



## EIDS Troubleshooting

Requests for Early Intervention data deletions, fixes, date changes, general questions, etc. should be emailed to [EIDS@dodd.ohio.gov](mailto:EIDS@dodd.ohio.gov).

*Note:* Requests for deletions from a child record will require permission from a System Administrator. If the request is submitted from someone other than a System Administrator we will follow up to obtain permission before proceeding.

When relevant, please attach a screenshot of the child record to expedite request processing. Please see options below for taking screen shots.

## Options for Taking a Screenshot

### Option 1: Print Screen

The first option is to use the Print Screen function on your keyboard. The key should be located on the upper right of the keyboard and says "PrtScn". Clicking this button takes an image of your whole screen. Then open either a Word, PowerPoint, or paint document and click paste. The screenshot of your desktop will now appear and can be edited as needed to only capture the relevant information.

### Option 2: Snipping Tool

A second option is to use the Snipping Tool. If you go to your start menu you can search for it by name or locate it under "Accessories". The snipping tool lets you manually select what you want to capture an image of and then automatically opens it as a picture file that you can then copy/paste from or save.