

2017

What to do when something appears in Windows
and you don't know what to do



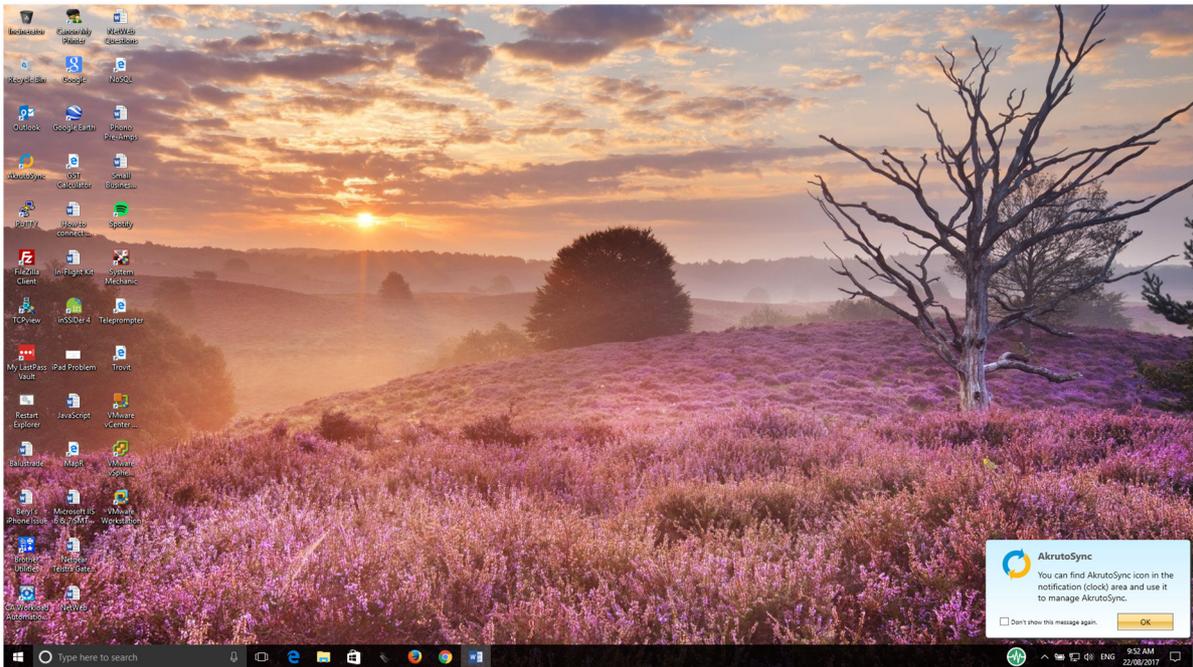
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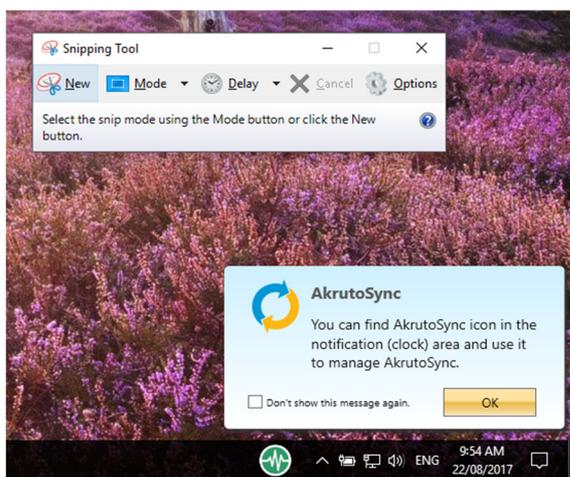
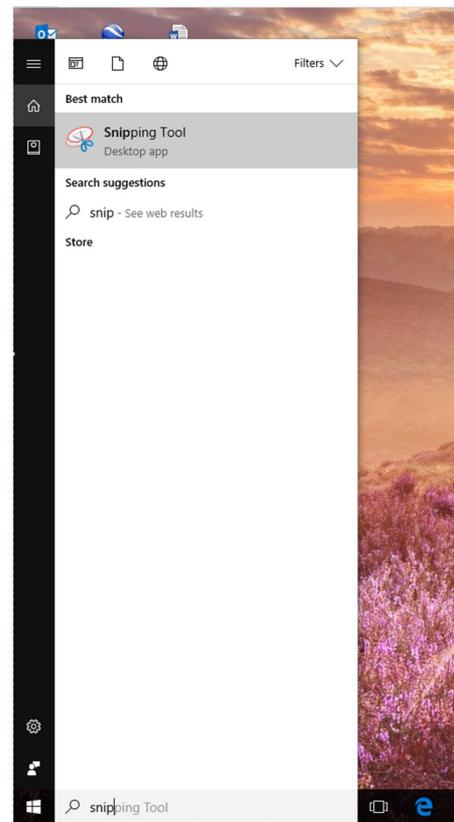
12/2/2017

When something appears on your Windows desktop (such as the pop-up message below) and you aren't sure what to do, you can use the following instructions to take a snapshot of a portion of the Windows desktop and email that to a trusted helper for advice.

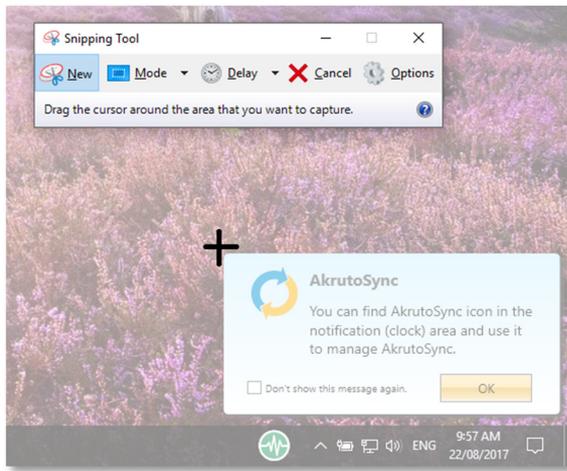


Simply position your mouse and click in the search field next to the Windows button in the bottom left of your Windows desktop and start to type "snip" (see right), which should result in the finding of the Windows *Snipping Tool*. The Snipping Tool is a useful utility for snapshotting portions of the Windows Desktop and copying that information into other applications.

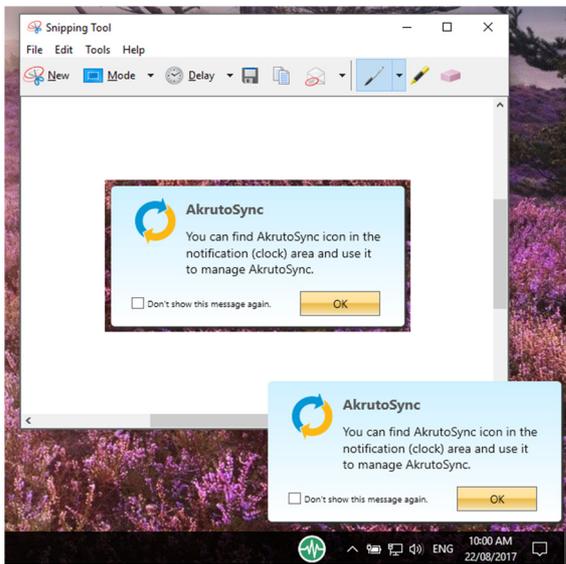
Click on the **Snipping Tool** entry at the top of the search list which should then result in the running of that application (below).



In the Snipping Tool's window, click on the **New** menu item. The entire screen will dim slightly and a crosshair mouse pointer will appear in place of your normal mouse pointer. Position this crosshair at one corner of the area that you want to snapshot. Then click and hold the left mouse button and drag the crosshair to the diagonally opposite corner, to highlight the entire area you want to snapshot.



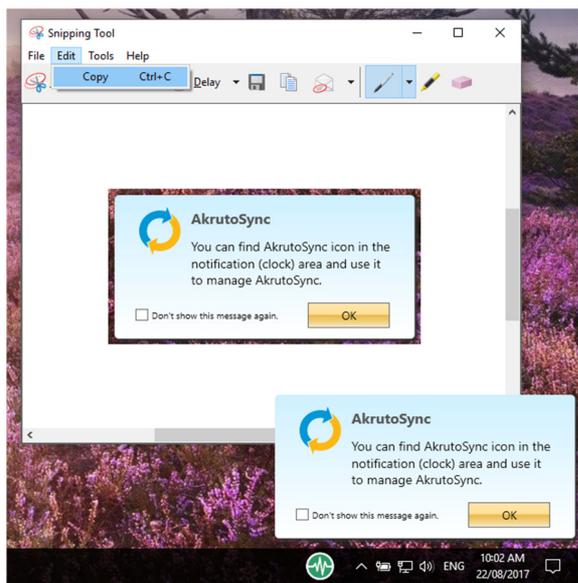
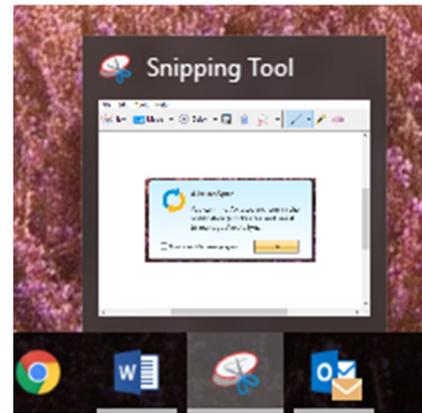
When done, release the mouse button and the highlighted area will appear in the Snipping Tool's window (see below). If you make a mistake or want to repeat the capture, simply click the **New** menu item in the Snipping Tool again and repeat the above selection of the area you want to capture.



This snapshot image can now be copied to most Windows applications (email, word processor, paint, etc.).

For example, open a new email to send this snapshot to somebody who can help you determine what needs to be done. Write your email and then when ready to copy in the saved snapshot, use the status bar at the bottom of the Windows desktop to select the Snipping Tool application (see right).

When back in the Snipping Tool application, click on the **Edit** menu item, followed by **Copy (see below)**.



The snapshot will now be in the Windows Clipboard ready to be pasted into any application.

Now use the status bar again at the bottom of the Windows desktop to get back to the email you were writing. Use the mouse to click in the email where you want the image to be pasted, and then press the *Ctrl* key together with the *v* key (*Ctrl+v*) to paste the image into the email.

You can now send the email to another person to get their advice.

As mentioned earlier, this same technique can be used to paste the saved image into many other Windows applications.

Handy Tip: If you want to send the entire Windows desktop to your friend, simply press the Print Screen (*PrtSc*) key on the keyboard. This places the entire Windows desktop into the Windows Clipboard where it can be pasted into most Windows applications using the Windows Paste command (*Ctrl+v*).

If you are familiar with the Windows Paint application, you might find it easier to use the Print Screen method to capture your desktop and paste it into Paint where you can then manipulate the image to suit your requirements.