

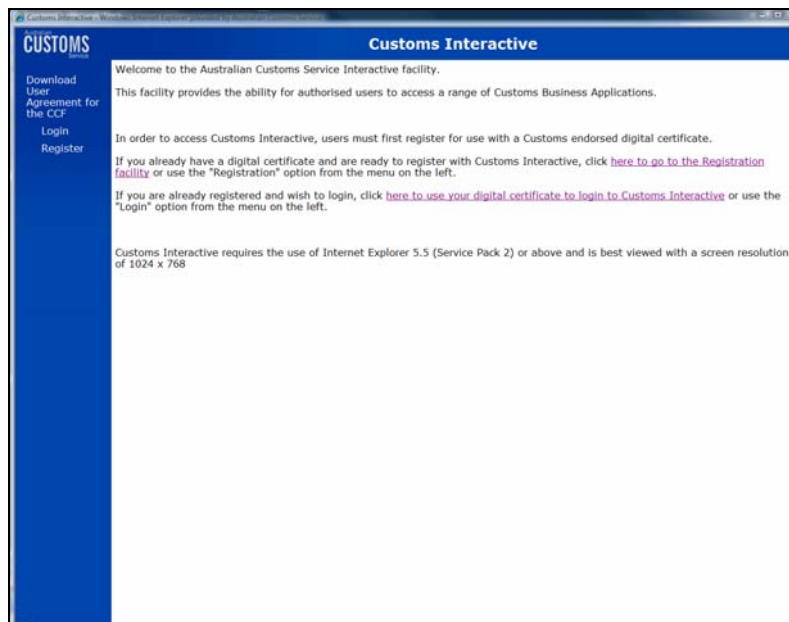


## How to take a screenshot of a Logon error

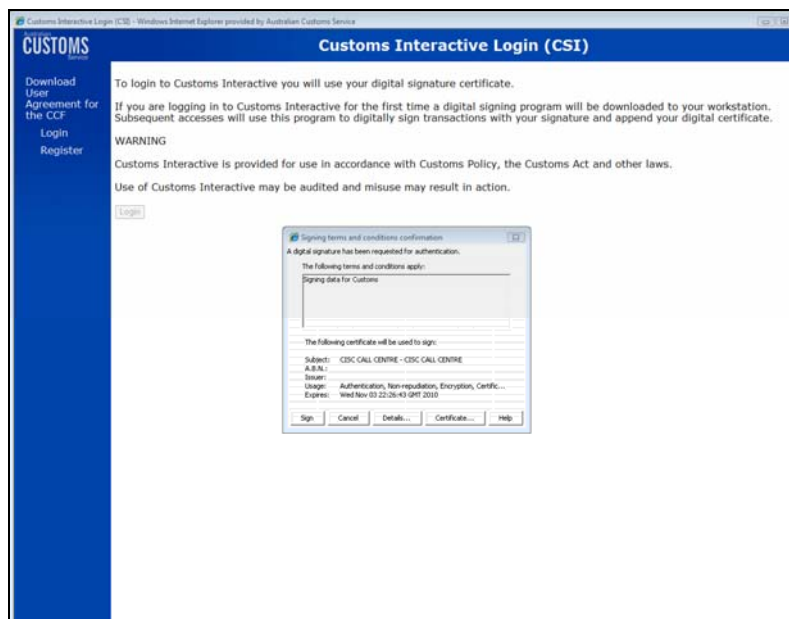
If you are receiving an error when attempting to log in to the ICS you must provide a screenshot of the error to Customs.

Follow the steps below to take a screenshot of the log on error.

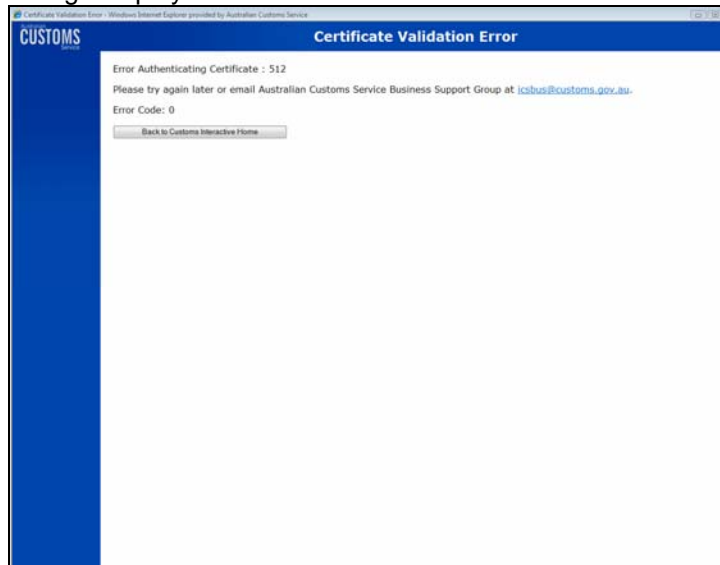
1. Click "Login"



2. The "Signing Terms and Conditions" box displays. Click "Sign"

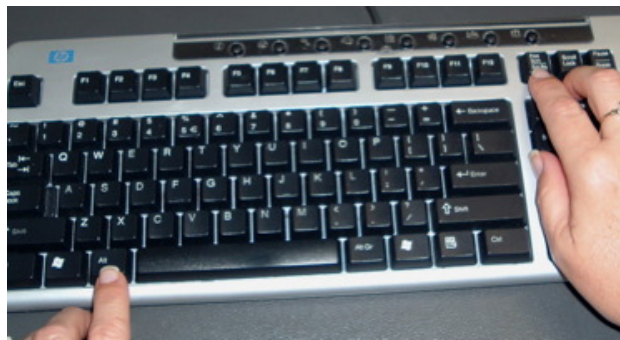


3. The error message displays.



4. Ensure your email application is open.

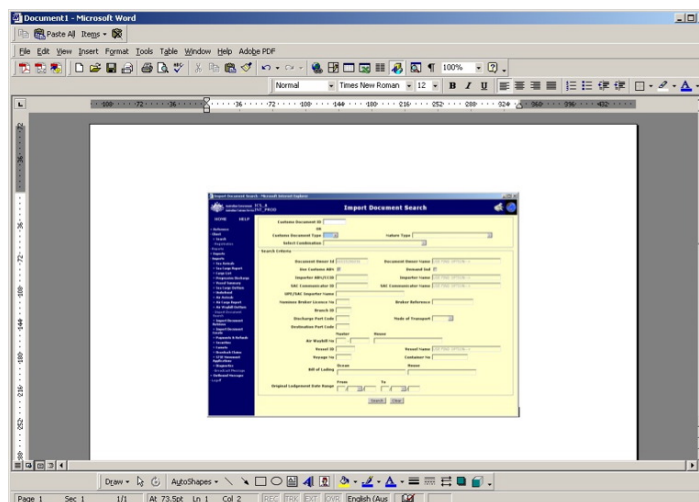
5. To take a screenshot hold down **ALT + Print Scrn** at the same time.



6. Open a new document in MS Word.

7. Paste the screen shot by holding down **CTRL and V** at the same time.

This will 'paste' your captured image to the Word document.



8. Go to **File**, then **Save As** and save the document onto your computer.

You will need to attach this document to your Digital Certificate Enquiry email.