Computer Tasks – Reporting an Error Message (How to make your Computer Support Person appreciate you)

1) These instructions allow you to give your computer support person the exact wording of a computer error message. The example below is "made-up" to illustrate this task.



2) Press the "Ctrl" key and hold it down while also pressing the "Print Screen" (or "PrtSc") key. Nothing visible will happen, but you have just taken a "snapshot" of your screen. Note: not every keyboard has the same layout as the example used below.



3) Click on your **[**Start **]** button and then click on "Run"

All <u>P</u> rograms ►	🦾 <u>R</u> un	
Undock Comput <u>e</u> r 💋 Log Opens a program, fol		
🍠 Start 🧔 🖸 🎯 🔌 🔟 5 🕅	icrosoft Office ᠇ 🗾 🎩 FreeCell	

4) At the "Run" prompt, type "mspaint" and click on [OK]

Run	? ×
-	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	mspaint
	OK Cancel Browse

Network Evaluation



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5) When the "Paint" program opens, click on the "Edit" menu and select "Paste"



6) The "Paint" window will now show the captured desktop image. Click on the "File" menu and select "SaveAs"

👹 SampleScreen.bmp - Paint	
File Edit View Image Colors Help	
New Ctrl+N Open Ctrl+O Save Ctrl+S Save As From Scanner or Camera	
Print Preview Page Setup Print Ctrl+P	mple Error Message
	This is an example of a long, complex
Set As Background (Tiled) Set As Background (Centered)	provide to your computer support person
1 SampleScreen.bmp 2 H:\Keyboard.jpg 3 Z:\novatechlogo.tif 4 Z:\Dominiqueskid.JPG	OK Cancel

7) Enter a descriptive title for the picture and click the "**Save**" button. Now you may email or show this to your computer support person.



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