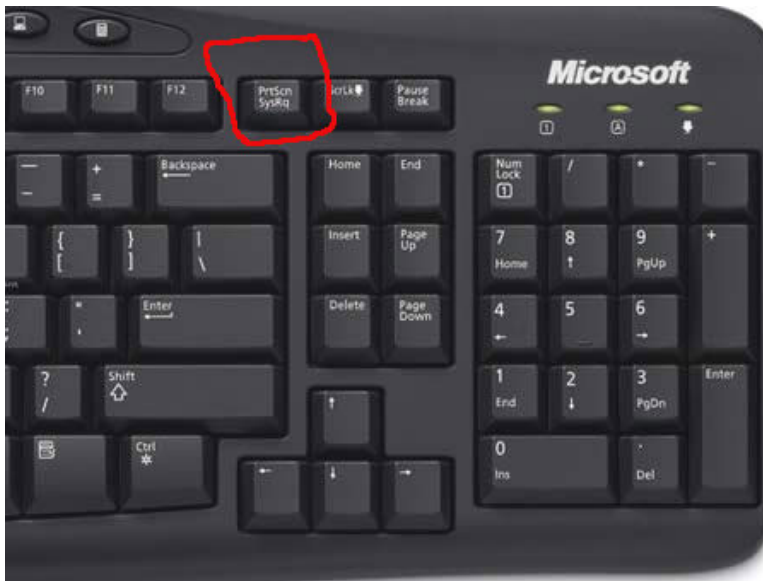


*A picture is worth a thousand words, which means a screenshot is a wonderfully efficient way to communicate with others about your computer or theirs. At Cruxwire, we strongly recommend taking screenshots of error messages, and really appreciate it when you do.*

To take a screenshot at any time, hit your Print Screen key.

On most standard keyboards, this key is above your Insert key at the upper right corner of your keyboard. If you're on a laptop you might need to look around a bit to find the key.



Once you hit the PrtScn key, an image of your screen is copied onto your computer's clipboard. You can now paste the image into just about any program, including image editing programs, word processing programs, desktop publishing programs, and even directly into an email.

That's it. It's a very simple process. However, I recommend you edit your screenshot in an image editing program. By doing so you can alter the image and/or save it as a more appropriate file type.

By default, screenshots are in bitmap (.bmp) format, which is quite memory-intensive, making anything that includes the image difficult to email due to the file size.

Paint is a program included on all Windows computers, and can be used to edit your screenshot. To edit your screenshot with Paint:

- 1) Hit PrtScn to copy the screenshot to your clipboard.
- 2) Open Paint. Start>Programs>Accessories>Paint.
- 3) Hit Ctrl+V to paste your image into the program. Alternatively, you can paste it in by going to Edit>Paste.

Once your screenshot is open in Paint (or other image editing software), you can edit your screenshot however you like, perhaps cropping it, adding text to it, or reducing its dimensions. More advanced image editing programs, such as Photoshop, will allow you more editing choices.

Now for the most important part, saving your screenshot in a format that will reduce its file size.

- 1) Go to File>Save as.
- 2) Under Save as type: select either the jpeg or gif file format. Jpeg is best for more complex images, particularly ones with photos in them. Gif is better for simpler images. When in doubt, use gif for screenshots.

- 3) Name your file and save it wherever you would like.

You'll find a lot of helpful ways to use screenshots, and like me, you will probably find them especially helpful for technical problems. Get an error message? Grab a screenshot! A screenshot will provide your technical support with all kinds of useful information, including the exact text of the error message, what programs were running at the time of the error, even the time of the error message. I'm sure you'll agree that anything that makes solving computer problems easier is a good thing!