

GSD. Software - How to use Greenshot

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General Information:

Possible symptoms/errors:

How to use Greenshot.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Download Greenshot:

Advise the user to click on the Windows icon at the bottom left.

Then, to enter "Software Center" on the keyboard to search for it

Ask the user to open the desktop app Then, to search for "Greenshot" in the search field, top right

Then, to click on the app and to click on the "install" button

How to create a Screenshot:

After installing the app user needs to press the PrtScr key on the keyboard

A cross appears to focus

Advise the user to hold their mouse button down and to select the area they want to capture As soon as everything is covered user can let go and a window opens with different possibilities to save, open or edit

Add shapes to the screenshot

Advise the user to make a Screenshot as noted above Then, to open the Screenshot with the "Image editor"

On the top left side, there are four different shapes to choose from Note: For articles only rectangles are used to mark important information

User can change the color and the thickness of the form Note: Make sure the shadow option is deactivated

Making sensitive data unrecognizable

Advise the user to take a screenshot and to open it with the Image-editorThen, to click on the button "obfuscate"

Ask the user to fix a corner and to press the right mouse button and to drag the field over the area they want to obfuscate. User can change the size of the Pixel, the higher the number of pixels, the less they can see

Example: low number of pixel:

Add a border around the screenshot

Sometimes a screenshot is not so obvious because of the white background, to make it recognizable as a screenshot user can define a border

Advise the user to take a screenshot and to open it with the Image-EditorThen, to click on the button "effects"

Several choices are displayed. Ask the user to choose "border"

Assignment Group:

FDT IT Workplace Delivery (HG)

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A