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# Guide to Recording and Sending a Screenshot in FAMCare

## Overview

Screencasts are a powerful way to:

- Demonstrate steps or workflows
- Document system behavior
- Share visual context with your Project Manager or GVT Support
- Assist with troubleshooting when written explanations aren't sufficient

This guide walks you through **installing the screencast software (if needed)** and **recording, uploading, and sending a screencast** from within FAMCare.

## Important Notes

- Installation steps may vary by machine.
- You may need assistance from your local IT or System Administrator to install software.
- Do **not** include client-sensitive or protected information in screencasts.

## Accessing the Screencast Tool in FAMCare

1. In FAMCare, click the **Support** icon at the top of the screen and select **Screencast**.
2. A message will appear indicating:
  - Your Project Manager will be auto-populated as a recipient, or
  - You may send the screencast to **CustomerSolutionsTeam@globalvisiontech.com**
3. Click **OK** to launch the screencast tool.



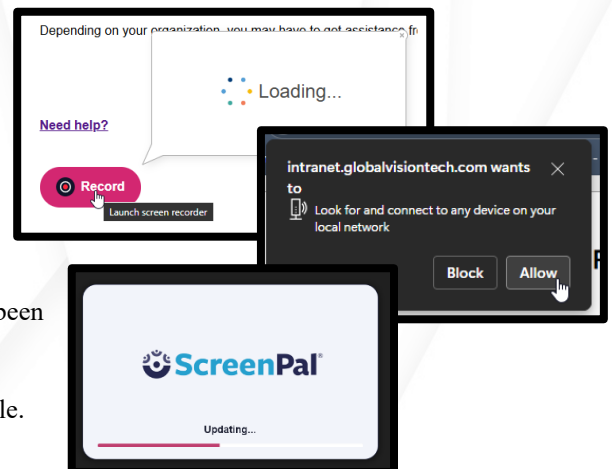
This opens the **Global Vision Tech Screencast Capture** page.

## Installing Screencast Software (First-Time Setup)

If this is your first time recording, the system may prompt you to install screencast software.

### Standard Installation Flow

4. Click **Record Screencast**.
5. Your browser will ask for permission to allow the intranet to connect to your machine.
  - Click **Allow**.
6. A notification may appear indicating software has been downloaded.
7. Open **Windows Explorer** (or your file manager).
8. Navigate to your **Downloads** folder and run the downloaded file.
9. Follow the on-screen prompts to complete installation.

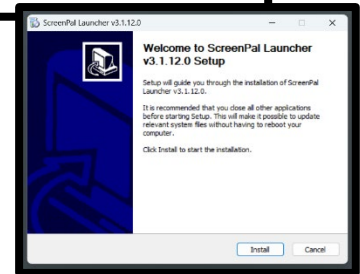
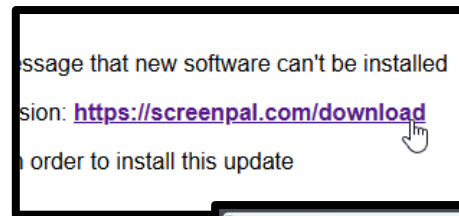


If the installation is completed successfully and the recorder launches, **no further installation steps are required.**

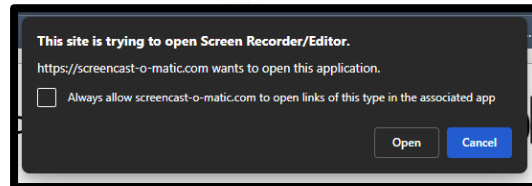
### Optional Installation (If the First Install Fails)

If the software does not install correctly:

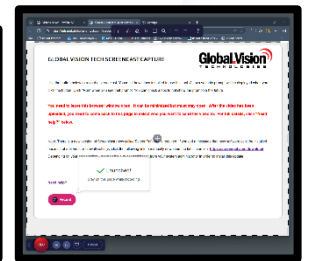
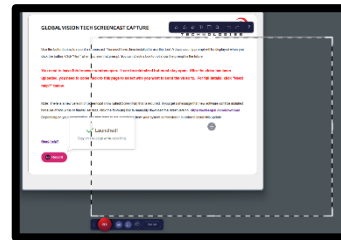
1. Use the **ScreenPal** download link provided on the page.
2. Logon credentials are **not required**.
3. Download the installer.
4. Open your **Downloads** folder and run the file.
5. Click **Install** when prompted.
6. Once installation finishes, click **Open** when asked to launch the screencast software.



### Launching and Setting Up the Recorder



1. When prompted, allow **WebLaunchRecorder** to open.
2. The recording window may not be centered initially.
3. Adjust the recording area:
  - Drag the **corners** to resize
  - Drag the **center cross** to reposition the window



### Optional Recording Settings

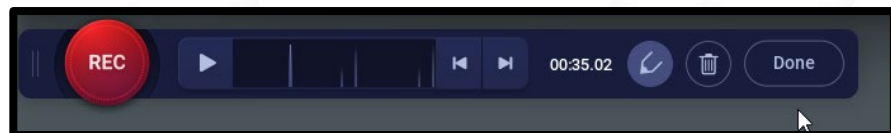
- **Webcam:**
  - Can be enabled as background, full screen, or corner view
  - Use the pencil icon to flip the camera or change background color
- **Audio:**
  - Verify narration and computer audio are enabled
- **Preferences:**
  - Adjust pause hotkeys, control bar location, and other advanced settings if needed

The mouse cursor will display a **yellow highlight** during recording to help viewers follow along.

### Recording the Screencast



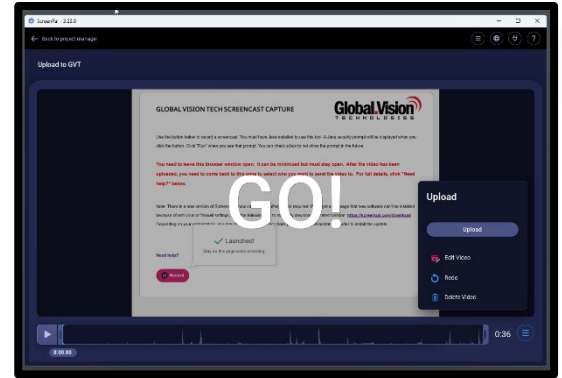
1. Click the **REC** button.
  2. A countdown will appear.
  3. Recording begins after **GO!**
- Perform the steps you want to capture.



4. (Optional) Pause recording if needed.
5. Click **Done** when finished.

## Reviewing and Uploading the Screencast

1. Review the playback to confirm accuracy.
2. If needed, click the **trash icon** to delete and re-record.
3. When satisfied, click **Done**.
4. The video opens in a new window.
5. Click **Upload** to compile and send the video to the intranet.
6. Upload time may vary based on video length.
7. Once upload completes, click **Done**.



## Sending the Screencast

After uploading:

1. Enter any relevant notes or context.
2. Select or enter the recipient email address.
3. If unsure, use **CustomerSolutionsTeam@globalvisiontech.com**
4. Click **Send Screencast**.
5. A confirmation message will appear once the process is complete.

**Note:** If you need a copy saved locally, you may send the screencast to your Project Manager and request it back.

