

Weekly Tech Tips

helpdesk@robertstechs.com • 319-364-3004

Did You Know?



Many of us download movies, music, and documents from the Internet every day. While it may seem this is a harmless activity, downloaded files from the web often contain viruses and other harmful infections. Tune in next week to find out the best practice for downloading while at work. **Each open tab requires a certain amount of what to function properly? **
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Let Us Reward You!

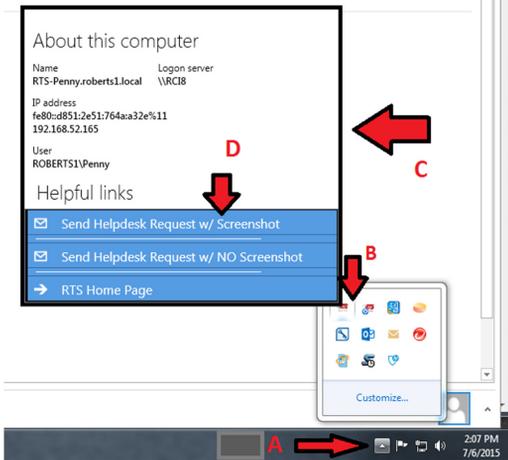
Do you know of a business struggling with their IT needs? If so, we've got the solution! Go to www.robertstechs.com and refer them under our "About Us" section! They'll receive a free Network Assessment with no strings attached, and if they become a client, you'll be rewarded as well!

No Snips... Only Screenshots!

We've brought back our first "Weekly Tech Tips" article to review how to send a screenshot. To provide quicker troubleshooting and the most responsive support, we need everyone's help. Using the screenshot in the RTS desktop icon is the necessary and acceptable way to send photos for a Helpdesk ticket. Photos taken with the snipping tool should not be sent.

When we receive a snip, we aren't able to see enough of the screen and we can't adjust the size of the photo to diagnose the problem. If we receive a snip, we'll ask for a screenshot using the below method, which will only lengthen the time it takes to resolve your issue.

On the right side of the system tray, located at the bottom of the screen, there is a white upward triangular arrow (A). Click on the arrow and a box of icons will open. Then click on the RTS icon (B). This will open another box (C) which contains



useful information about the computer, such as Computer Name, IP address, and User Name. There is an option to Send Helpdesk Request w/ Screenshot. Click on this button (D) and an email message addressed to the Helpdesk will open with an attached screen shot. Fill in the subject line, add more details in the body of the message, and click Send. Be sure the email program (such as Outlook) is open so the e-mail will send. If this RTS icon is missing, send an e-mail to helpdesk@robertstechs.com.

Quote of the Week

"If you think a complimentary thought about someone, don't just think it. Dare to compliment people and pass on compliments to them from others."

-Catherine Ponder

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