



data
driven
districts

STEP-BY-STEP GUIDE:

How to take detailed screenshots that
help resolve your tech queries, faster



basic education
Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

11/07/2025

Why you need to take a full (not partial) screenshot



1. It provides crucial information

When you report a DDD technical problem, a full, detailed screenshot often reveals why. (For example, when reporting “slow performance” a full screenshot may reveal that multiple applications are running simultaneously, enabling the Helpdesk to immediately identify the root cause.)

2. It helps the technical team to investigate (and then solve) issues properly. A full screenshot provides them with:

- Workflow context showing what the user was doing when the issue occurred.
- Exact error dialog positioning and content.
- Surrounding interface elements that might trigger the problem.
- System configuration details visible in the interface.

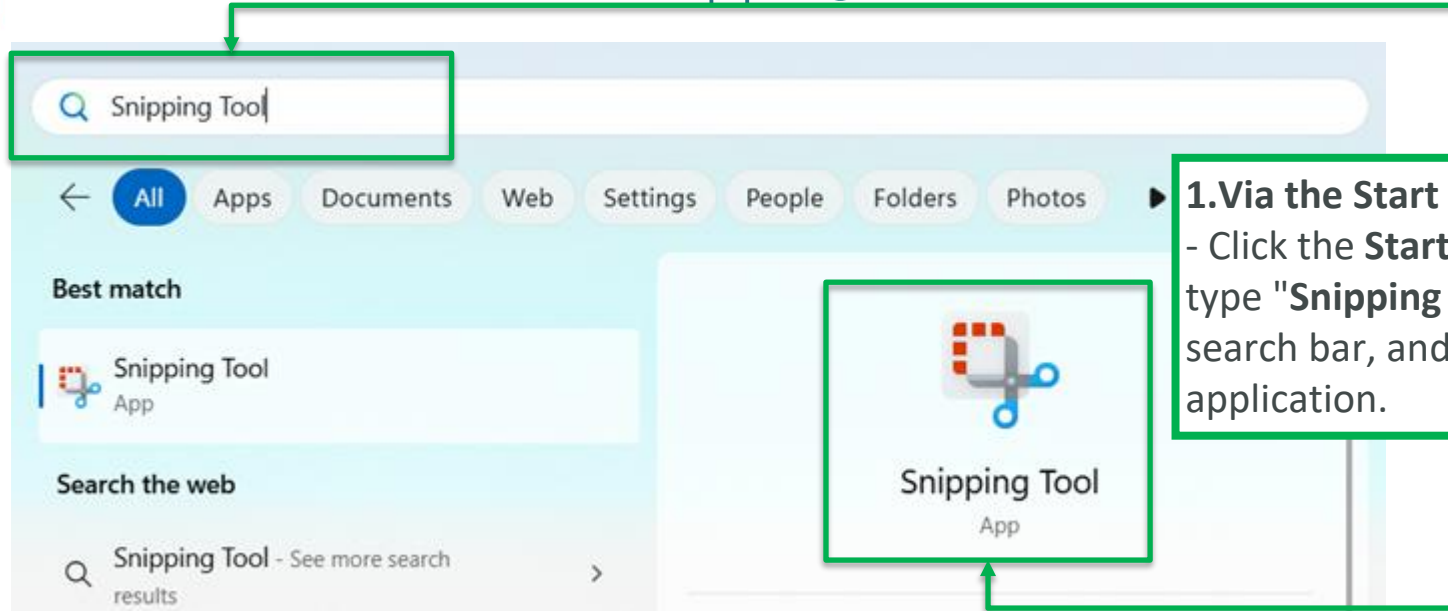
If your screenshot only shows part of the screen, critical aspects might be missing, and the team won't be able to recreate or investigate the problem successfully.

3. It speeds up resolution time (by as much as 30-40%).

This because a detailed screenshot will:

- Eliminate multiple back-and-forth communications asking for additional information.
- Provide immediate system environment assessment.
- Show configuration details that would otherwise require separate documentation.
- Reveal patterns across multiple interface elements.

How to do it: Use the "Snipping Tool"



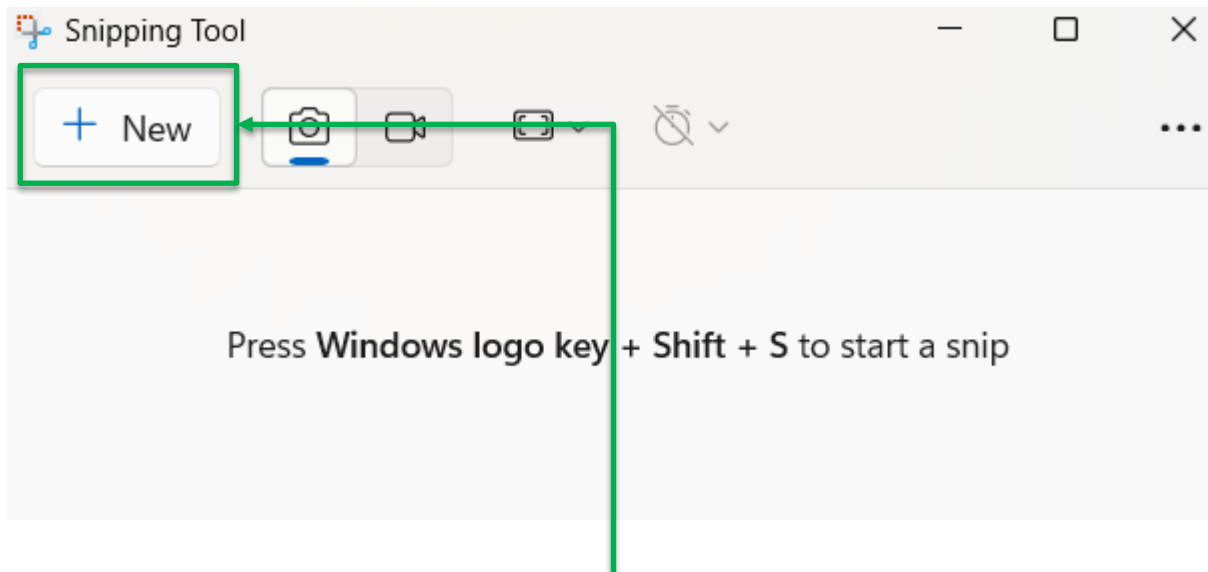
1. Via the Start Menu:

- Click the **Start Menu** button, type "**Snipping Tool**" into the search bar, and select the application.

2. Keyboard shortcut:

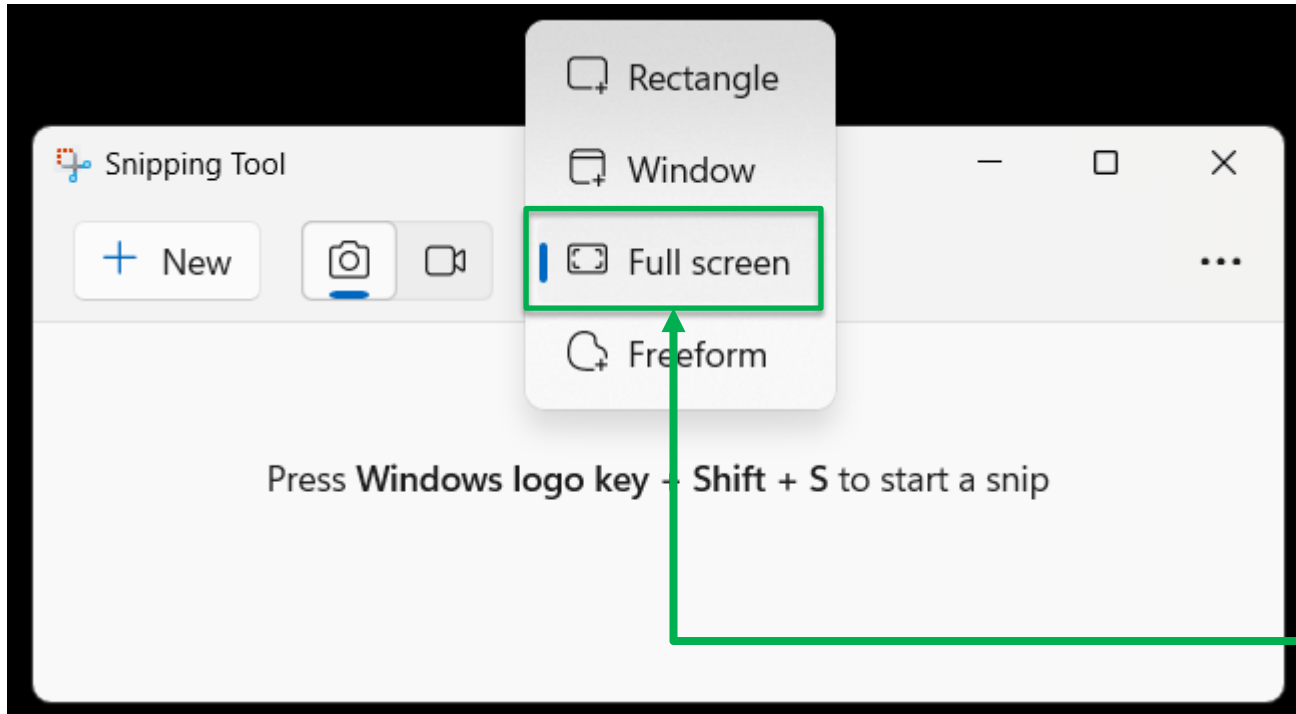
- A quicker way is to press the **Windows logo key + Shift + S**.
- This will immediately dim your screen and open the snipping bar at the top of your screen.

Start screenshot



1. Select “**New**” to start the screenshot process.

Choosing your snipping mode

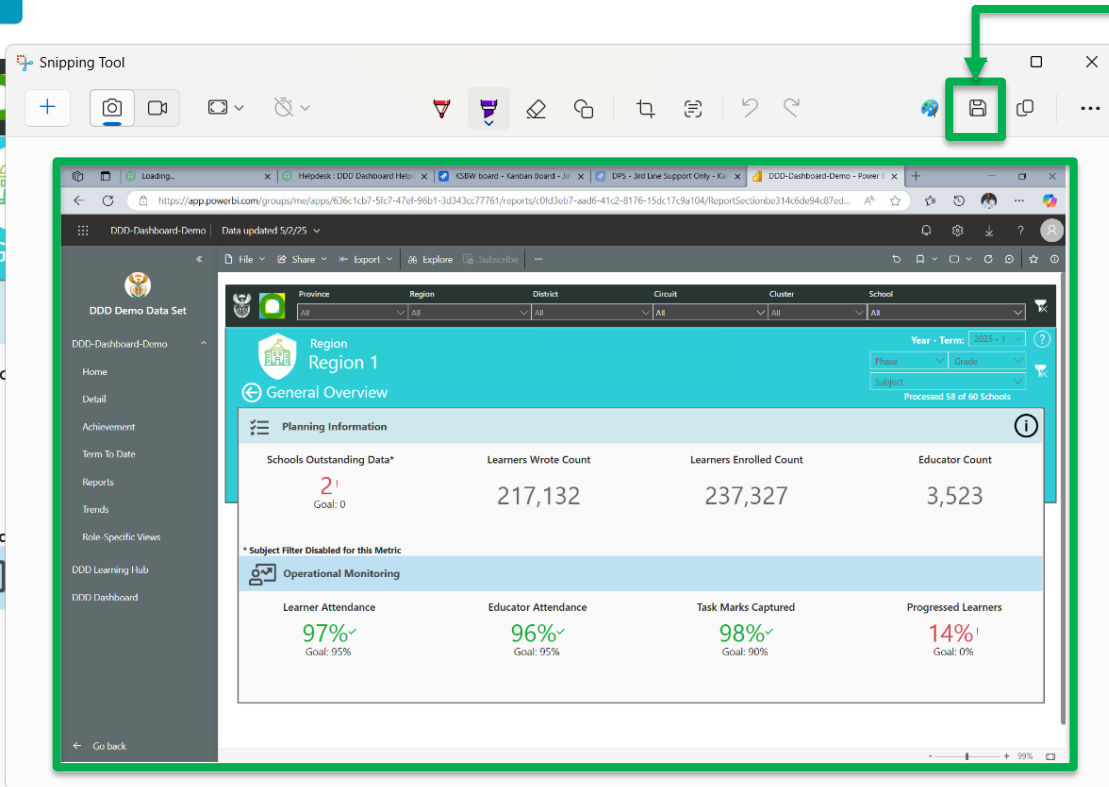


- Once the snipping bar is open, you'll see several snipping modes to choose from.

- Each offers a different way to capture your screen.

- **Select Full-screen Mode:** As the name suggests, this captures your entire screen.

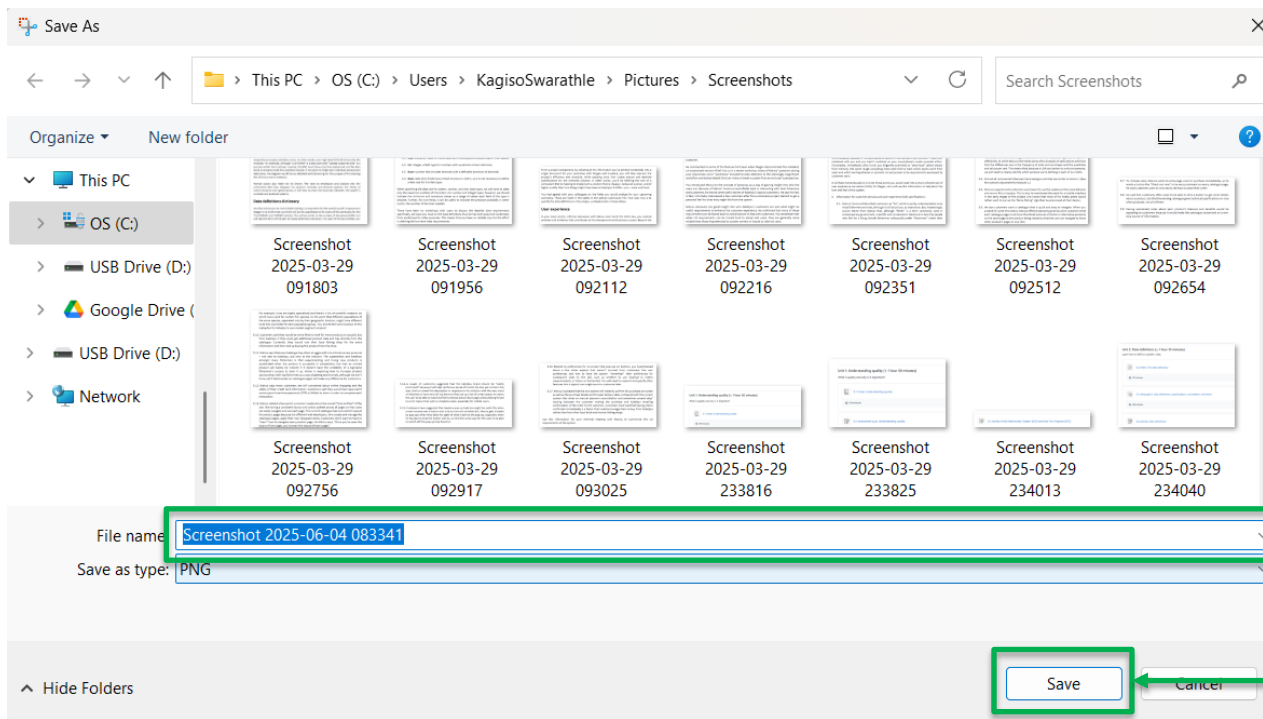
Save your screenshot



The image shows a Windows Snipping Tool window. The toolbar at the top includes icons for new, capture, window, full screen, and a 'Save' icon (floppy disk) which is highlighted with a green box. A green arrow points from the 'Save' icon to a text box on the right. The background shows a web browser displaying the 'DDD-Dashboard-Demo' application. The dashboard shows data for 'Region 1' with various metrics like 'Schools Outstanding Data', 'Learners Wrote Count', 'Learners Enrolled Count', and 'Educator Count'.

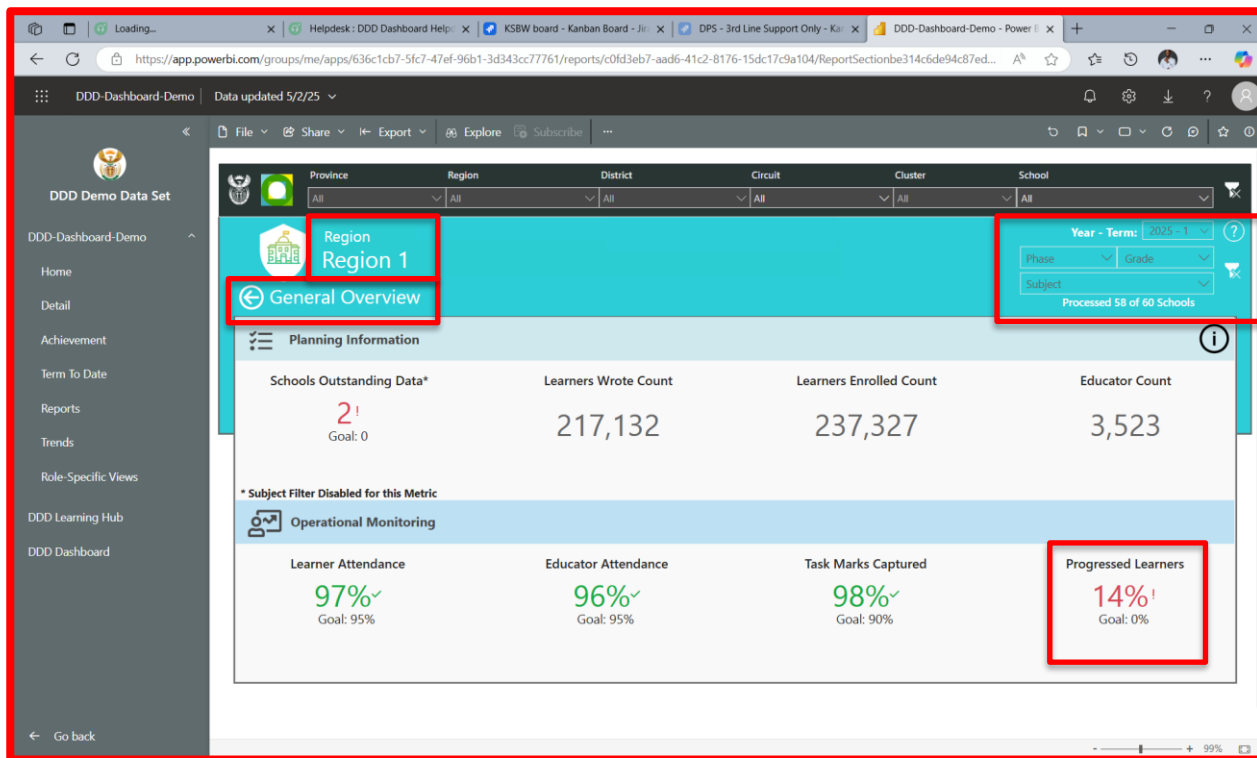
1. When you are happy with your snip, click the **Save** icon (it looks like a floppy disk).

Save your screenshot



1. Choose a location to save your file, give it a name, and select the file type (PNG, GIF, or JPEG). Finally, click **Save**.

Success! (1)



And that's it! You've successfully taken and saved a screenshot using the Snipping Tool.

Note: In your screenshot, all of the points shown here in red, give us key information that will allow us to assist more effectively.

Success! (2)

Valstractor

Select Database | Term to Date | Final Validation | **Extract Data** | Sign Off | About

Detail Data Verification Summary Report

School Name: NLF Secondary School

File: [Redacted] **Final - Online**

EMIS Code: 77777777

Verification Period: 2023 Term 1

Term Dates: 11/01/2023 to 24/03/2023

Data Completeness: 99.38%

04/06/2025 08:33
Report Version 8.2.6.3

Learners - Critical Metrics

Registration	Assessments	Final Promotion	Report Marks

Learners - Additional Metrics

Term Achievement	Identifiers	Dates	Attendance

Educators

Status And Dates	Attendance	Teaching Load

School Data

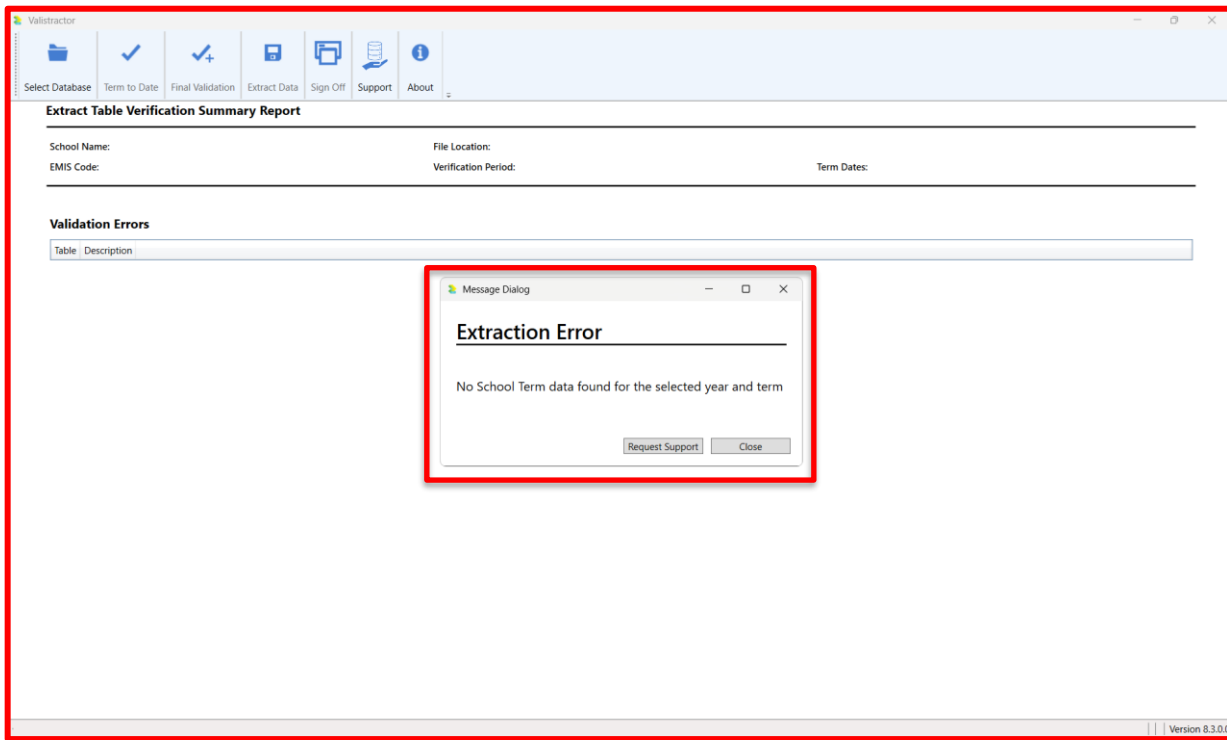
Validation Errors	School Details

77777777 - NLF Secondary School | 2023 Term 1 | Version 8.2.6.3

Note:

In your screenshot, all of the points shown here in red, give us key information that will allow us to assist more effectively.

Success! (3)



The screenshot shows the Valistractor application interface. The main window has a title bar "Valistractor" and a menu bar with options: Select Database, Term to Date, Final Validation, Extract Data, Sign Off, Support, and About. Below the menu bar is a section titled "Extract Table Verification Summary Report" with fields for School Name, EMIS Code, File Location, Verification Period, and Term Dates. Below this is a section titled "Validation Errors" with a table header "Table | Description". A "Message Dialog" window is open in the foreground, titled "Extraction Error", with the message "No School Term data found for the selected year and term". The dialog has two buttons: "Request Support" and "Close". The bottom right corner of the Valistractor window shows "Version 8.3.0.0".

Valistractor

Select Database Term to Date Final Validation Extract Data Sign Off Support About

Extract Table Verification Summary Report

School Name: File Location:
EMIS Code: Verification Period: Term Dates:

Validation Errors

Table	Description
-------	-------------

Extraction Error

No School Term data found for the selected year and term

Request Support Close

Version 8.3.0.0

Note:

In your screenshot, all of the points shown here in red, give us key information that will allow us to assist more effectively.

Privacy considerations

When taking a screenshot, it's important to be mindful of **privacy and data protection** for yourself and others.

1. Sensitive information:

Make sure you haven't unintentionally captured the following in your screenshot:

- Personal data (eg, names, email addresses, ID numbers)
- Confidential business information.
- Private messages or internal communications.

2. Security risks:

- Screenshots can be used maliciously if they contain login credentials, system configurations, or internal URLs.
- Always avoid capturing or sharing security-related details.
- Before sharing or storing a screenshot, always review it to ensure no sensitive content is visible.

Before taking or sharing a screenshot, ask yourself:

"Does this image contain any information that could compromise privacy or security?"



data
driven
districts



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

THANK YOU