



Capturing a “Screen-Shot”

This document outlines the process for capturing a screen shot and sending to IT Department. This process should be followed for submitting error messages with regards to SuccessEHS and MediaDent for purposes of troubleshooting system errors.

1. With the error message visible on your screen, press **PrtScn** on your keyboard. Below are a few examples of the common keyboards that are throughout the facility and the corresponding location of the **print screen** button.

Note: Depending on the keyboard the key may read differently. In general the **print screen** button will be located above the **Insert, Home** keys.



2. Open Microsoft Word and paste the screen shot by right-clicking on the screen and selecting **paste** or select **Ctrl+v** using the keyboard shortcut to paste the image. You can continue adding any error messages and send the file once at the end of the day.
3. Save the document to your desktop, attach the document in an email, and send to maxh@aimhealthy.org.
4. Delete the document off of your desktop.
5. If preferred, you can open an email each time an error message occurs, paste the screenshot and email immediately to maxh@aimhealthy.org.