



Here are instructions for creating saving what is currently on the screen into a file so that you can send LeadMaster a picture. This is also known as taking a screen shot.

On a PC.

Log into the system and replicate the issue you have described. On your keyboard use the Print Screen key (may be abbreviated Prt Scr), usually located along the top of your keyboard at the far right end of the Function keys (F1, F2 etc.). Pressing the print screen key takes a “picture” of what is on your screen and copies it to the Windows clipboard. Open a new Word document and press CTRL-V to paste the screenshot into the document. Save the document and then send it to us as an attachment via return email to this message.

On a Mac.

Log into the system and replicate the issue you have described. Launch the application ‘Grab’, usually found in the Utilities folder. From the capture menu select either Screen or Timed Screen. If the issue is visible you can select Screen. If you need to use the mouse to re-create the issue used Timed Screen and it will give you time to use the mouse to re-create the issue.