

How to Send a Computer Error Message to a Technician



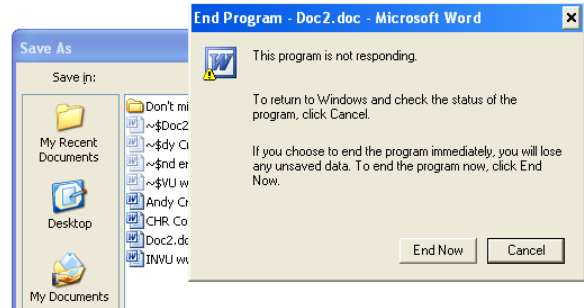
It may happen that as you are using the computer an error message appears that you require technical help with. For example you may get a Windows error, a program failure message or a virus alert.

To send the error message to a technician follow these steps:

1. *leave the message* on the computer screen


2. press the *PrtSc (PrintScreen)* key on the keyboard

Note that it may appear nothing happened which is to be expected, in fact the screen image has been captured to the clipboard



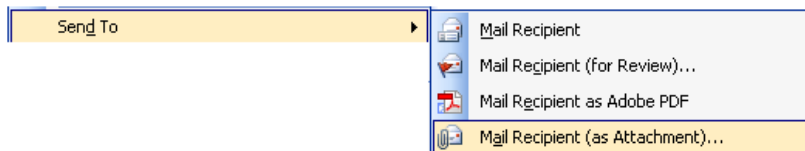
3. Open the program *Microsoft Word*



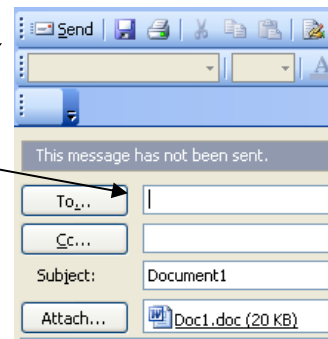
4. In the Word Program click the *Paste icon*  on the Standard toolbar, or from the *Edit Menu* click the *Paste* option

5. To send the message, still in Word, from the File menu select *Send to*

6. In the fly-out from the Send to option Select *Mail Recipient (as Attachment)*



7. the email composition window should open and you can put the technician's *email address in to "To" box*, and you may type a short description of the problem in the body area of the message



8. click the *Send button* and the *close all* open programs – you're done!