



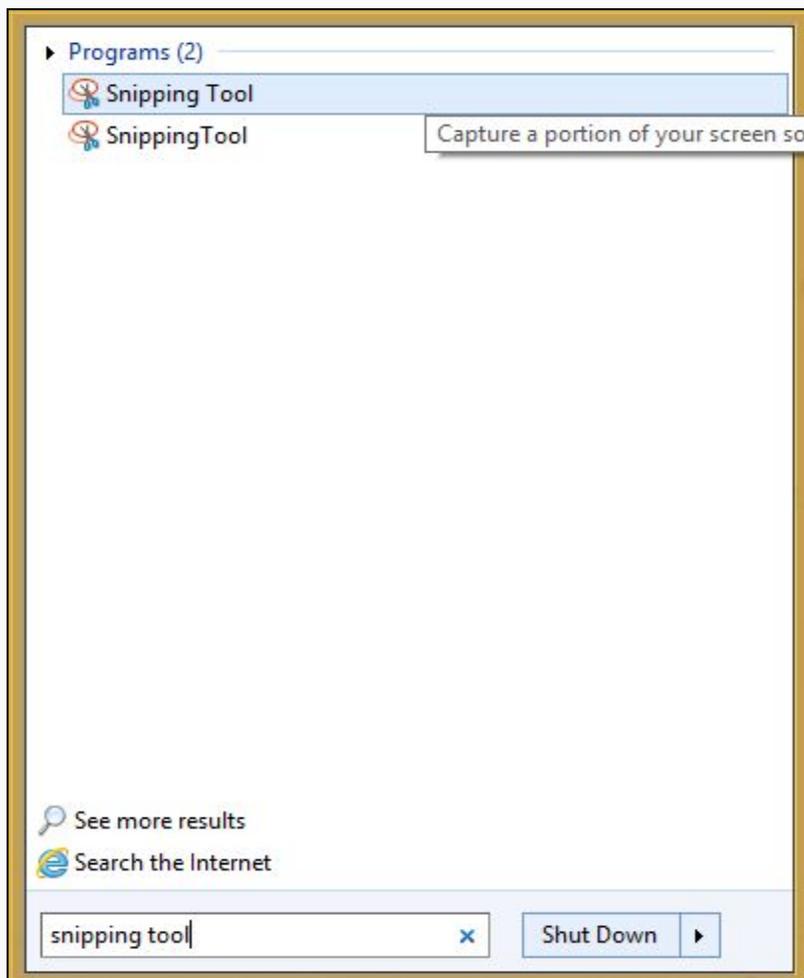
Summary

Screenshots can be very helpful when sending in a Support Ticket to Orchestra. They can be used when you are getting an error message in Orchestrated, or when you are working on a specific document/report and want to show what is coming up when you try to process it.

For PC Users

Using the Print Screen button on your keyboard will take a screenshot of your entire display, which can make things hard to read if they are only taking up a small portion of the screen. Here are the steps to capture a single window or section of your screen

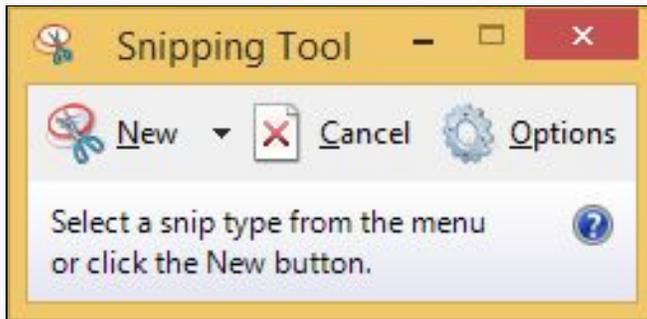
1. Open the Start menu in the bottom left corner of your screen. For Windows 8 users, you can press the Windows key+Q
2. In the search bar, type in "Snipping Tool"



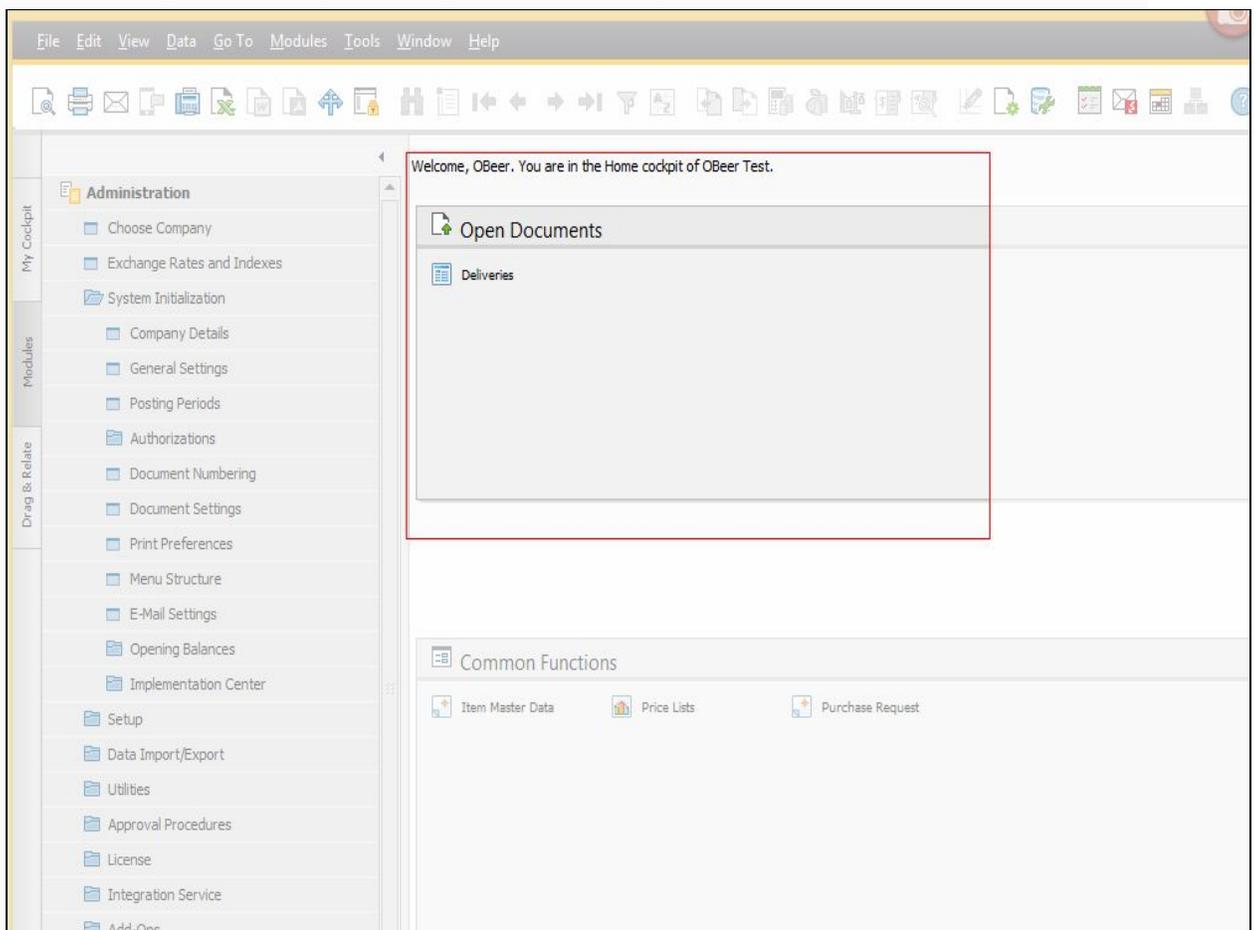
3. Open the Snipping Tool



4. Click the "New" button

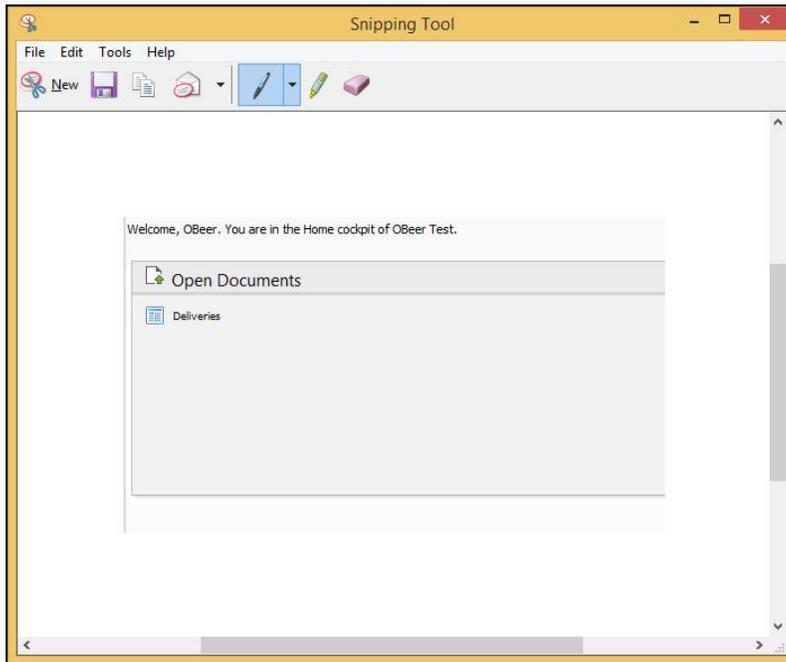


5. Click and drag to select a portion of your screen to capture





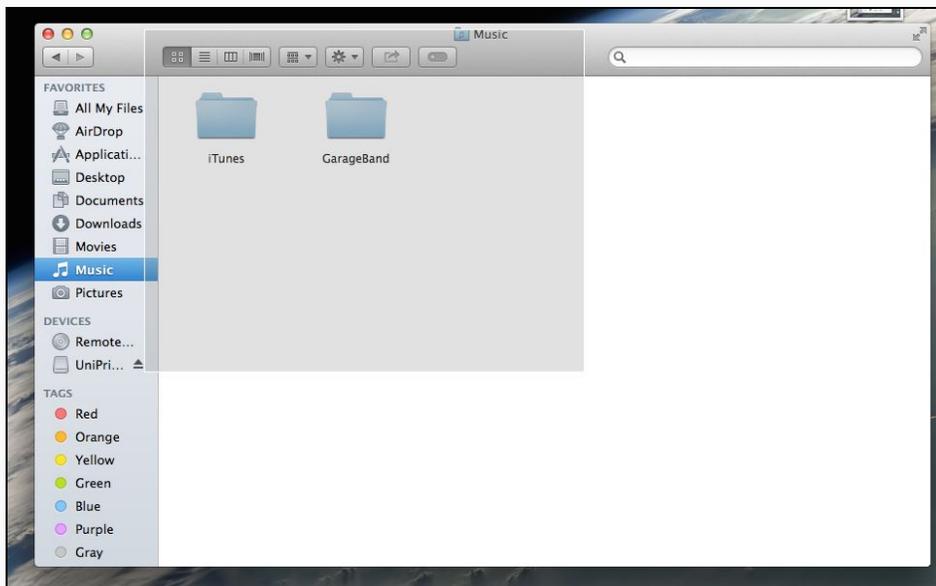
6. You can now save the image to your hard drive, or copy and paste the image into an e-mail



For Mac Users

To capture a section of your screen:

1. Press Command (⌘)-Shift-4
2. Click and drag to select a portion of your screen to capture

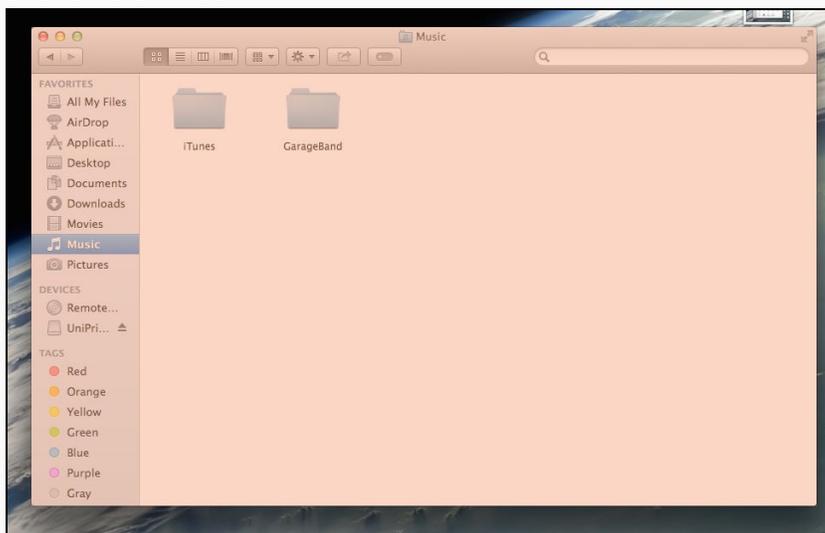


You can hold Shift, Option, or the Space bar while you drag to resize the selection area. To cancel the screen capture, press Escape before you release the mouse button.



To capture a specific window:

1. Press Command (⌘)-Shift-4
2. Press the Space bar
3. Highlight the window that you would like to capture
4. Click on the window

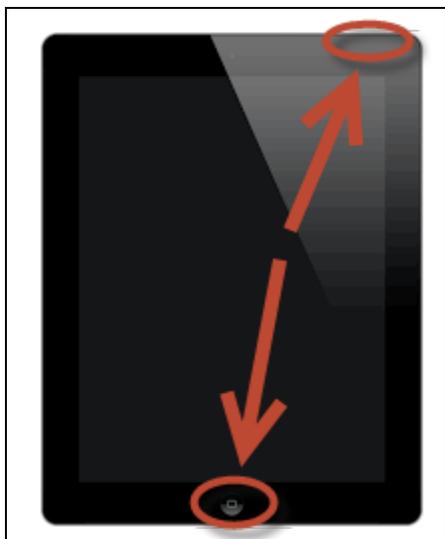


The screenshots will automatically be saved to your Desktop. The file will be named "Screenshot (date and time).png". The image can then be attached to an email or ticket to Support.

For iPad Users

To take a screenshot:

Press and hold the power button (on the top of the iPad) and then press the home button (on the front of the iPad, right below the screen). This will save a picture of the screen in your Photos app.



Note:

We also recommend installing the Zendesk for iPad application which will need to be downloaded from the Apple iTunes App Store. Once downloaded, you will be able to login to your Zendesk account and submit tickets and attach iPad screenshots from your iPad!