

Creating a Screenshot

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The information in this article applies to:



QUESTION


I would like to export my currently displayed screen to send to someone or to show a problem to Technical Support. How can I do this?

ANSWER

If you want to export an image of your plan or a 3D camera view in Chief Architect or Home Designer, you can do so using the Export Picture option in the software.

If you need to create a screenshot image of an error or warning message, or need to create a screenshot of other details on your screen to send to Technical Support for troubleshooting purposes, please see the appropriate resource for your operating system below.

To export a picture from Home Designer or Chief Architect

1. Select **File> Export> Export Picture (BMP, JPG, PNG)** .
2. In the **Export Picture** dialog that displays, specify your desired image properties, then click **OK**.

For more information on each of the options within the Export Picture dialog, please click the Help button to open your program's documentation.

3. In the next dialog that appears, choose an easy to find location to save the file to, provide a descriptive name, then click **Save**.

To create a screenshot image

- **Windows** - <https://support.microsoft.com/en-us/windows/use-snipping-tool-to-capture-screenshots-00246869-1843-655f-f220-97299b865f6b> (<https://support.microsoft.com/en-us/windows/use-snipping-tool-to-capture-screenshots-00246869-1843-655f-f220-97299b865f6b>)
- **Mac** - <https://support.apple.com/guide/mac-help/take-a-screenshot-mh26782/mac> (<https://support.apple.com/guide/mac-help/take-a-screenshot-mh26782/mac>)

If you're using a Chief Architect mobile application such as the [3D Viewer](https://www.chiefarchitect.com/products/3d-viewer/) (<https://www.chiefarchitect.com/products/3d-viewer/>), please review the appropriate resource below for your mobile device.

- **iPhone** - <https://support.apple.com/guide/iphone/take-a-screenshot-iphc872c0115/ios> (<https://support.apple.com/guide/iphone/take-a-screenshot-iphc872c0115/ios>)
- **iPad** - <https://support.apple.com/guide/ipad/take-a-screenshot-ipad08a40f3b/ipados> (<https://support.apple.com/guide/ipad/take-a-screenshot-ipad08a40f3b/ipados>)
- **Android** - <https://support.google.com/android/answer/9075928?hl=en> (<https://support.google.com/android/answer/9075928?hl=en>)

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- 📄 [Using the Technical Support Center \(/support/article/KB-00717/using-the-technical-support-center.html\)](/support/article/KB-00717/using-the-technical-support-center.html)