



How can I get help from my IT department without them being able to see my screen?

Problem Steps Recorder lets you capture screenshots and add comments to create a visual record of the issue you're having. You can then save the steps in a file and send it to your IT department.

Here's how:

1. Click **Start** and type **Problem Recorder** in the search bar
2. Select **Record steps to reproduce a problem**
3. Click **Start Record**, then proceed through the steps to recreate the issue you're having
4. If you want to add any text to support the screenshots, use the **Comment** feature to save it into the file
5. Click **Stop Record** when you have the information
6. In the **Save as** dialog box that appears, type a file name, then click **Save**. The file will be saved with a .zip file extension, which you can email to your IT department.

And that's not all...

Windows Troubleshooting can automatically pinpoint and fix more than a dozen common issues such as **being unable to print or connect to the Internet**. This saves you from having to diagnose problems yourself or waiting for the IT department to help.

You can find **Windows Troubleshooting** in the **Control Panel**. Set it to automatically perform scheduled maintenance, including cleaning up temporary files or scanning your hard disk for errors. And if something needs to be looked at, you'll get a notification in [**Action Center**](#).

More ways to make everyday tasks easier

We hope you found this Guide useful and that with its help, you'll find everyday tasks quicker and easier with Windows 7.

There are lots more ways you can simplify tasks and do more with Windows 7, you can [***find out about them here***](#).