



Instructions for Creating and Saving Screen Prints With Special Steps for:

- Capturing Error Messages in ECC
- Capturing Information Needed to Resolve “No Authorization” Errors

Notes:

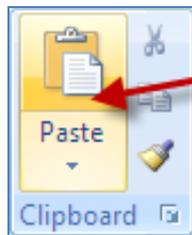
- Below are instructions for creating a screen print (also known as a screen shot) of any website or screen event you see on your computer monitor, anytime, for any reason.
- At the end of the document, are unique steps for taking a screen print of an error message in the SCEIS Enterprise Core Component (ECC) and capturing the information needed to resolve “No Authorization” error messages.

Instructions for Taking and Saving a Screen Print

1. Open the page or screen that you want to capture and leave it up on your computer screen.
2. Press the Print Screen button on your keyboard. (To find the Print Screen or PrtScrn button, look on the upper-right hand side of your keyboard.) For dual screens, click on the screen you want to capture, then press Alt + Print Screen.



3. You have now saved an image of your screen on your computer’s clipboard. You won’t be able to see it, but it’s there (it’s a similar function as copy and paste).
4. Insert the print screen into an Outlook email or Word document by selecting the paste button in the upper left-hand corner of the screen, right clicking where you want to paste the image and selecting “Paste” from the menu that appears, or pressing Ctrl+V on your keyboard.



5. If Step 4 does not work then open a graphics program such as Microsoft Paint, which comes standard on all computers with Microsoft Operating Systems. To access Paint, follow this menu path: Start > Programs > Accessories > Paint.



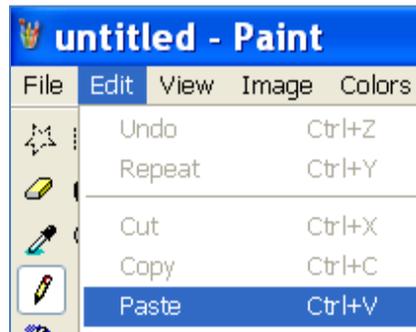
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6. Once you have Paint open, click File > New to create a new empty image.



7. Click Edit > Paste to paste in the screenshot you just took.



8. You will now see your screenshot as a picture. Click File > Save As and save your file in a place that you will remember. If it asks you what format you want to save in, choose PNG.

Now you have an image file of the screen saved on your computer. You can insert it into a document, email or webpage just like any other image.



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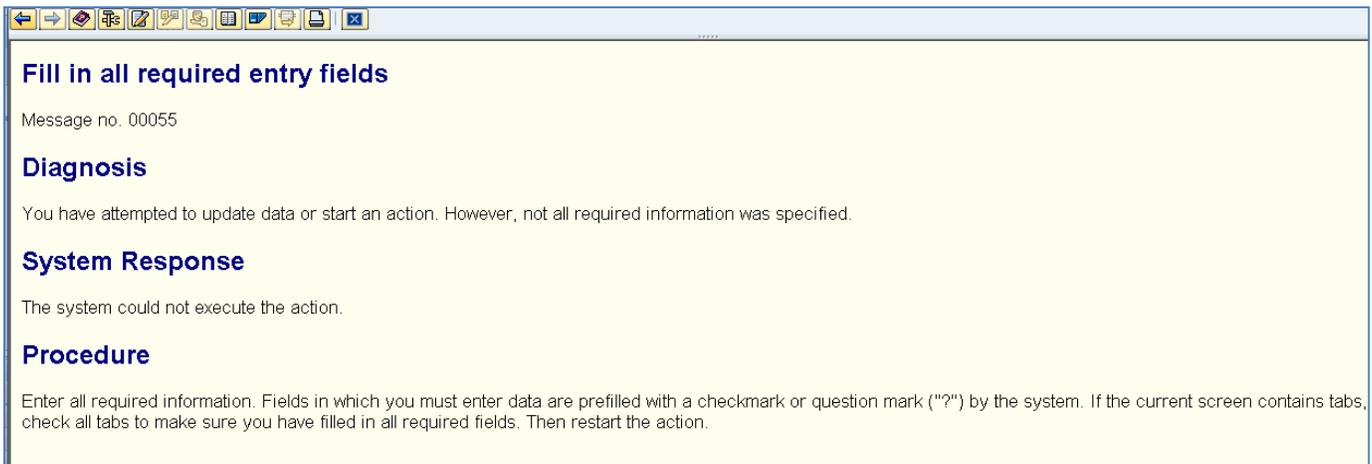
Notes on Capturing Error Messages in ECC

When preparing to contact the SCEIS Service Desk regarding an error message in ECC, it is important to take a screen print of the complete error information to send with your help request. Below are instructions for viewing the complete error information via the Error Message Assistant page.

1. Double-click on the error message at the bottom of the page. An example of an ECC error message is shown in the screen shot immediately below.



2. This will open up the Error Message Assistant page, an example of which is shown in the screen shot below. The Error Message Assistant page contains the information that the SCEIS Team needs to help diagnose your issue and determine a solution.
3. **Please take a screen print of this page, following the steps on the first two pages of this document, and send it along with your help request.**



Notes on Capturing Information Needed to Resolve “No Authorization” Errors

When you receive an error message in SCEIS that says “No Authorization,” the SCEIS Team needs certain information to help you resolve it.

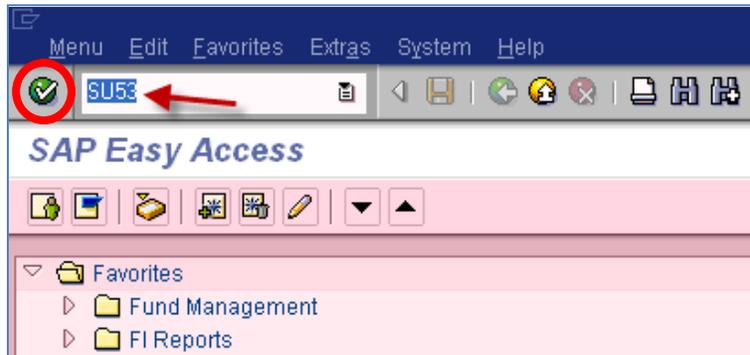
You can access this information by using an ECC Transaction known as “SU53 – Display Authorization.” Instructions for running the SU53 – Display Authorization transaction are on the following page.



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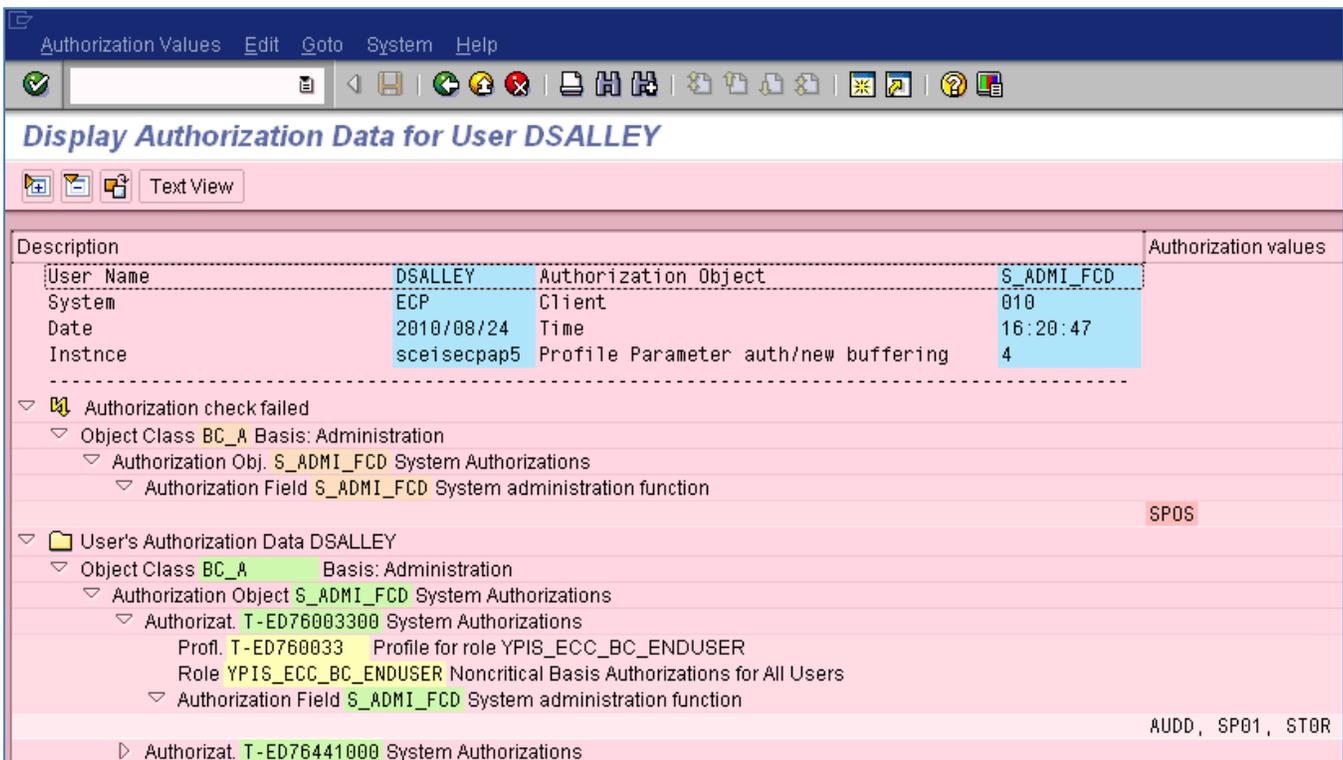
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1. Type the transaction code, “SU53,” into the Command box (denoted in the screen shot below with a red arrow), and click the green checkmark button to execute (circled in red in the screen shot below).



2. You will then receive the the Display Authorization screen shown below.

Note: If the data you see on screen is not expanded as shown below, please expand it by double-clicking on the small white arrows at the left-hand side of the screen so that they point down, indicating that they have been expanded to display all data.



3. Please take a screen print of this page, following the steps on the first two pages of this document, and send it along with your help request.