e-snaps Resource Document – How to Capture a Screenshot

If you ever encounter an error in *e-snaps*, or if you have questions about how to complete a particular form in *e-snaps*, you can take a screenshot of the exact image on your monitor and send it to the *HUD Exchange Ask A Question* system*, at* *https://www.hudexchange.info/get-assistance/my-question/.* This document provides instructions on how to capture that screenshot, save it, and then send it to the *Ask A Question* system*.*

Below are step-by-step instructions on how to capture a screenshot and save it as a picture.

Step 1: Set up the screenshot

You need to prepare your screen. If you want to take a screenshot of a specific webpage, navigate to that page and allow it to load completely. You may need to scroll down on the page to find the information that needs to be captured. Make sure the necessary text and images are clearly visible on your screen.

Step 2: Take the screenshot

Microsoft Windows
Press **ALT + "Print Screen"** at the same time. This "Print Screen" key is usually located in the upper right-hand corner of your keyboard. It may also be a secondary function of another key, if you are using a laptop. If it is a secondary function, you may need to hit the "Function" or "Fn" key before you hit the "Print Screen" key. Once you hit "Print Screen," the screenshot is saved and ready to be used.

Mac
Press **Command + Shift + 3** at the same time. These keystrokes will only capture the active window on your desktop (to capture your entire desktop use Control + Command + Shift + 3).

Step 3: Paste the screenshot into any program

Immediately after taking the screenshot, paste the screenshot into an image-friendly program. We recommend Microsoft Word or Microsoft Paint. If you do not have the Microsoft Office suite, you may also use WordPad or another word processer.

To find and open MS Paint, click **Start Menu → Programs → Accessories**.

Open Microsoft Word, Paint, or you preferred program. On the blank document, press **Control + P** or go to the "**Edit**" menu and then choose "**Paste**." Your screenshot should appear on the document. If you do not like how the image appears, you may need to try another program or use the Image Editing feature of the program chosen.

Step 4: Save the screenshot

You can save the image to any place on your computer but be cognizant of where you save the file containing your screenshot; this will make it easier to access when uploading the document into the *Ask A Question* system.