



How to email a screenshot

If you need to contact the Help Desk, you should have ready the following information.

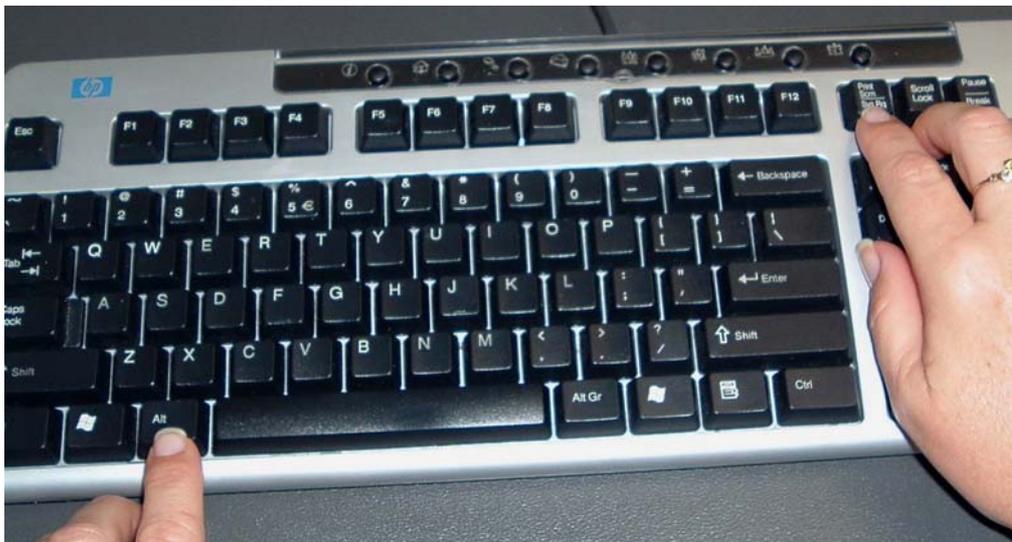
As well as a description of the error or problem, Customs will want to know:

- Your name
- Your organisation's name
- Your organisation's ABN
- Your phone number and email address
- The operating system you are using eg: - Microsoft XP
- A request (RQ) number if the problem relates to a previously reported one

The Help Desk may also request that you email a screenshot of the error or problem.

To do this, you will need to have a current Internet connection, with a valid email address.

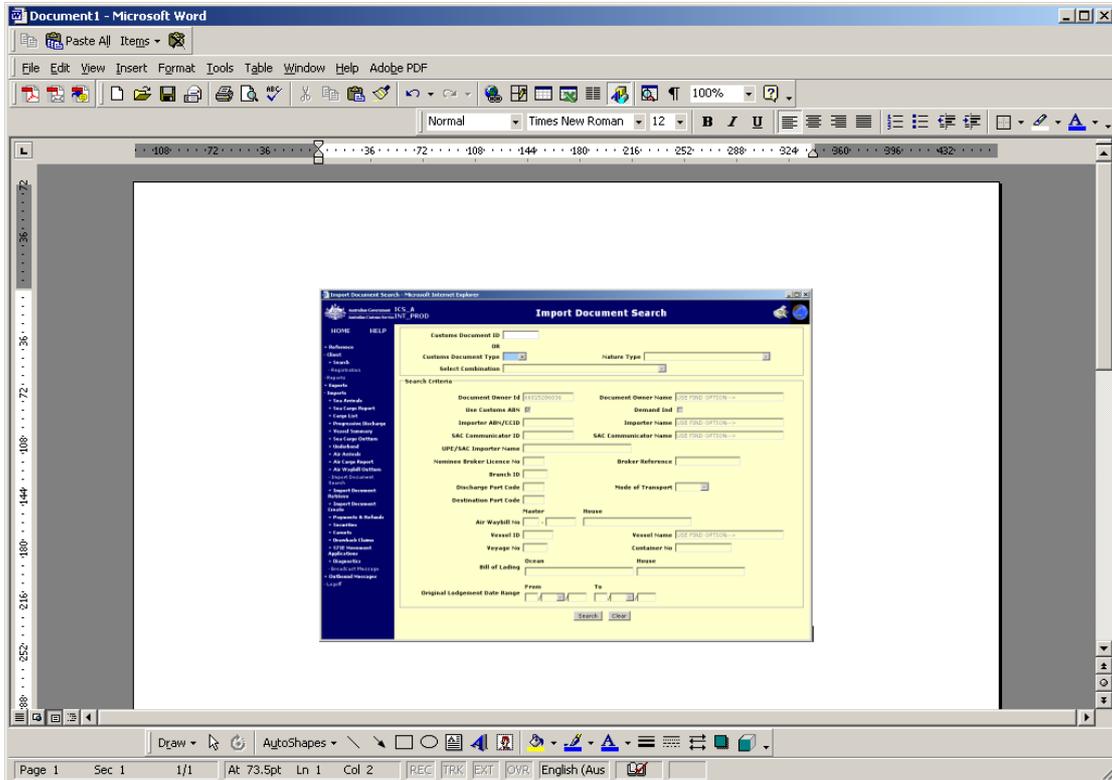
1. Maximize the window you'd like to capture.
2. To copy/capture the window, hold down **ALT + Print Scrn** at the same time. To capture the entire screen, just press **Print Scrn**.



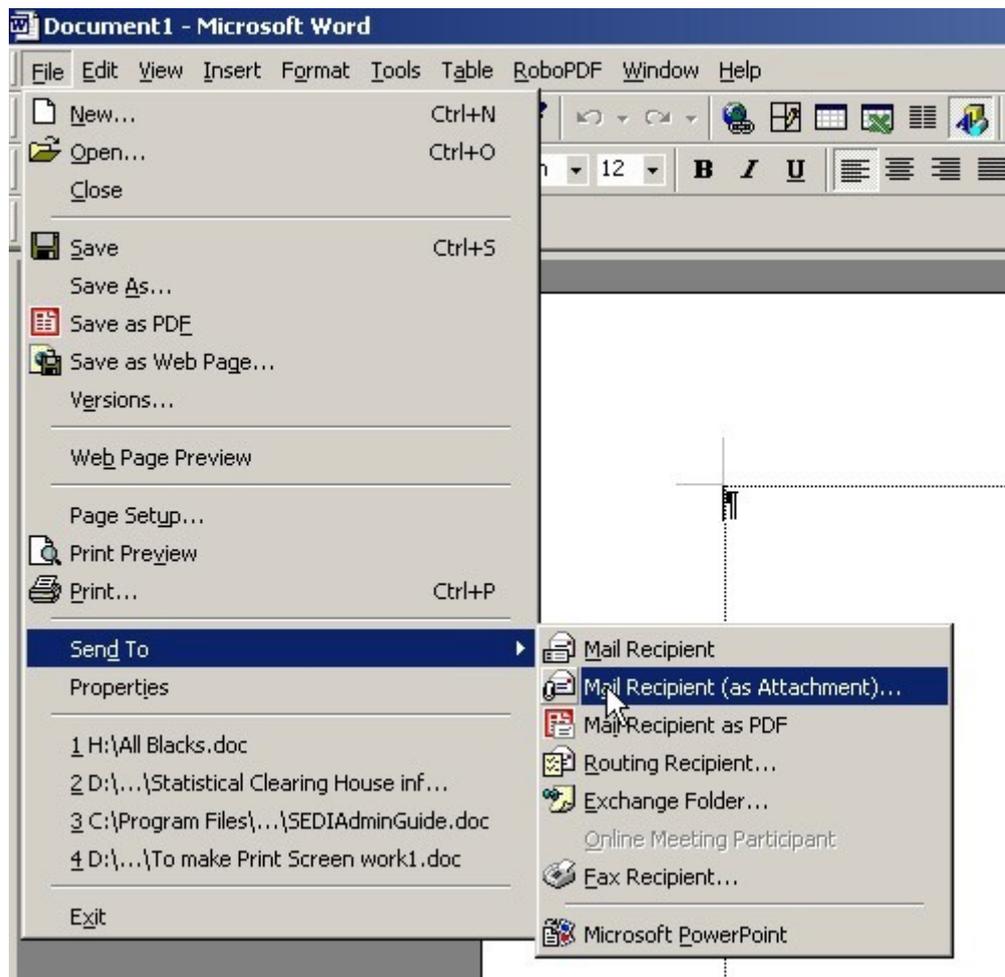
3. Open a new document in MS Word.

4. Paste the screenshot by holding down the **CTRL** and **V** keys at the same time.

This will 'paste' your captured image to the Word document.

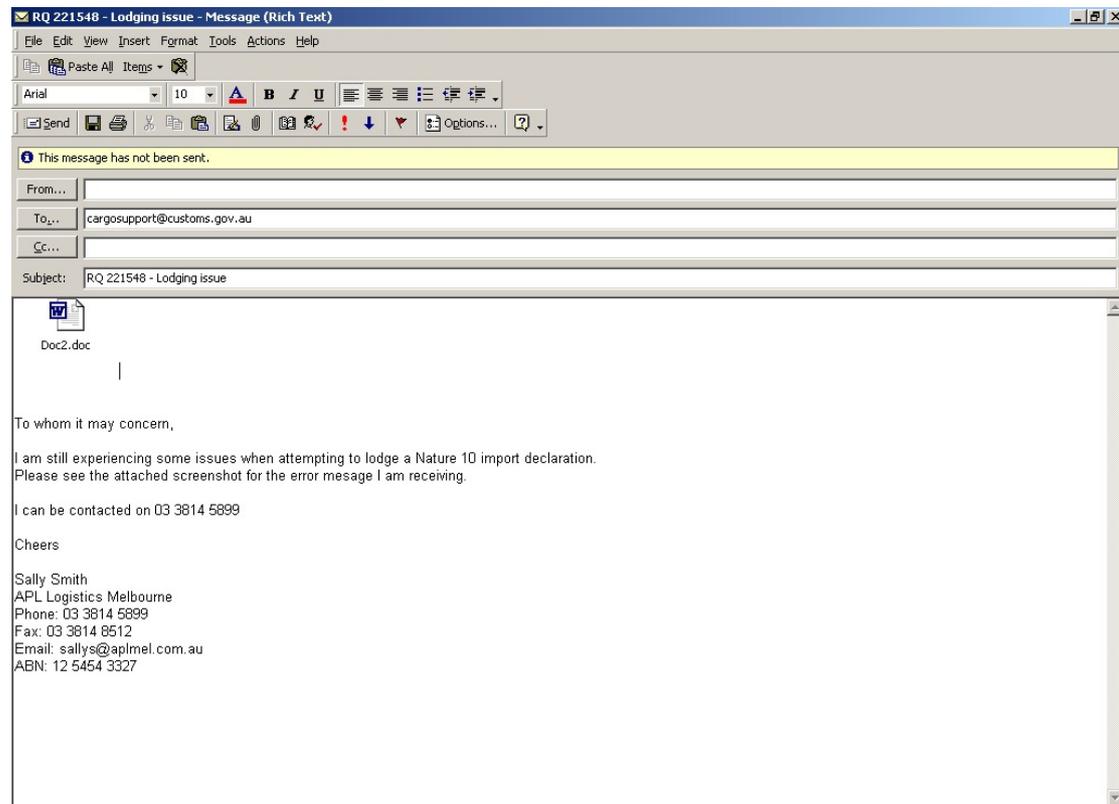


5. Go to **File** in your Word toolbar, then **Send to**, and **Mail Recipient (as Attachment)**



This will attach the document to an email.

6. Send the email. The email address is cargosupport@customs.gov.au



Ensure that you include all relevant information, as outlined in the beginning of this document. This makes it easier for Customs to assist, and contact you if necessary.