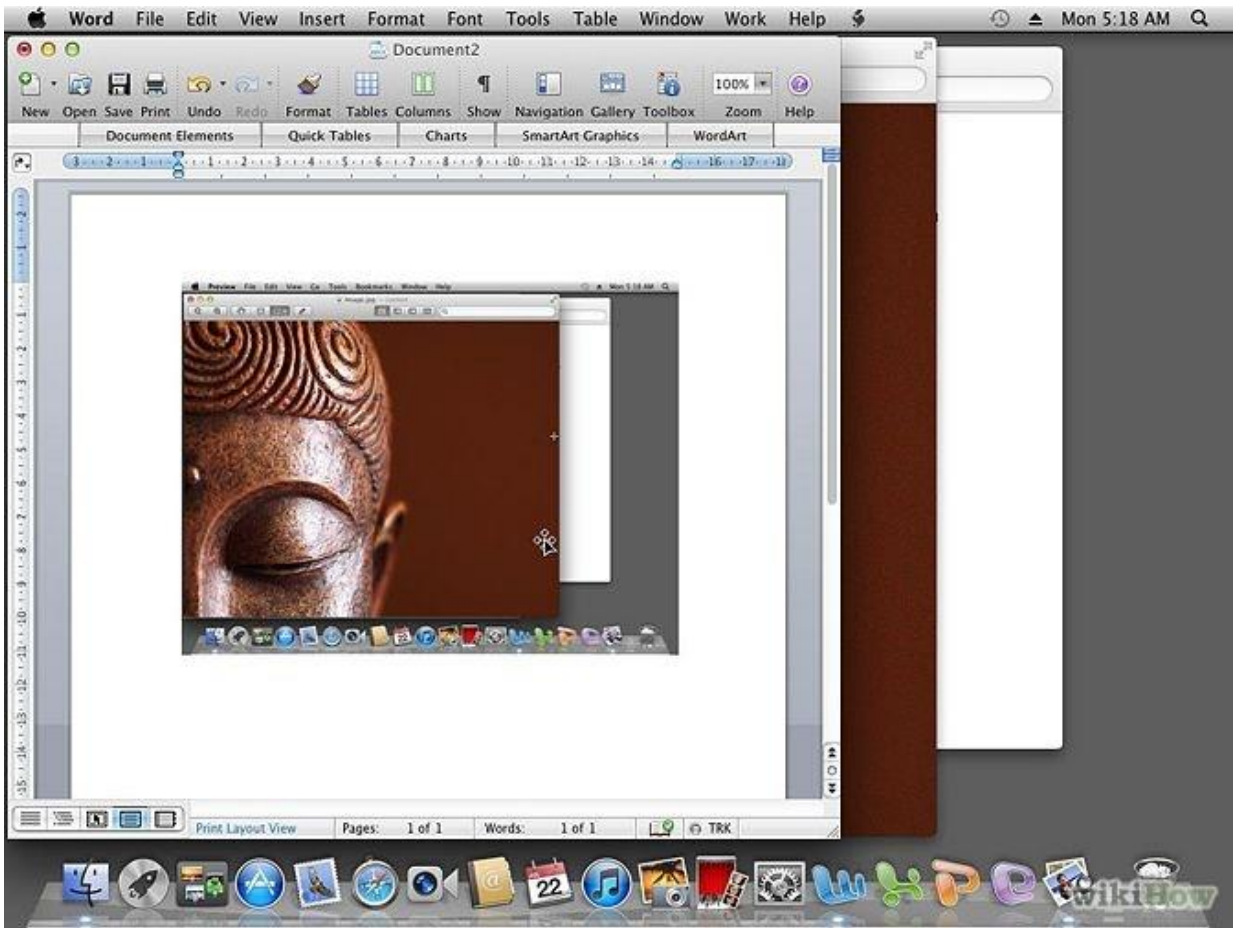
Step 1 – Take a Screenshot

Press **Command+Control+Shift+3.** This method results in the image being saved to the clipboard, the same temporary storage area where your computer remembers the text that you have copied.

Step 2 – Paste the screenshot

Once you've made the screenshot, you will need to paste it to a program such as Word in order to see it

Use **Command+V** or **Edit > Paste** to paste your image. Your screenshot image can be pasted straight into any compatible application, such as a Word document, an image editing program, and many email services.

How to take a short Video

Polymorphic Solutions use Jing for short videos. It is free and supports uploading the video to many mediums such as their own site called screencast.com Jing is available from here: https://www.techsmith.com/jing.html

Step by Step Tutorials are available on their site to show you how to use this software.

You can either save the video to file and attach it to the ChilliDB HelpDesk, or upload your video to screencast.com through Jing and then paste the link into your ChilliDB HelpDesk ticket.