

We've implemented a powerful new support tool that will make it much easier for you to convey to us whatever difficulties you might be having with the software. Called screencast, it enables you to capture a video of your screen as you reproduce the problem. It even lets you narrate the clip. This feature will save you all kinds of time communicating your concerns. We're especially excited because we'll have far more information to work with as we troubleshoot the issue you've encountered.

After logging into the [Support Portal](#):

1. Go to the "Post A Question" tab and click "Record screencast" at the bottom of the page

Note: If you are prompted to allow Java to run, click "Always run on this site" and the option, "Do not show this again for apps from the publisher and location above." Then press the Run button.

2. Resize the recording window if necessary by dragging the black handles
3. Press the Record button, then recreate the issue and press Done when you're finished.

Note: The system will record your voice unless you turn off the microphone (to the right of the red recording icon at the bottom of the screen).

4. Press Upload to add the screencast to your ticket

