

Reporting LANDesk Issues

Capturing Screenshots

Report all LANDesk issues, questions, etc. to the following email: SOV.LANDeskGoLiveIssues@state.vt.us

What to Report in Email

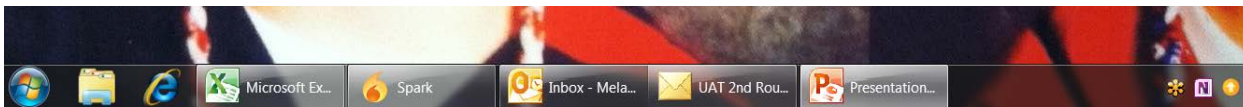
- User name and contact information
- Reference number of ticket
- What time was the error
- Description of what you were working on, trying to do
- What was the error
- Do you have a screenshot (see below for how to take a screenshot) Attach the screenshot to your message
- Is this the only time you have had this problem or is it a reoccurrence

Screenshots are Very Important

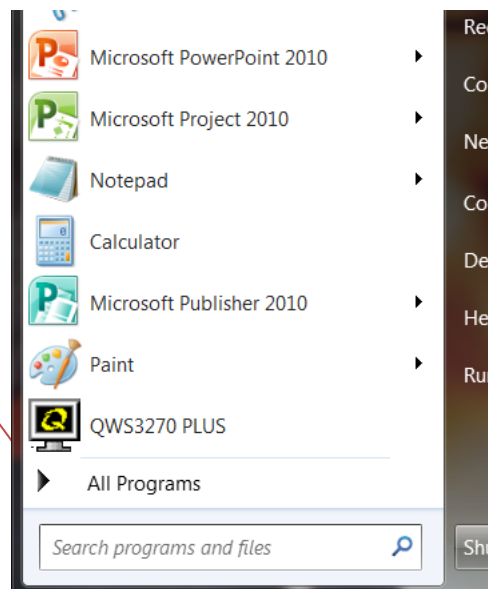
The Snipping Tool is easy to use and can provide a picture of the error you received.

Recommendation: Pin the Snipping Tool to your Start Menu. It is easy to use and to Pin. Just follow these instructions.

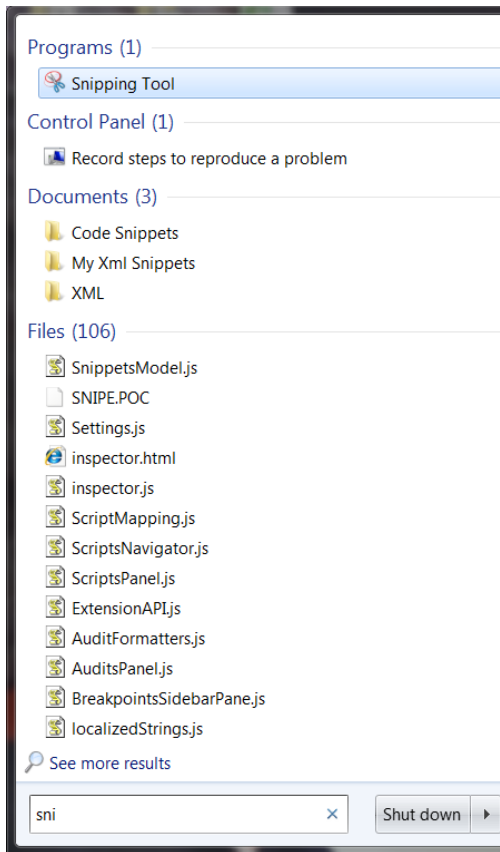
- 1) Click on the “Start” icon



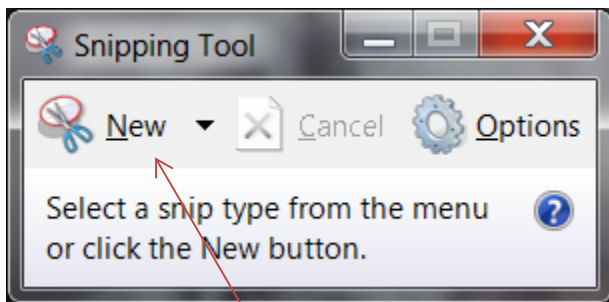
- 2) Then type “Snipping Tool”
in Search Programs and Files



- 3) Select Snipping Tool

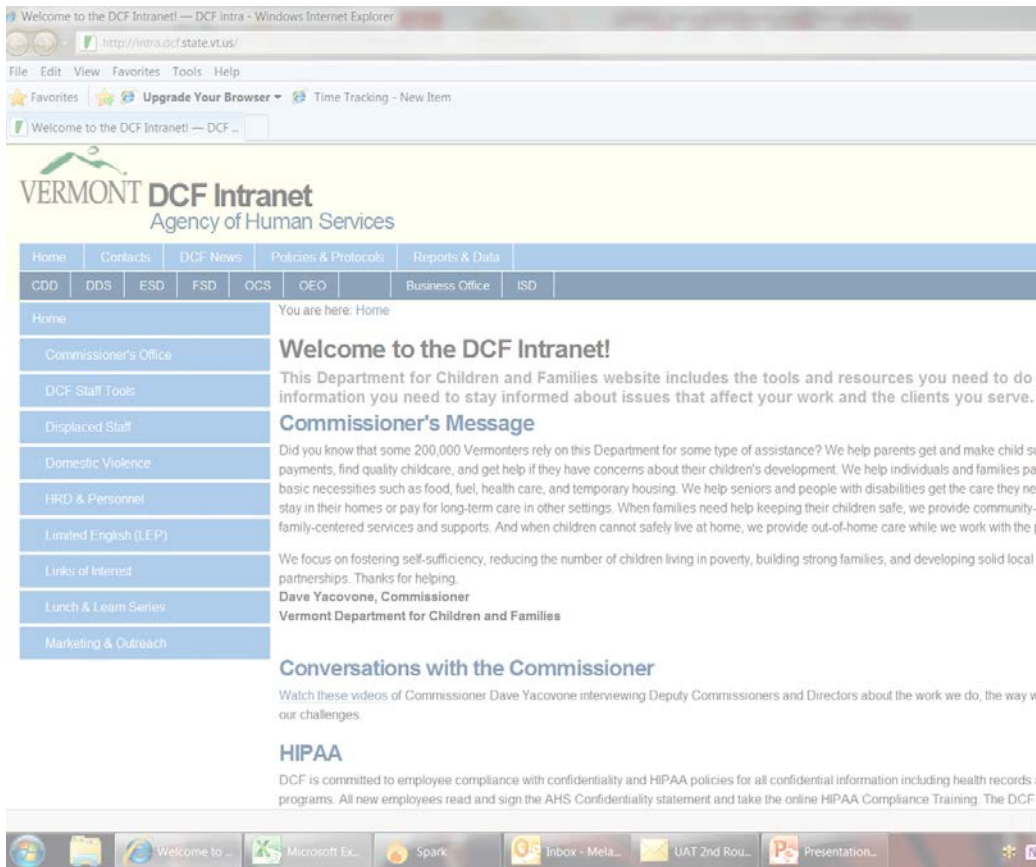


4) This will appear



5) To take a snip,
click on "New"

You will notice that your screen will fade and you will see a +. Use the + to select What you want to snip.



6) For example, select a piece of the page above

you are here. home

Welcome to the DCF Intranet!

This Department for Children and Families website includes the tools and resources you need to do your job and the information you need to stay informed about issues that affect your work and the clients you serve.

Commissioner's Message

Did you know that some 200,000 Vermonters rely on this Department for some type of assistance? We help parents get and make child support payments, find quality childcare, and get help if they have concerns about their children's development. We help individuals and families pay for basic necessities such as food, fuel, health care, and temporary housing. We help seniors and people with disabilities get the care they need to stay in their homes or pay for long-term care in other settings. When families need help keeping their children safe, we provide community-based, family-centered services and supports. And when children cannot safely live at home, we provide out-of-home care while we work with the parents.

We focus on fostering self-sufficiency, reducing the number of children living in poverty, building strong families, and developing solid local partnerships. Thanks for helping.

Dave Yacovone, Commissioner
Vermont Department for Children and Families



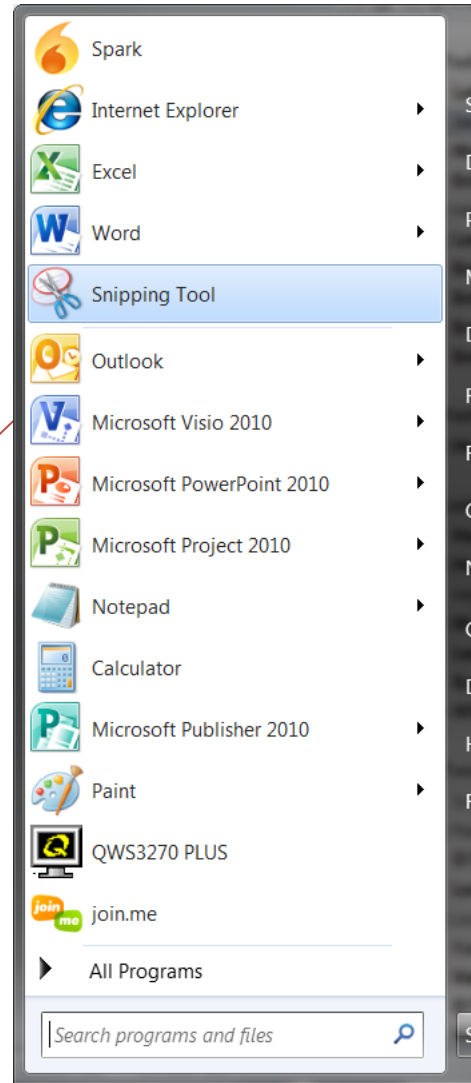
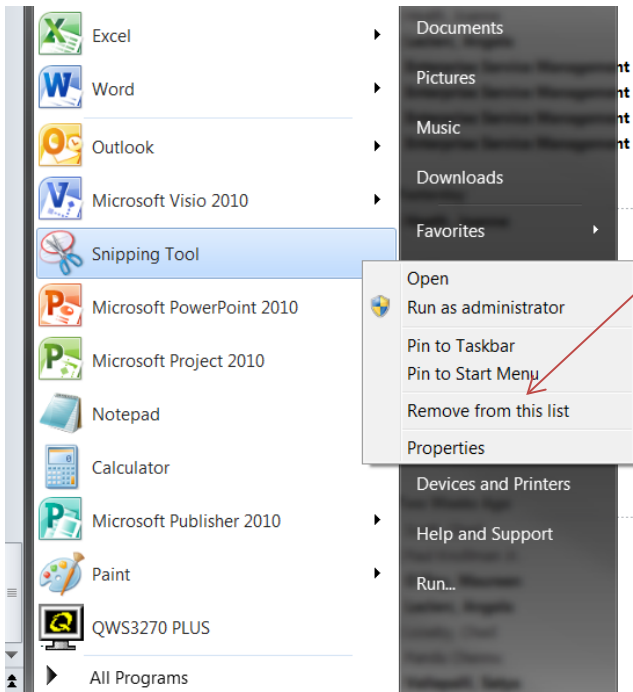
7) Then click, Ctrl V to paste it. Your Snip is ready to use.

To Pin the Tool for Use

8) Click on the "Start" icon



9) Then right click on "Snipping Tool". Select "Pin to Start Menu" or "Pin to Taskbar", whichever you prefer



The Snipping Tool is pinned and ready for you to use.