

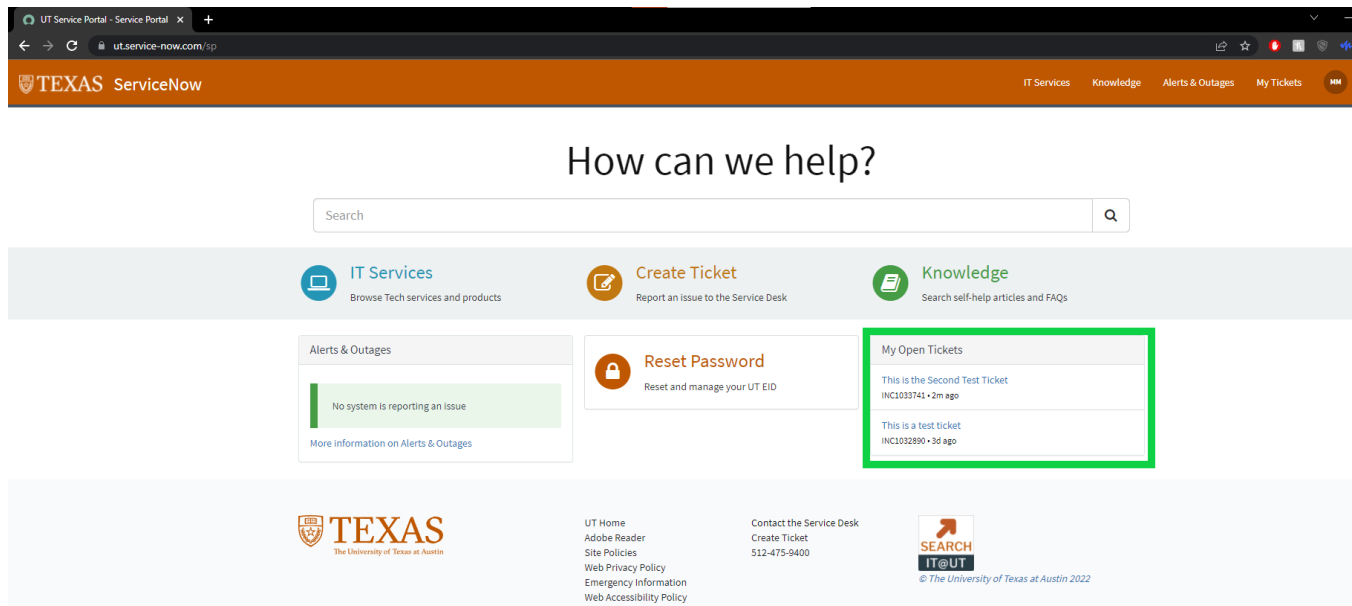
How to Upload Screenshots to ServiceNow

This page includes instructions for uploading screenshots to a ServiceNow ticket as well as instructions for taking screenshots on Mac and PC.

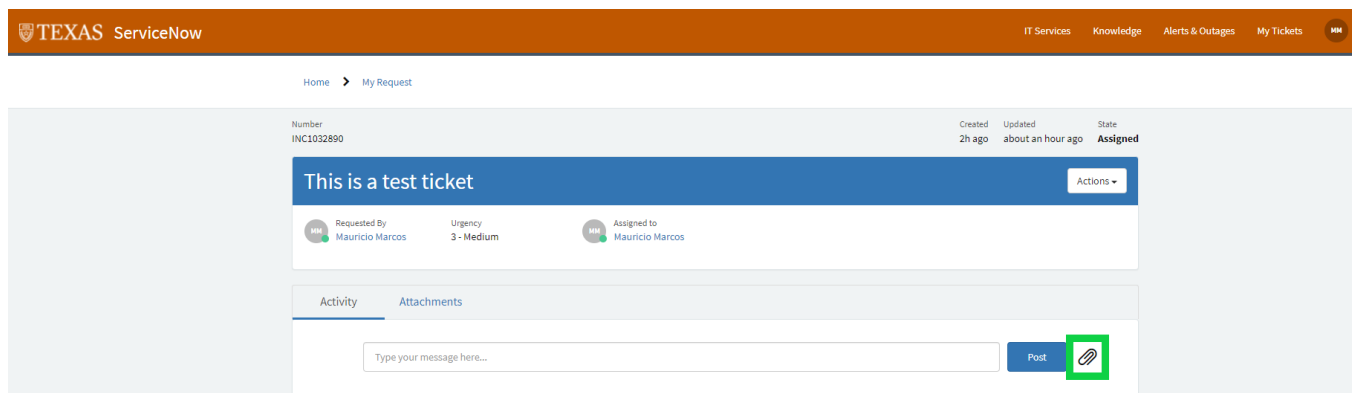
- [How to upload Screenshot to ServiceNow](#)
- [How to take a Screenshot on Mac.](#)
 - [To edit the screenshot](#)
- [How to take a Screenshot on PC](#)

How to upload Screenshot to ServiceNow

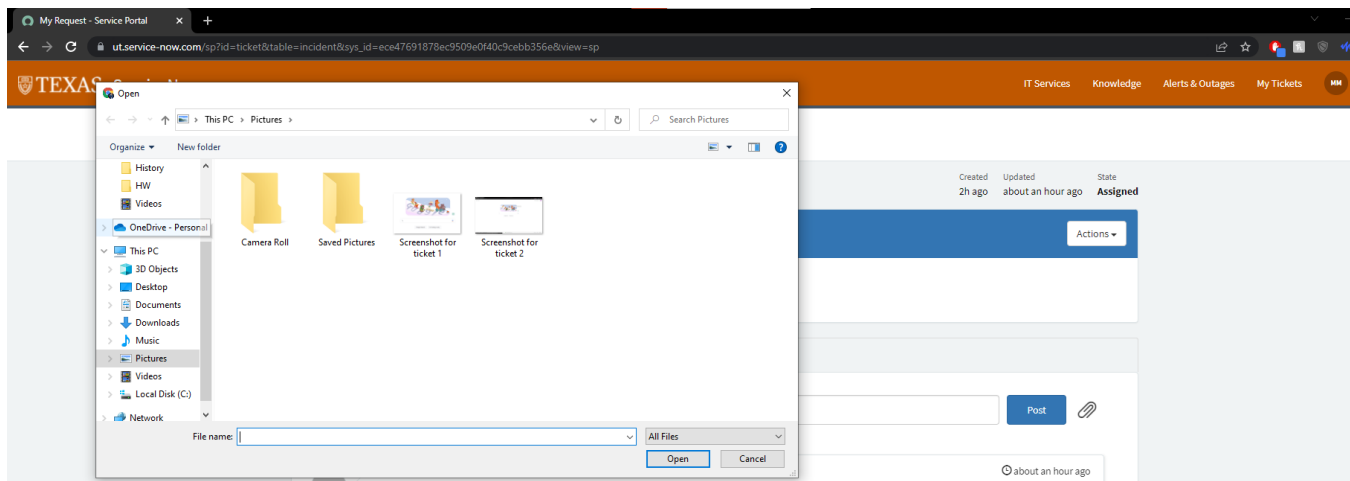
- Sign in to ServiceNow: <https://ut.service-now.com/sp>.
- You'll see your open tickets under the "My Open Tickets" section.



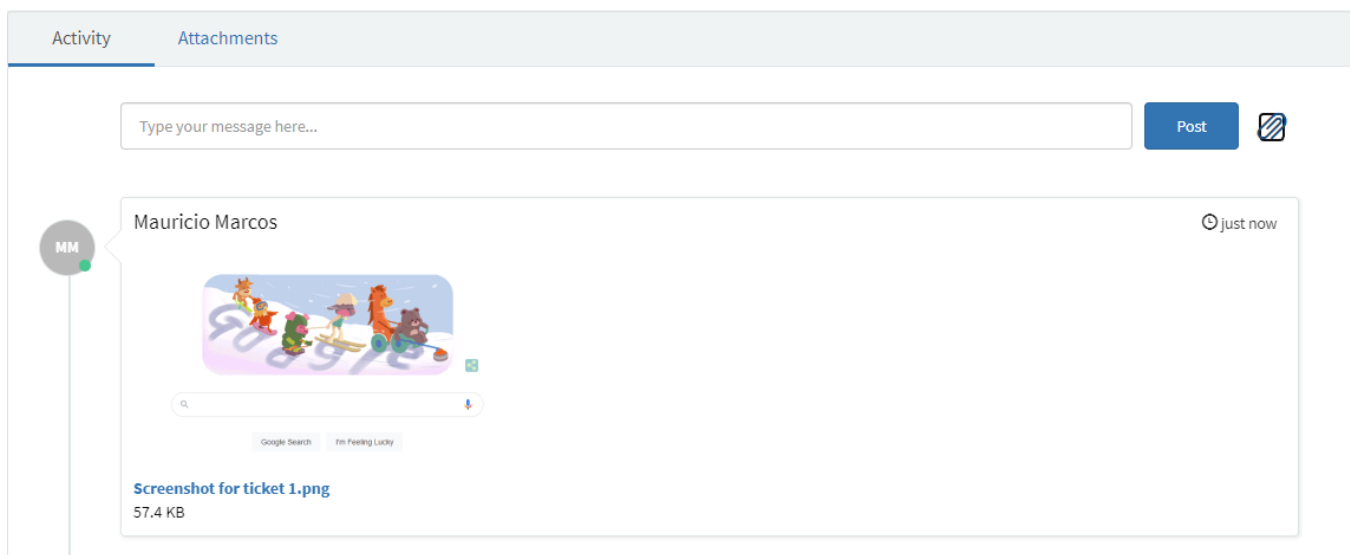
- Click on the ticket name to open it.
- Click on the paper clip icon on the right of the response bar to upload a screenshot.



- This will bring out a pop up window in which you'll select your saved screenshot.



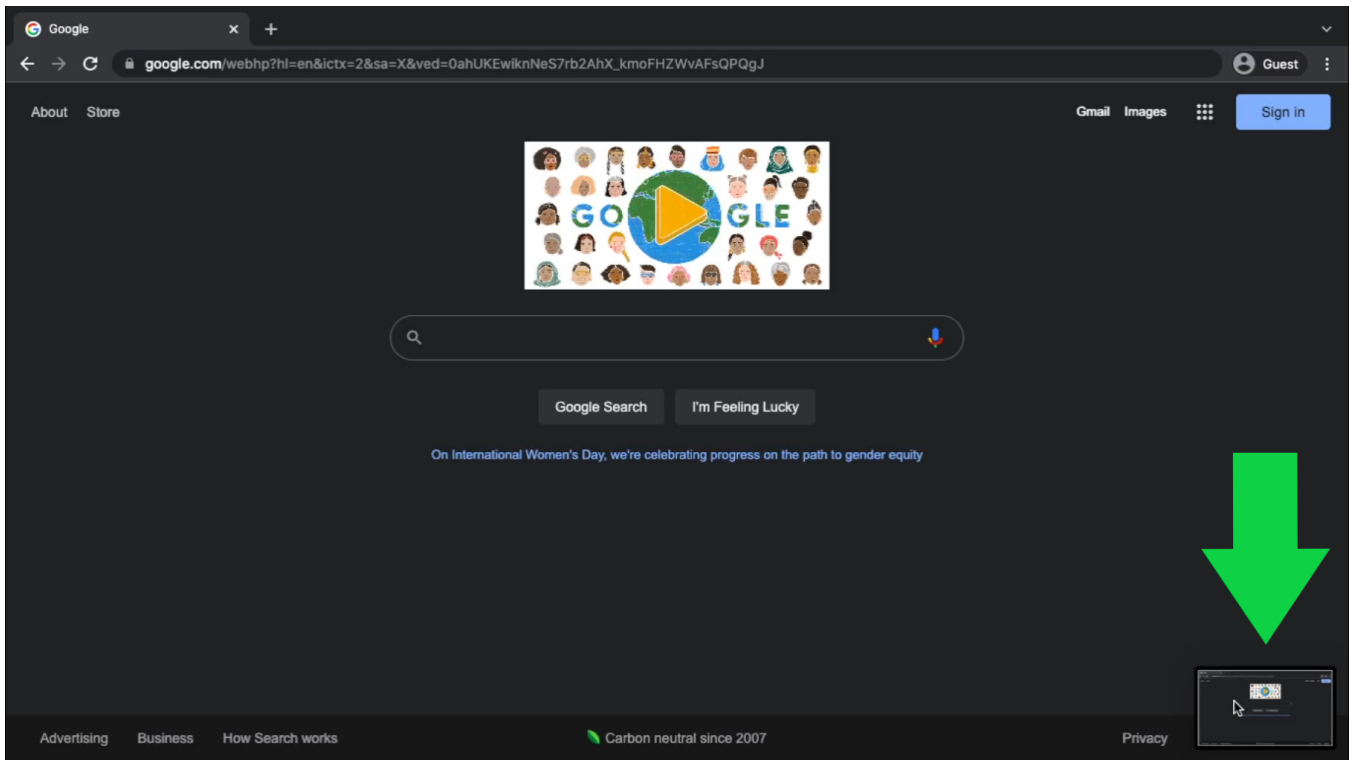
- By pressing the "Open" button, you will upload the screenshot to your ticket.



How to take a Screenshot on Mac.

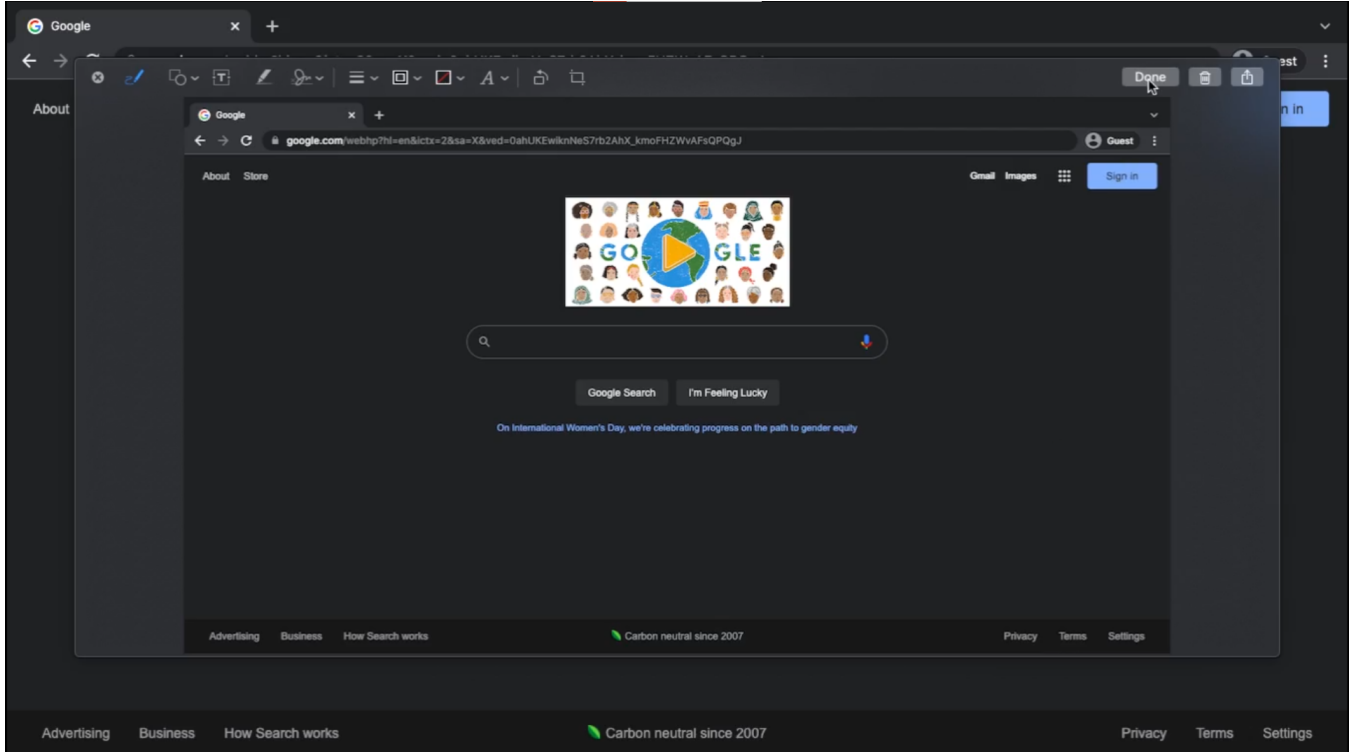
To take a screenshot of your whole screen, simultaneously press these keys on the keyboard: **Command + Shift + 3**

- After pressing the keys **Command + Shift + 3** on your keyboard, you will see a pop up of the screenshot on the bottom right corner. Waiting for it to go away will automatically save it to your desktop.



To edit the screenshot

- Clicking the pop up will allow you to edit the screenshot. After you are finished editing the screenshot, save it by clicking "Done".



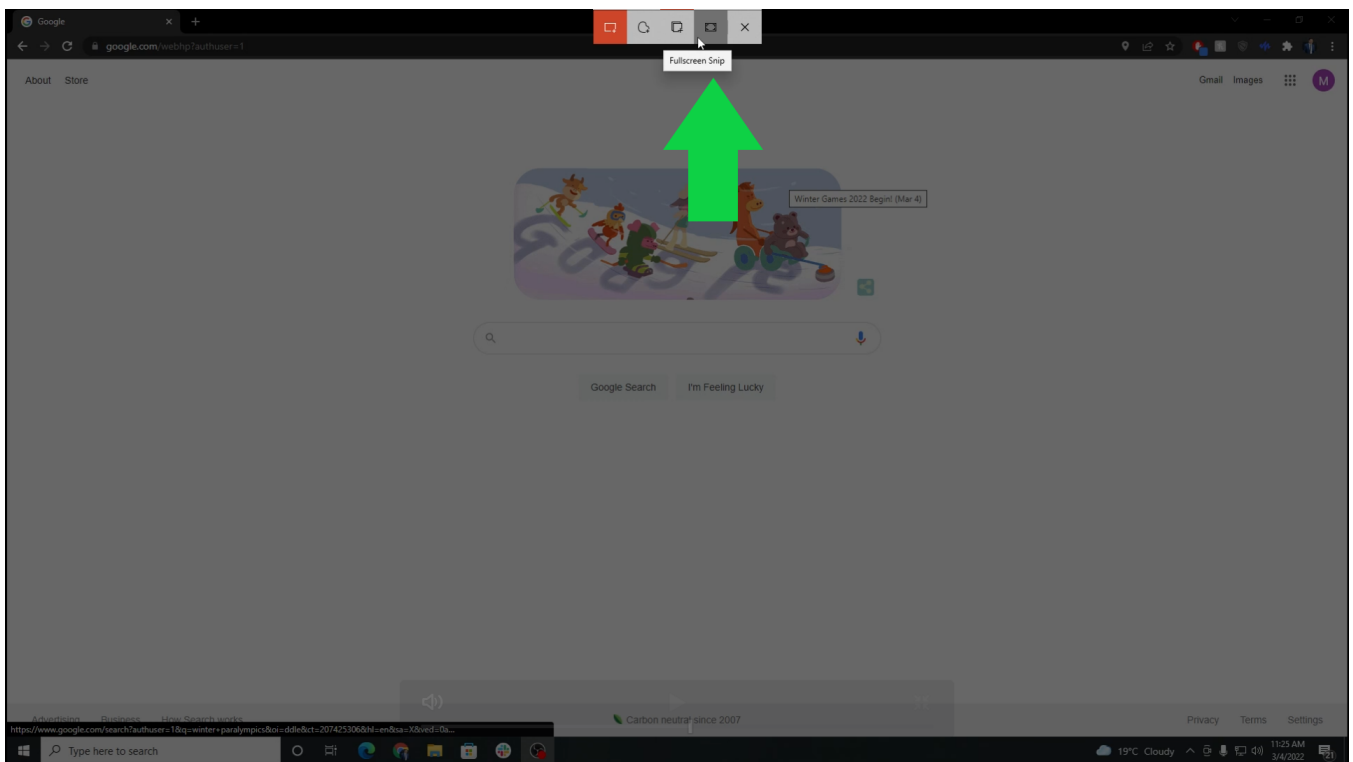
- All screenshots will automatically be saved to your desktop.



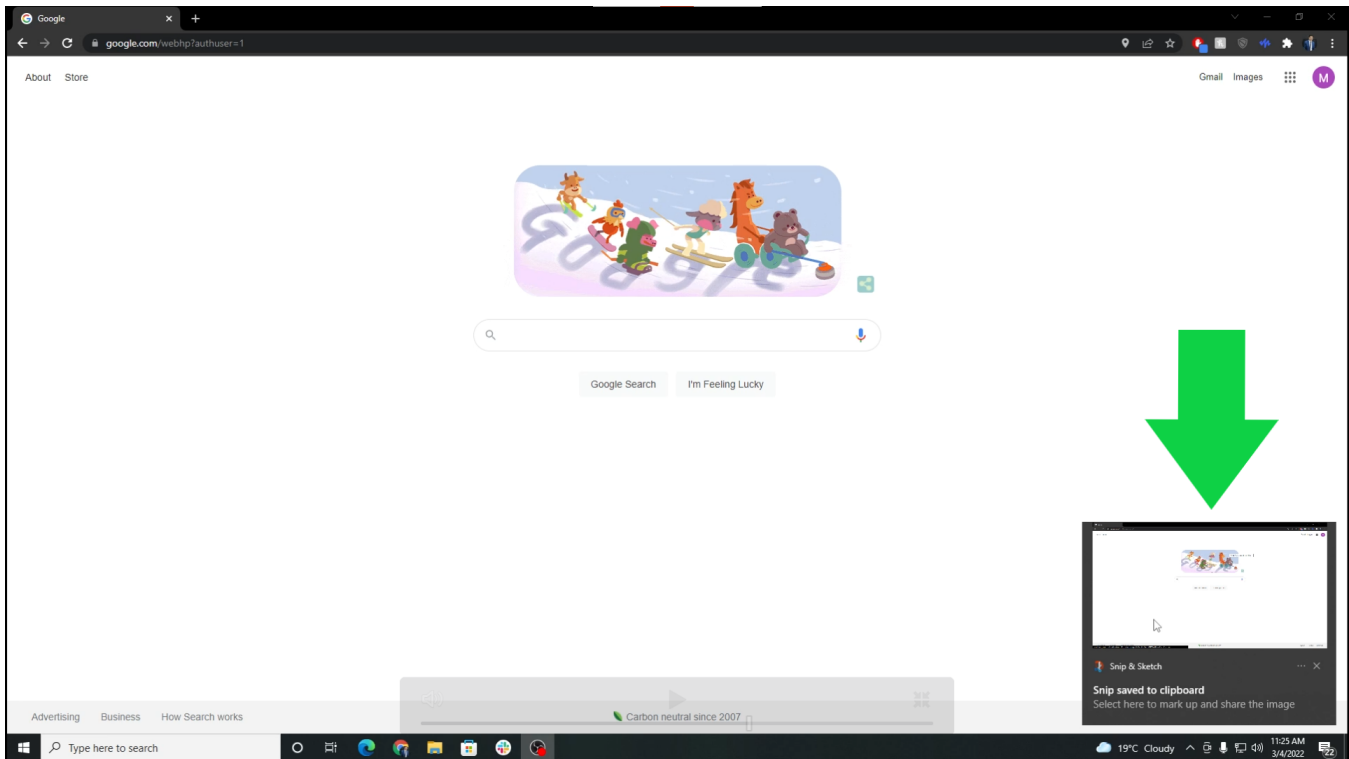
How to take a Screenshot on PC

To activate the interface of the Snipping Tool on Windows, press these keys on the keyboard: **Windows + Shift + S**

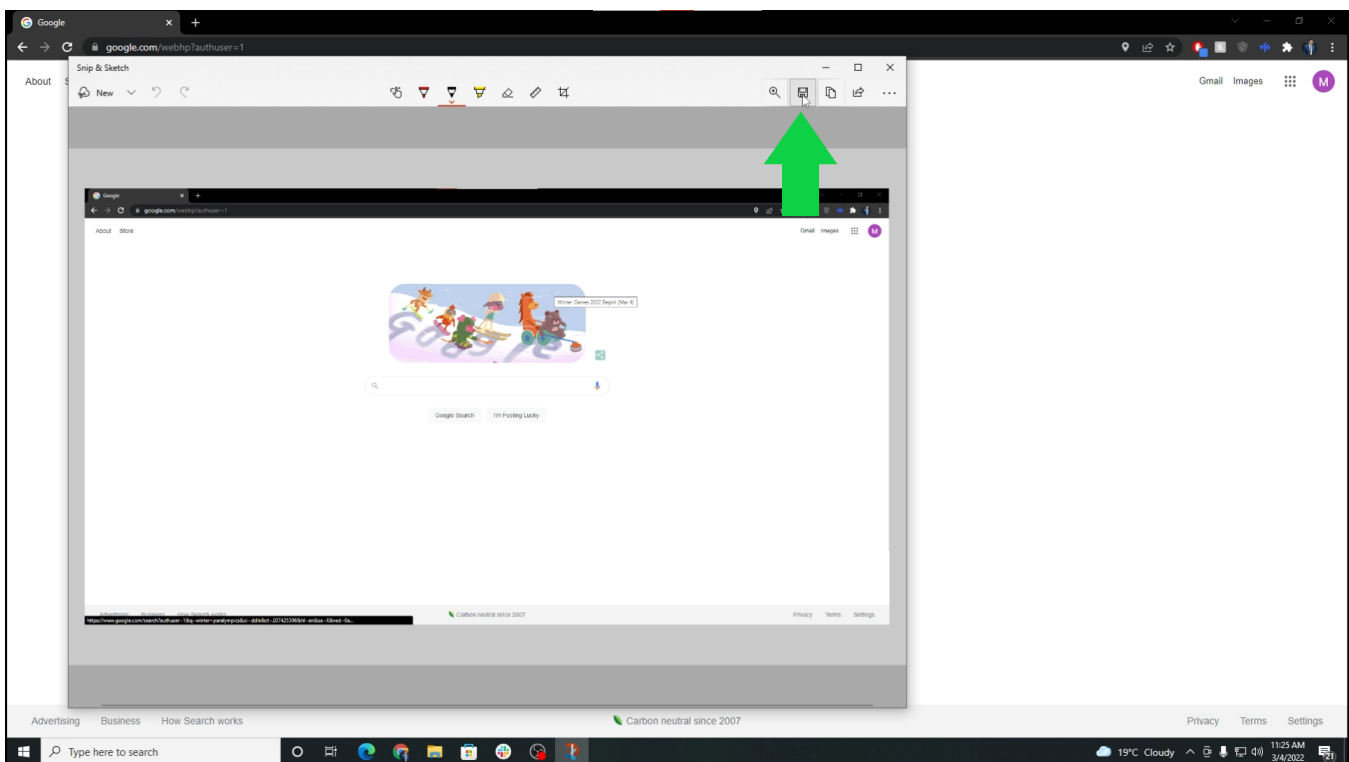
- After pressing the keys **Windows + Shift + S** on your keyboard, the screen will become darker and a tool bar will appear on the center top of your screen.
- Click the full-screen button to take a screenshot of the whole screen.



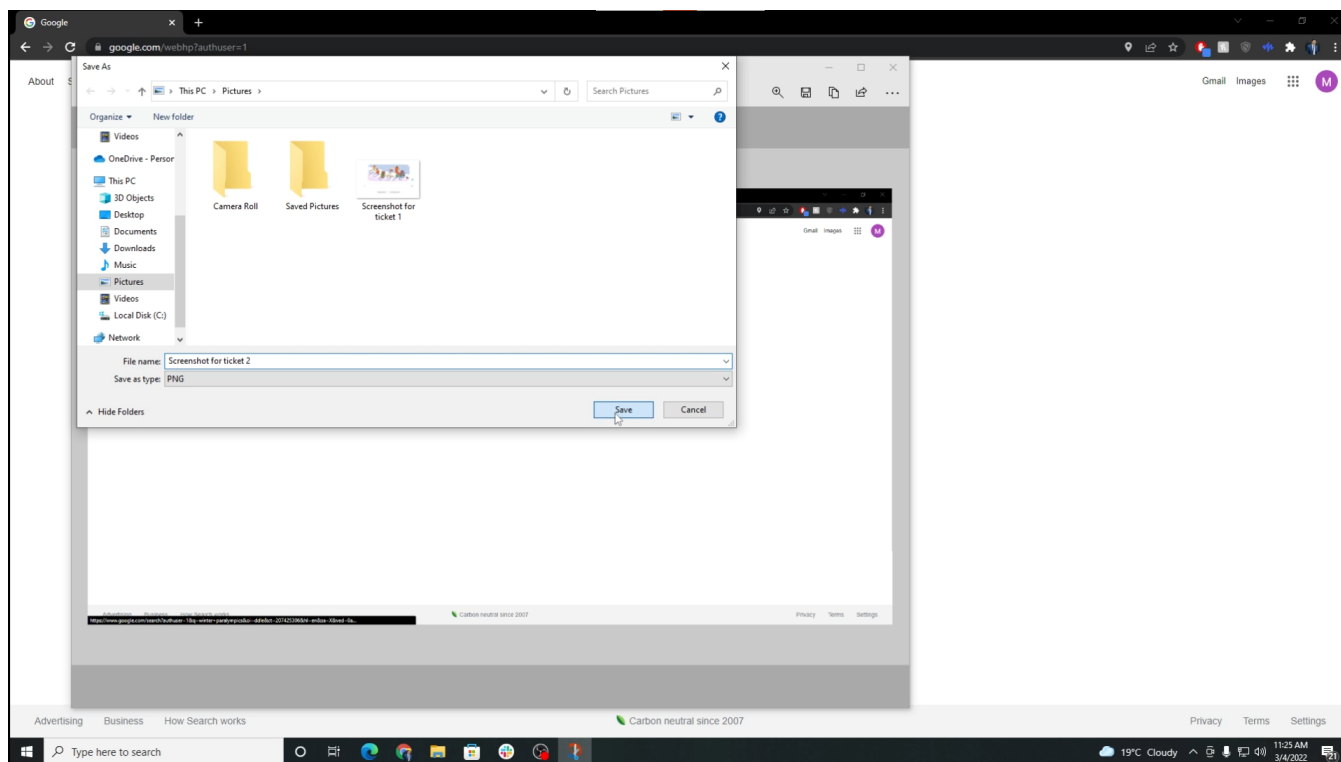
- A pop up on the bottom right side of the screen will appear after taking the screenshot. Click on it to open up a window to edit and save this screenshot.



- To save the screenshot, click the save icon on the top right corner of this pop up screen.



- A window will open to name and save the screenshot. By default, your screenshot will be saved in "Pictures".



Questions? You can create a ticket with CNS IT [using our form](#) or sending us an email at help@cns.utexas.edu

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