

When you get an ERROR Message, Send us a Picture

IMPORTANT!!! Do not click the "OK" on the error message, until you have taken the screen shot



To Take A Screen Shot: push the Print Screen key on the upper right side of your keyboard. (Laptops choose FN + F11/Prnt Scrn)

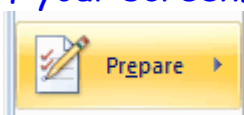
It will seem as though nothing happened.

- Open up a new Word Doc and Ctrl + V to paste it (or right click, select Paste)
- **Add Info:** Case or Stage ID, a description of what task you were performing, Workload, Unit or Specialty path, what windows you were in and where you clicked when you got the error.



Protect Confidential Client Data: Click the Office icon in upper left corner of your screen.

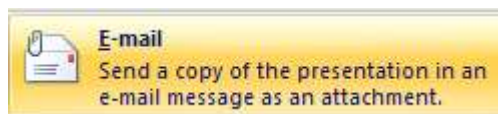
Select



Encrypt Document
Increase the security of the document by adding encryption.



Enter & Confirm Password (error)



Remember: NEVER put confidential information in the Subject line of an email

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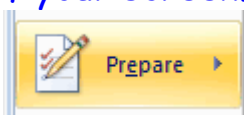
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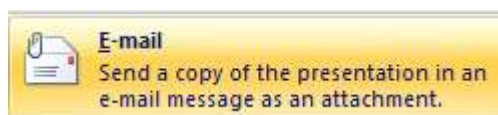
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