

# Redacting Personally Identifying Data from a Screenshot

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**Private and Confidential**

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## TABLE OF CONTENTS

|     |                                  |   |
|-----|----------------------------------|---|
| 1.0 | <i>Purpose of Document</i> ..... | 3 |
| 2.0 | <i>MS Snipping Tool</i> .....    | 3 |
| 3.0 | <i>Snaggit</i> .....             | 7 |

## 1.0 Purpose of Document

This is a quick how-to guide on redacting personal information from a screenshot, making it safe to send to the MIS helpdesk while still containing useful information to help resolve your problem. Please note that it is always better to be cautious when personal health information is involved and avoid sending any highly sensitive information via email - but sometimes it is necessary to provide screen shots of the application that show sensitive information to help diagnose your problem. If that is the case – always redact the highly sensitive information.

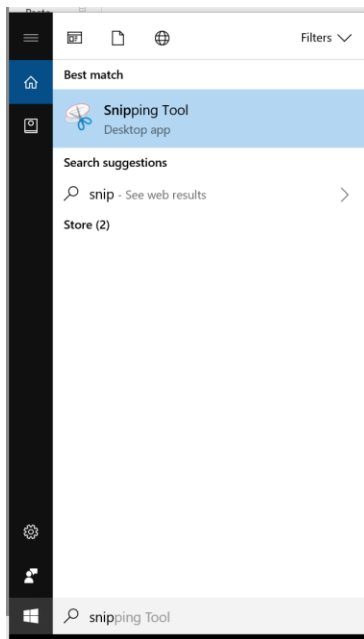
There are many screenshot and editing programs to help you redact information, but for the purpose of this document, two tools will be demonstrated:

1. *Microsoft Windows built-in Snipping tool*
2. *Snagit application tool*

## 2.0 MS Snipping Tool

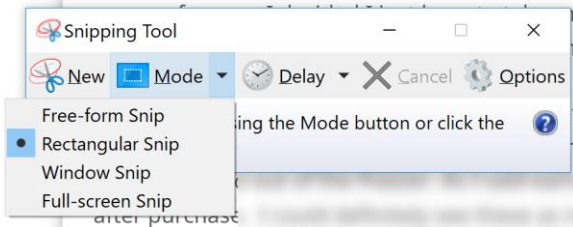


The MS Snipping Tool is available from the Windows Start menu by *searching* for Snipping Tool:

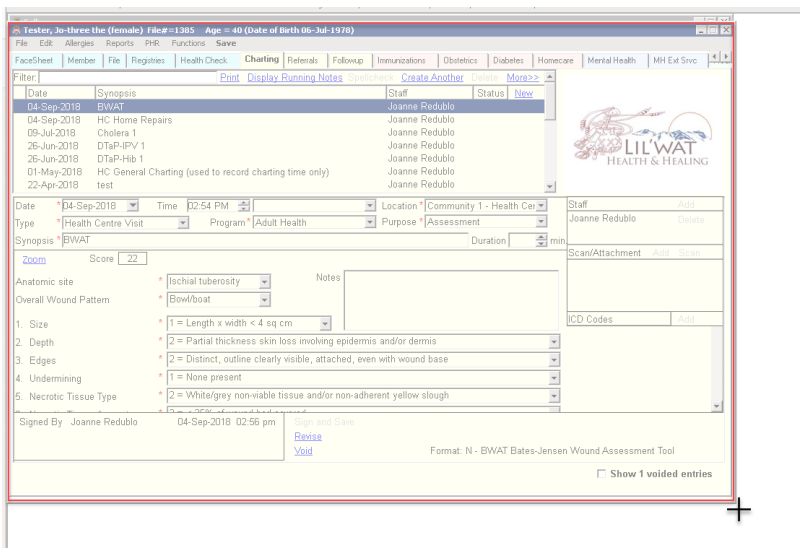


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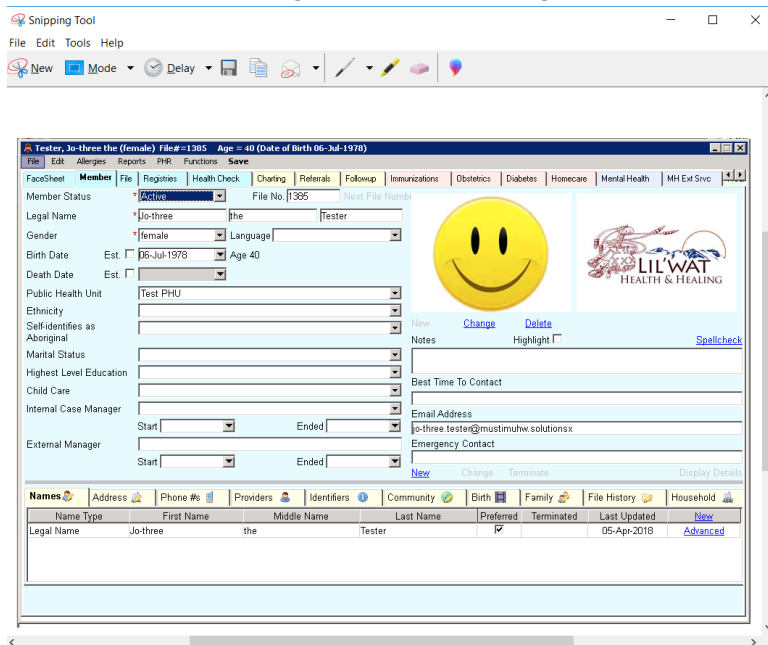
This will bring up the Snipping Tool. Press the Mode button and make sure this is set to Rectangular Snip:



Drag the cursor across the screen area you wish to capture to create the screenshot that you want to include in your email to the MIS HELPDESK.

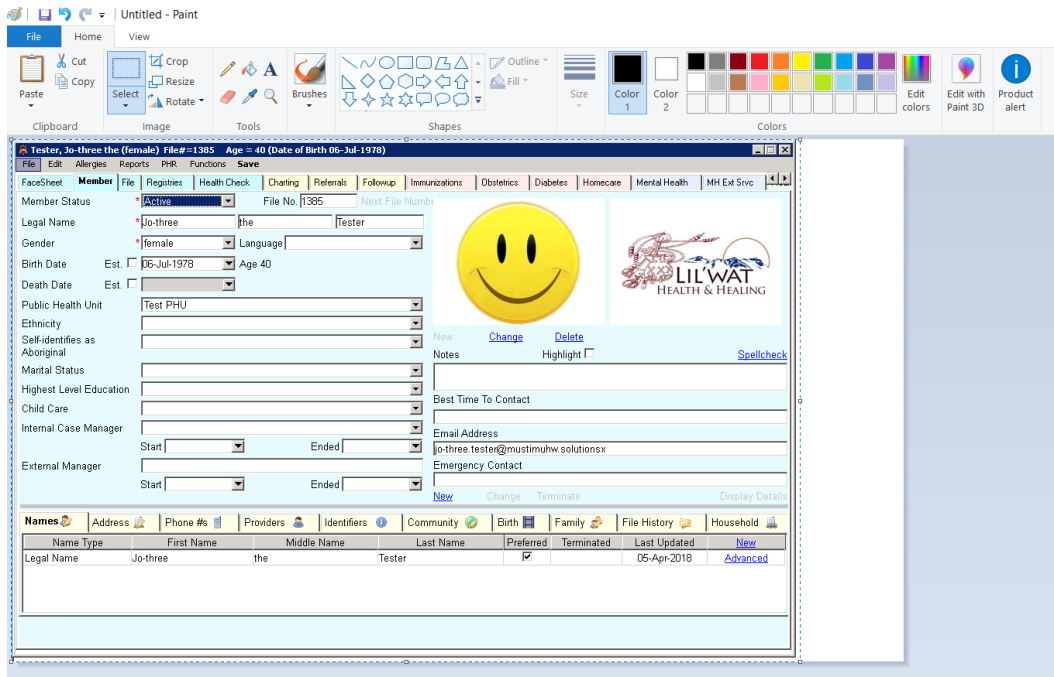


This will place the image into the Snipping tool:

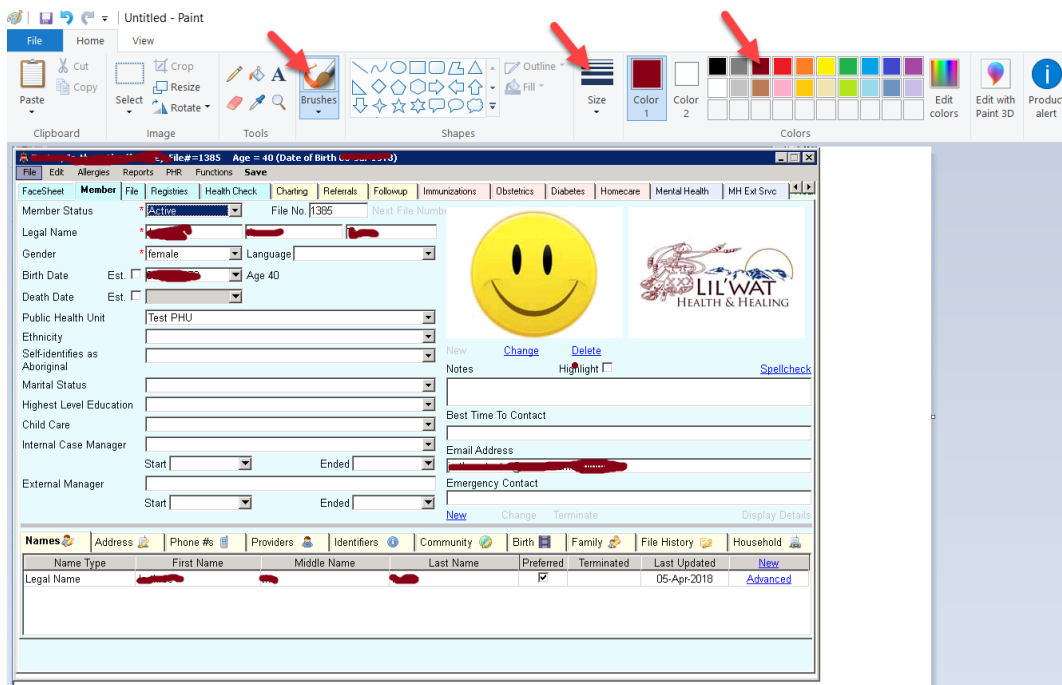


From the top toolbar menu...*Select* Edit > Copy to place the image on the clipboard so you can do the redaction of any sensitive data showing on the image/screenshot. From the start menu, *open* the Paint application and press ctrl-v to paste the image.

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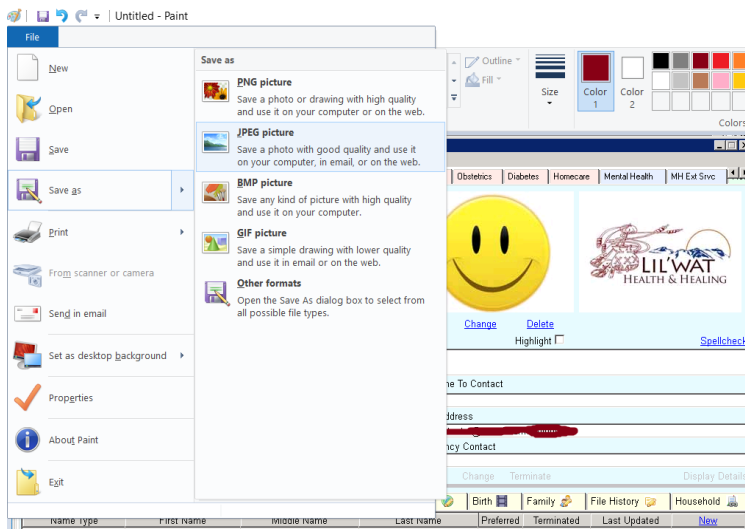
Select a colour, brush and brush size. Then, use the brush to write over any personally identifying data:



Then, *Click* on the Select Button > *Select all*, then use *Ctrl-C* to copy the image to the clipboard. *Paste* (Ctrl-V) this image into the email message to the helpdesk.

**OR**

Use File > Save As > JPEG to save the screenshot and *attach* this image to the email message that you are sending to the MIS HELPDESK.



### 3.0 Snagit

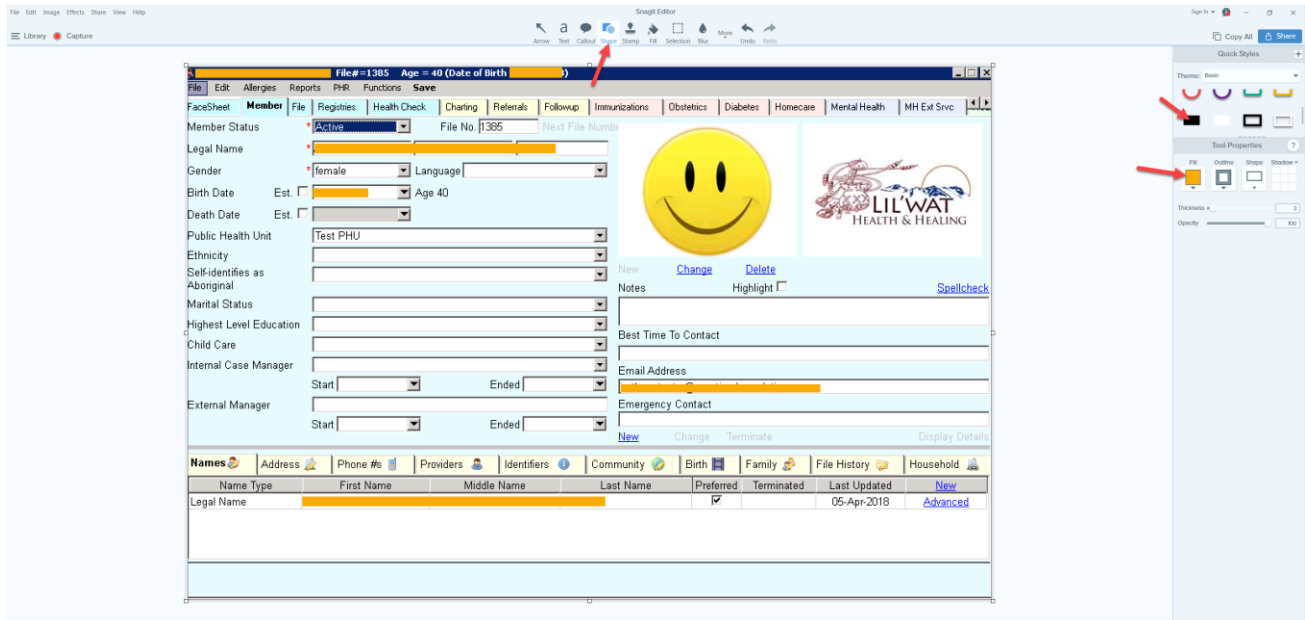


Using the hot-key assigned to Snagit (usually the Print Screen key), drag the cursor over the area you wish to capture to create your screenshot that you want to send to the MIS HELPDESK.

From the Snagit Editor *Click* on the Shape tool and select a rectangle shape with solid fill. Draw rectangles over any personally identifying data.



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Click the Copy All button and paste the image into an email message to the helpdesk.

**OR**

Select File > Save As and save the screenshot as a JPEG file and attach this file to an email message to the MIS HELPDESK.