


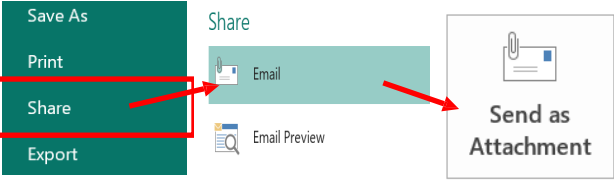
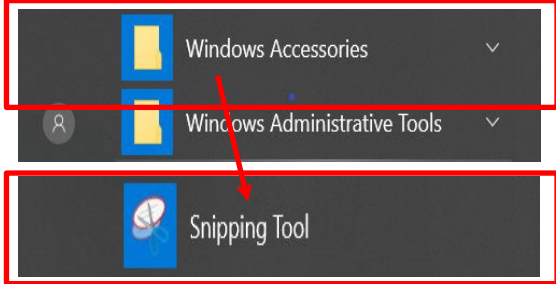




Creating and sending a screenshot is an effective way to send information when the Support team isn't available. Follow the steps below to learn the different methods for taking a screenshot and when taking a screenshot is required.

| Steps | Cascades Screen |
|---|---|
| <p><u>Method 1</u> Use the PrintSc Button</p> <p><u>Step 1</u> Taking a Screenshot of One Entire Screen</p> <ul style="list-style-type: none">• Click on the Title Bar of the Window that you want to capture.• Press Alt + PrintSc or on some laptops press Alt + Fn + PrintSc. A screenshot of your currently active window will be copied to the clipboard. <p>If you only want part of your screen use this step 1:</p> <p><u>Step 1</u> Taking a Screenshot of Part of Your Screen</p> <ul style="list-style-type: none">• Press the Windows Button + Shift + S. Your screen will appear grayed out and your mouse cursor will change.• Click and Drag to select the part of the screen you want to capture. A screenshot of the screen region you selected will be saved to your clipboard. |   |

| Steps | Cascades Screen |
|--|---|
| <p>Step 2 Sharing Screenshots that Used PrintSc</p> <ul style="list-style-type: none"> • Open a Word document, right click and paste the screenshot. Multiple screenshots can be pasted to the document. • Click File. • Click Share . • Under email click Send as an Attachment • Send email to cascades.support@doh.wa.gov. <p>There are many ways to share screenshots using PrintSc! If you want to learn how to save screenshots as a file, email us, and we'll send you the extended version</p> |   |

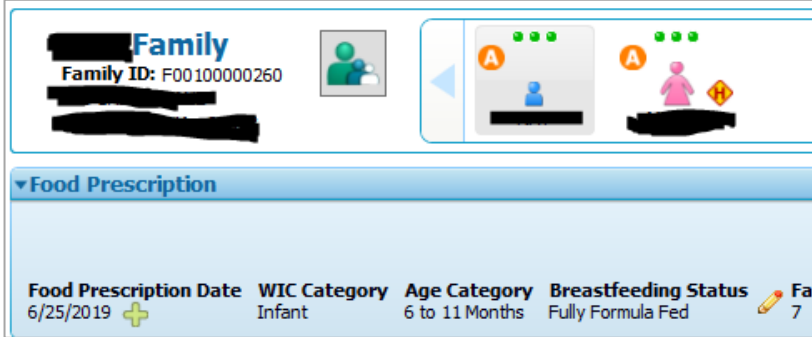
| Steps | Cascades Screen |
|--|--|
| <p><u>Method 2</u> Use the Snipping Tool</p> <p>Step 1 Pinning the snipping tool to your taskbar</p> <ul style="list-style-type: none">• Click the Windows Home Screen.• Scroll down and click on Windows Accessories.• Scroll down to and right click Snipping Tool.• Scroll over More and click Pin to Taskbar. <p>Your snipping tool is now on the taskbar!</p> |  |

| Steps | Cascades Screen |
|---|-----------------|
| <p>Step 2 Taking Screenshots with Snipping Tool</p> <ul style="list-style-type: none"> Once it's on the taskbar, click the Snipping Tool and it will open up on your screen. Click on the Mode drop down arrow and choose from one of four types of snips: Free Form, Rectangular, Window, and Full-Screen. Once you select your screen or part of the screen you want to snip: <ul style="list-style-type: none"> Right Click the Snip Scroll Over to select Send to Click Send to Email Recipient (as attachment) Send Email to cascades.support@doh.wa.gov. | |



Cascades Steps-Taking Screenshots



| Steps | Cascades Screen | | | | | | | | | | |
|---|--|------------------------|----------------------|--------------|----------------------|----|-----------|--------|----------------|-------------------|---|
| <p>Note: Blot out identifying data before sharing screen images</p> <p>When taking a screen image, be sure to blot out all identifying data for participants before sharing the image with others.</p> <ul style="list-style-type: none">• After you take a screen image using the Snipping Tool app, select the black pen icon.• In the drop-down list select Customize.• For Thickness, choose Thick point pen, then select Ok.• Cover up all identifying participant data. |  <p>The screenshot shows a mobile application interface. At the top, there is a header area with a family profile. The word "Family" is in blue, and "Family ID: F00100000260" is displayed below it. To the right of the text is a person icon. Below the header is a navigation bar with a blue background and a white downward arrow, labeled "Food Prescription". Underneath the navigation bar, there is a table of data:</p> <table border="1"><thead><tr><th>Food Prescription Date</th><th>WIC Category</th><th>Age Category</th><th>Breastfeeding Status</th><th>Fa</th></tr></thead><tbody><tr><td>6/25/2019 </td><td>Infant</td><td>6 to 11 Months</td><td>Fully Formula Fed </td><td>7</td></tr></tbody></table> | Food Prescription Date | WIC Category | Age Category | Breastfeeding Status | Fa | 6/25/2019 | Infant | 6 to 11 Months | Fully Formula Fed | 7 |
| Food Prescription Date | WIC Category | Age Category | Breastfeeding Status | Fa | | | | | | | |
| 6/25/2019 | Infant | 6 to 11 Months | Fully Formula Fed | 7 | | | | | | | |

When do you need to send screenshots?

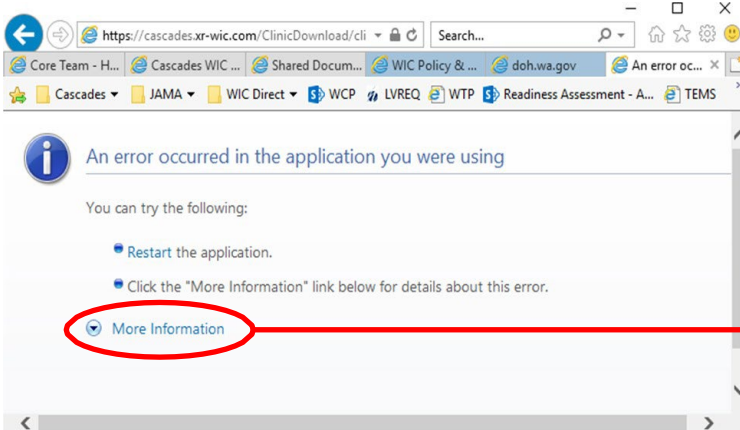
Send screenshots only when the Support team isn't available.

Send them to cascades.support@doh.wa.gov with the Subject line "Cascades Screenshots".

What screenshots do you need to send to Cascades Support?

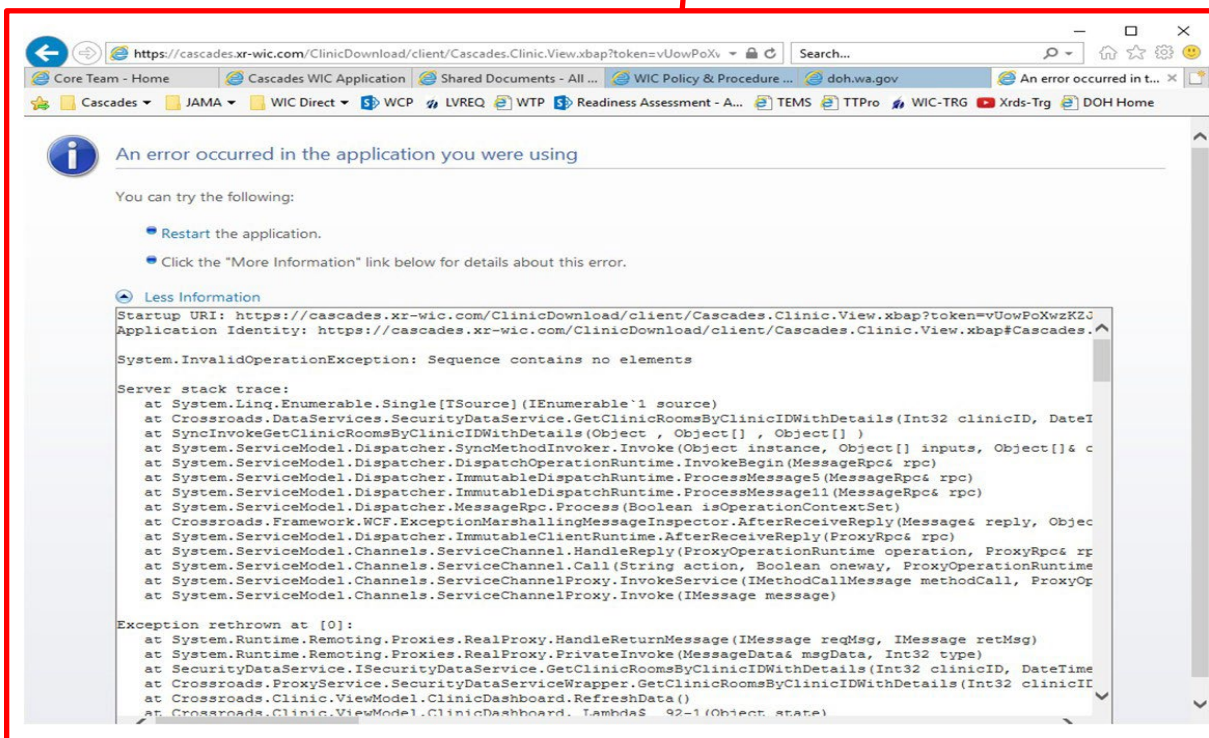
- Software Version
- Exception Errors
- Screen ID
- Defect Summary
- Defect Description
- Error Messages
- Any other screens that you believe to be relevant

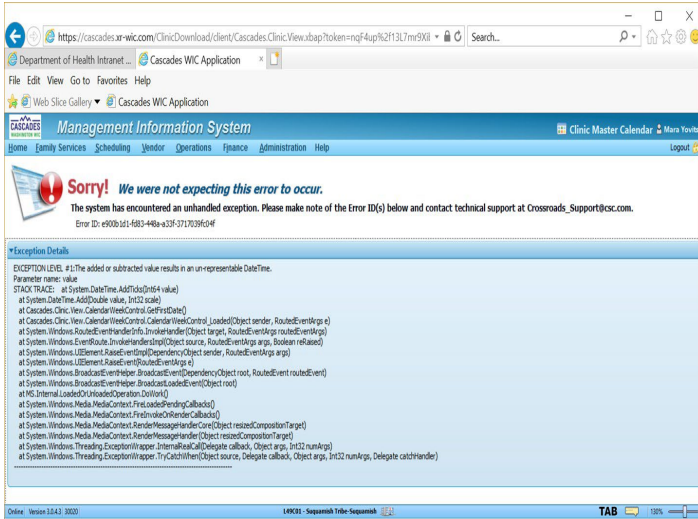
Follow these steps, if you see this message:



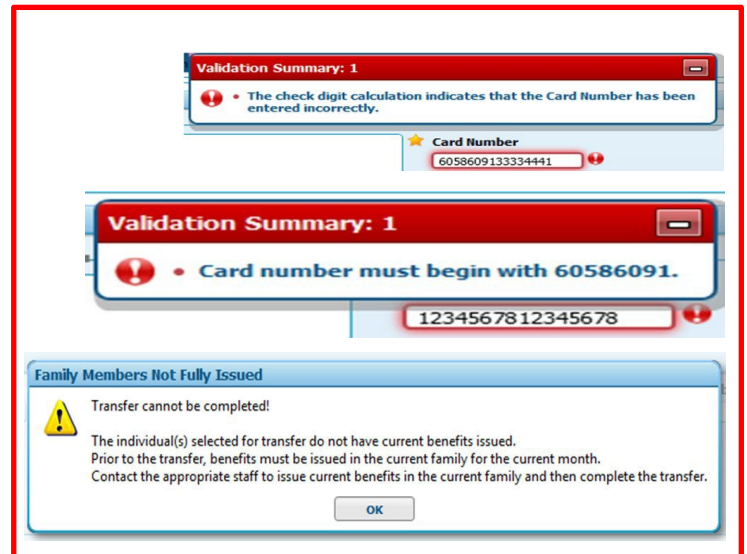
Click on the little arrow to see more information.

Take a screenshot of the entire screen and email to cascades.support@doh.wa.gov.



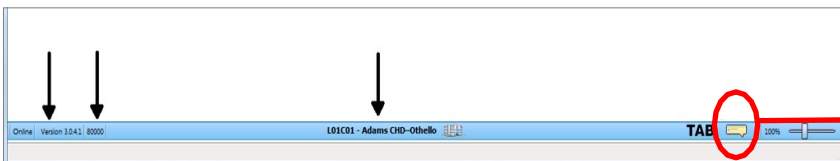


Send the entire screen in for messages like this.



For any full screen sent in, make sure you include:

- Version ID
- Screen ID
- Clinic Location and ID



Include notifications by taking screenshots of the actual notification pop-up window or looking in the notification window next to "TAB".

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