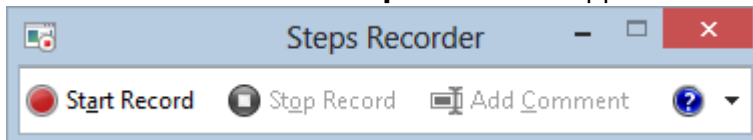


How to report issues

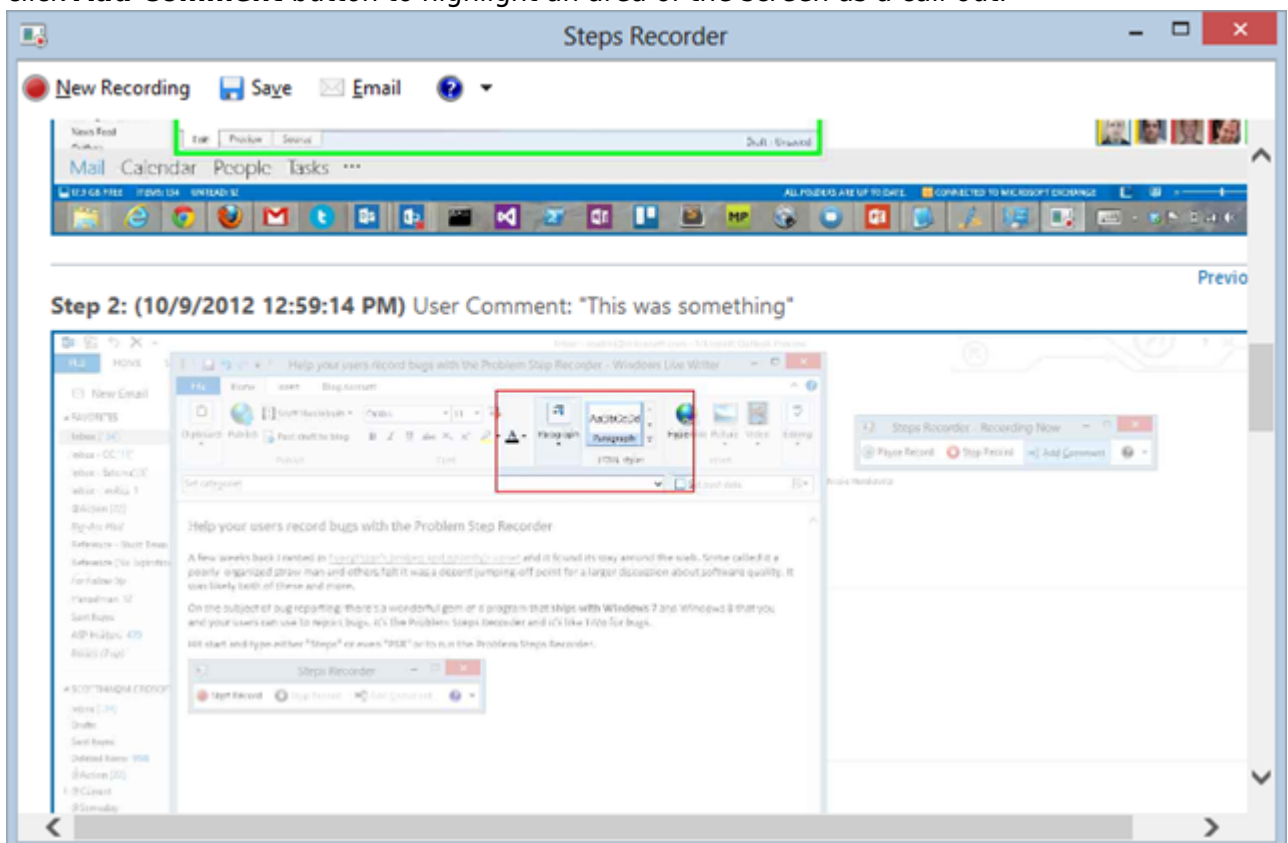
The best way to report a problem is by emailing us the exact steps you are doing, that way we can reproduce the issue and better assist you in solving it.

If you are a **Windows 7 or later user**, there's a tool built-in to Windows you can use to record the steps and send it to us!

1. Start by clicking the **Start** button and type either "Steps" or "PSR" into built-in search box that appears.
2. Then click the **Problem Steps Recorder** application in the search results displayed.



3. Click **Start Record** and try to reproduce your bug or issue found in our software. You can even click **Add Comment** button to highlight an area of the screen as a call-out.



4. Now *Steps Recorder* is taking a screenshot of each click or action you take on the computer.
5. Once each image is recorded you can then save all the images in a ZIP file by clicking the **Stop Record** button and **Save** option.
6. Locate the ZIP file you just saved on your computer and **right-click the ZIP file** to select **Send to > Mail recipient**.
7. Finally this will open your default **Mail** application to complete and send the message to the proper software support e-mail address:
 - o **AccuCampus Support:**
accucampus@engineerica.com
 - o **AccuClass Support:**
accuclass@engineerica.com

- **AccuClub Support:**
accuclub@engineerica.com
- **Accudemia Support:**
support@accudemia.com
- **AccuTrack/AccuSQL/AccuLite Support:**
support@accutrack.org
- **AccuTraining Support:**
accutrainig@engineerica.com
- **Conference Tracker Support:**
conftrac@engineerica.com

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