

How to Take a Screenshot

When troubleshooting issues with your device State ETS will often ask you to provide Screenshots of the issue. These screenshots are vitally important to help us understand exactly what is happening on your screen.

This quick guide will show you some of the most common ways to take screenshots on your devices.

Laptop or desktop computers

Windows 10

Hold the **Windows Key+ Shift +S** will activate the Snip and Sketch app. Your screen will stop moving and have a darker tint until you finish taking the screenshot. At the very top middle of your screen five icons will appear. These icons will change the type of screenshot you take.



From Left to Right

- Rectangular Snip: Click and drag a box around the content you want a screenshot of.
- Freeform Snip: Draw around the content you want in your screenshot.
- Window Snip: take a screenshot of what is currently being displayed in a window of your choice.
 - For example, if you have a webpage and a word document on your screen, you can select either program to screenshot the visible content on the screen.
- Full screen Snip: Screenshot everything on your screen. If you have multiple monitors, this will include all monitors.
- Close: cancel out of taking the screenshot.

After taking your screenshot, a notification will appear in the bottom right of your screen saying it is copied to the clipboard. you can now past this image into a word document or click on the notification to edit and save the image to your desktop.

Mac (OSX)

- Full Screen Screenshot: Hold **⌘ (Command) + Shift + 3** to capture everything on your screen.
- Partial Screenshot: **Hold ⌘ + Shift +4** to use your mouse to draw a box around the content you want a screenshot of.
- Window or Menu Screenshot: **Hold ⌘ + Shift + 4 + Spacebar**

Your file will be saved on your desktop as with the time and date included in the filename.

ChromeBooks (Chrome OS)

Chrome Books have a dedicated “Show Screens ” key on the top row of the keyboard. If you are using an external Keyboard this is the F5 Key.

- Full Screen Screenshot: Hold **CTRL** and press the  **Key**
- Partial Screenshot: **Hold CTRL + Shift** and press the  **Key**

The Screenshots will be saved in your Downloads folder.

Mobile Devices

Android (Samsung/LG/Motorola/HTC/ETC...)

1. Press **Volume Down** and **Power buttons** at the same time
2. Look for a Screenshots folder in your Gallery or Photos app.

NOTE: While this is the most common way to take a screenshot with an Android device, due to the vast differences between Android manufacturers and their own customizations, this may or may not work for your device. It is recommended to search online for instructions on your specific device or manufacturer.

Apple iOS

Depending on the age of your device there are two ways to take a screenshot.

- Newer devices: Press **Volume up** and **Power Buttons** at the same time
- Older devices: Hold the **Power Button** and press and release the **Home button**

Your Screenshots should appear in the Photos App under the Screenshots album.



Additional Resources

- [Microsoft Support: How to take and annotate screenshots on Windows 10](#)
- [Apple Support: Take a screenshot on your Mac](#)
- [Google Support: ChromeBook keyboard Shortcuts](#)
- [Google Support: Take a screenshot on your Android device](#)
- [Apple Support: Take a screenshot on your iPhone](#)