

We are currently updating the OP Help Center content for the release of OP 14.19 or OP 19. OP 19 is a member of the certified OP 14 family of products (official version is 14.19.1), which you may see in your software (such as in Help > About) and in the Help Center tabs labeled 14.19. You may also notice that the version number in content and videos may not match the version of your software, and some procedural content may not match the workflow in your software. We appreciate your patience and understanding as we make these enhancements.

Capturing Screenshots and PHI

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Overview

Screenshots or screen captures are often necessary when sharing an issue with an OP Support representative or other inter-office colleague. Most screenshots display some aspect of protected health information (PHI) and should be handled with care to protect our patients' information. For a list of what is considered PHI, click [here](#). All items on this list should be blurred or blacked out when sharing screenshots from within your practice database.

Packaged Programs to Capture and/or Edit Screenshots

Many operating systems come packaged with programs to capture and/or edit screenshots when PHI is displayed. On Windows 7, it is Paint. On Mac OS X, there is no image editing tool with the operating system, though Preview will allow you to markup your image. With either operating system, if you have some other image editing software on your system (see Other Programs to Capture and/or Edit Screenshots below), you may use that.

- **Windows Basic Command:** The basic command for creating a screenshot in Windows is **Ctrl+Print Screen**. Please note, this action captures the entire screen and could be difficult to view. When the screen you'd like to have a shot of is showing:
 1. Hold the **Ctrl** key on the keyboard.
 2. Press the **Print Screen** key.
 3. Launch the Paint program.
 4. When the blank document for Paint appears, hold the **Ctrl** key, and press the **V** key. Your screenshot should appear in the document. From here, you can edit your screenshot to omit PHI as needed.
 5. After you save it, it will be ready for sending.

- **Snipping Tool:** Windows also ships with the Snipping Tool. You can find more about the Snipping Tool on [Microsoft's website](#). **Ctrl+Print Screen** works under Windows XP, but the Snipping Tool is not available in XP – you'll need Windows 7 or later for this feature! The quick instructions are (according to Microsoft):
 1. Open Snipping Tool: **Start button > All Programs > Accessories > Snipping Tool**
 2. Click the arrow next to the **New** button.
 3. Select a snip type from the menu.
 4. Use your mouse or tablet pen to capture a snip.
 5. Use the Pen tool to markup the image so that PHI is no longer displayed.
- **Mac OS X:** The basic command for creating a screenshot in Mac OS X is command-shift-3.
 1. While holding the **Command (⌘)** and **Shift** keys, press the **3** key. This will save the screenshot to your desktop.
 2. The command for selecting an area of your screen for a screenshot is **Command+Shift+4**. Cross-hairs will display, and you can select the area you'd like to capture. This will save the screenshot to your desktop.
- **iPad:** Screenshots can be taken from iPads by pressing a combination of buttons on the device itself.
 1. Press and hold the **Power** button, then press the **Home** button, and release both buttons simultaneously. You will hear a camera shutter sound. The screenshot will be stored in the Photo app, and may be marked up from there.
- **Android Tablet:** Similar to capturing a screenshot from an iPad, a combination of buttons will capture a screenshot. How you take a screenshot using an Android tablet depends largely on the type of device you are using. Users should reference a guide for their specific device for instructions on how to capture a screenshot.

Other Programs to Capture and/or Edit Screenshots

Several screen capturing programs are available for download. Some of them include:

- **Greenshot** (free version available)
 - **Snagit** (offers free trial)
 - **Jing** (requires Snagit to edit screen captures)
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