

Screen Recording for Support

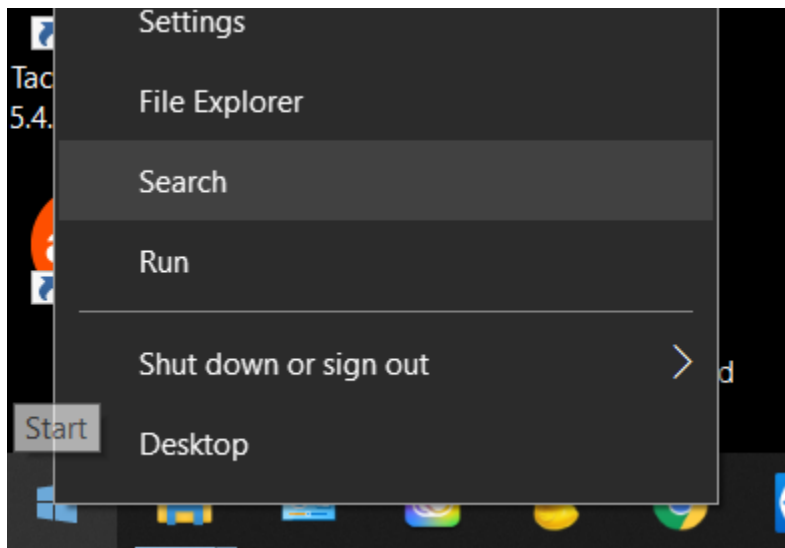
DATE	25/01/2022
PRINCIPAL AUTHOR	
SECONDARY AUTHORS	
VERSION	2.0 (rebrand)
UPDATE	

Recording your Screen

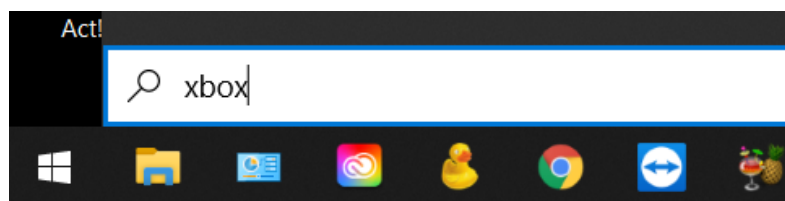
Windows 10 and 11 come pre-installed with the Xbox Game Bar App, which has a built-in screen recorder that's designed for recording video games on your computer. You can use it to record your work session which may help when trying to demonstrate a support problem.

Windows

- Right click the Windows icon and find the Search option.

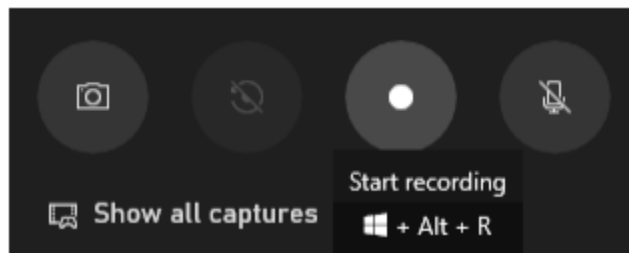


- Type 'xbox'



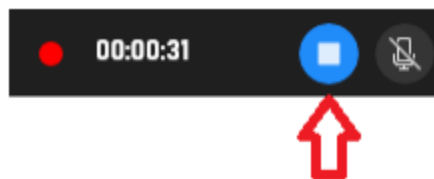
- Start your application e.g. Tactic

- Once the application has been started, you can open the Game Bar, which lets you record your screen, hold the “Windows” and “G” keys on your keyboard.
- You may see a pop-up message asking if you want to open the Game bar. Click ‘Yes this is a game’. If you don’t see the Record button menu, check the Capture icon is turned on
- Click the “Record” button or hold the “Windows”, “Alt”, and “R” keys on your keyboard to start recording your computer screen.

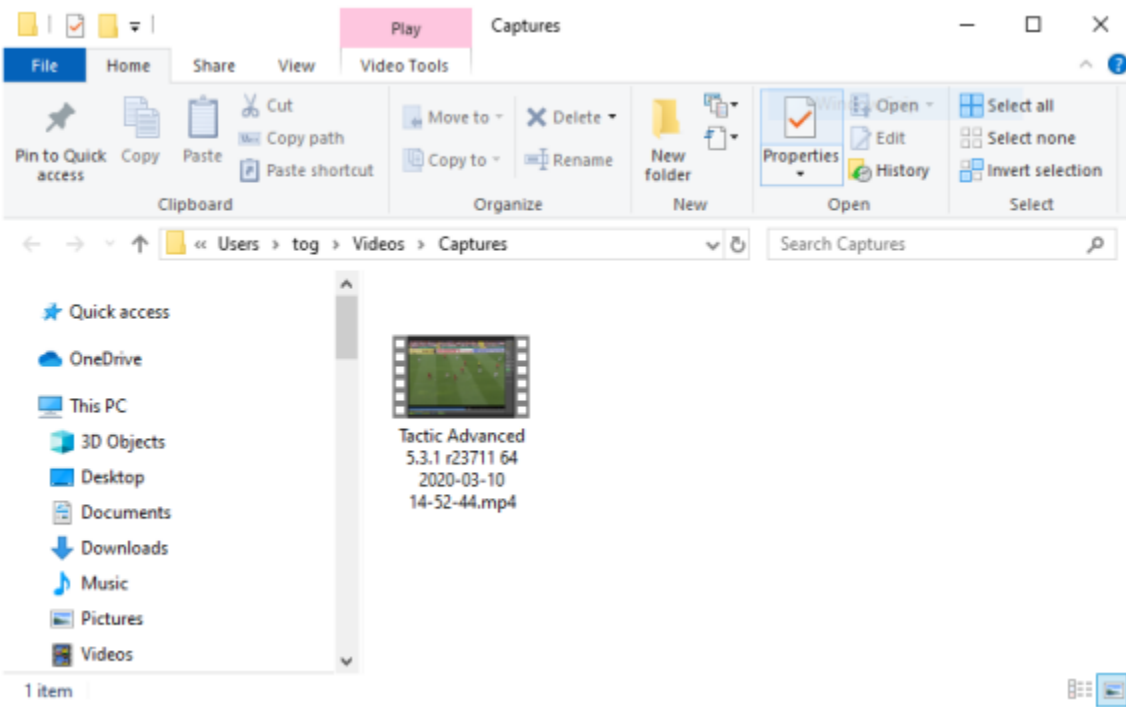


- Use the software, eg Tactic, normally...

... and end the screen recording as required by clicking the “Stop” button ...



- The recording of your session will be saved in your “Videos/Capture” folder.



- You can now send this video to RT Software Support.