

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.



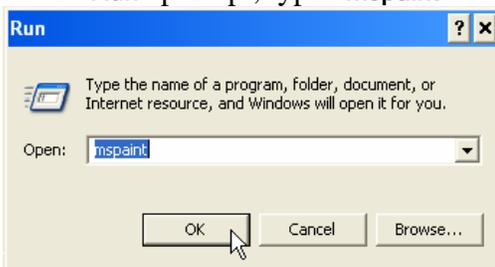
- 2) Press the “Ctrl” key and hold it down while also pressing the “Print Screen” (or “PrtSc”) key. Nothing visible will happen, but you have just taken a “snapshot” of your screen. Note: not every keyboard has the same layout as the example used below.



- 3) Click on your [Start] button and then click on “Run”

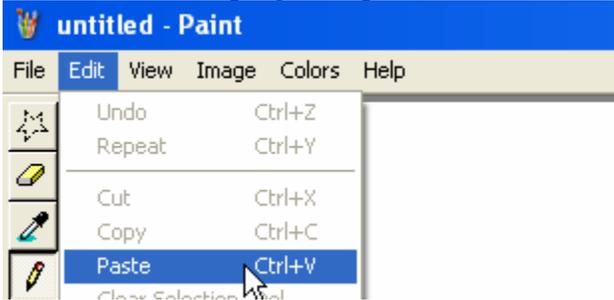


- 4) At the “Run” prompt, type “mspaint” and click on [OK]

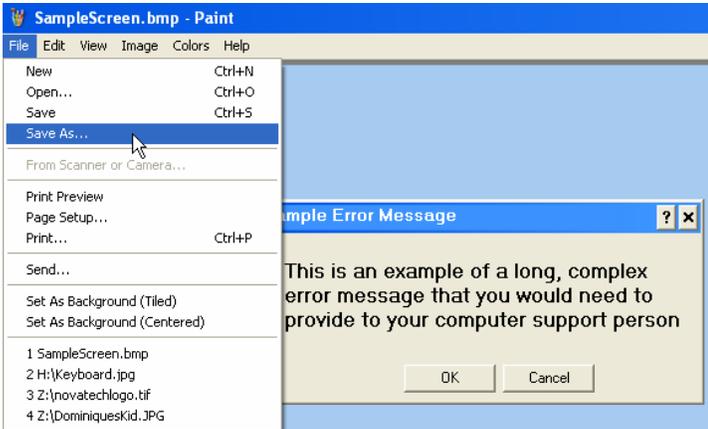


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- 5) When the “Paint” program opens, click on the “Edit” menu and select “Paste”



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



- 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.

