

# Attaching a Screenshot

JIRA allows you to [attach](#) screenshots you have [captured](#) to an issue, if the administrator has configured JIRA and your permissions appropriately.

## Note:

To be able to attach screenshots, your JIRA administrator must have enabled [file attachments](#). You will also need the 'Create Attachments' [permission](#) in the appropriate projects. Otherwise, the link to attach screenshots will not appear in your issues.

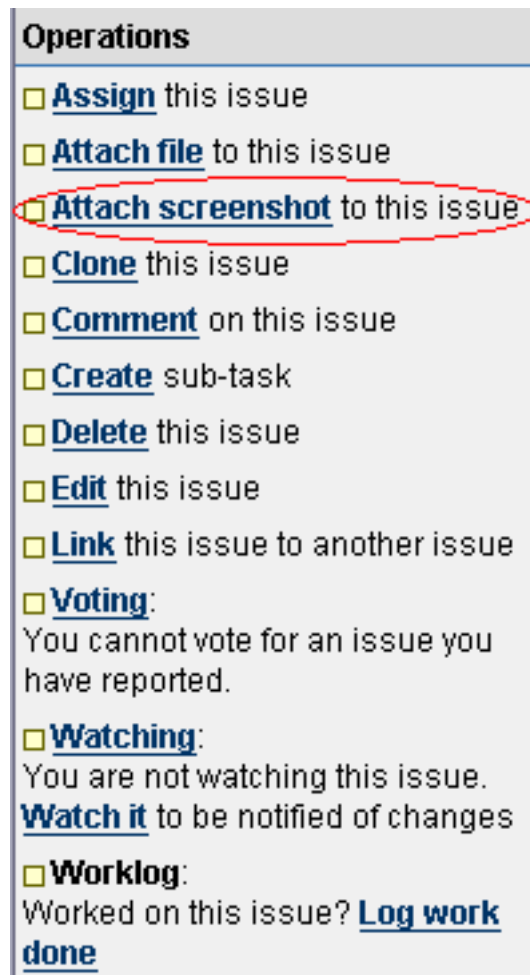
## Note:

The functionality to attach screenshots is currently only available on Windows and Mac clients.

## 1. Attaching a Screenshot

To attach a screenshot:

1. Open the JIRA issue that you wish to attach a screenshot to. Click the '**Attach screenshot to this issue**' link in the '**Operations**' menu.

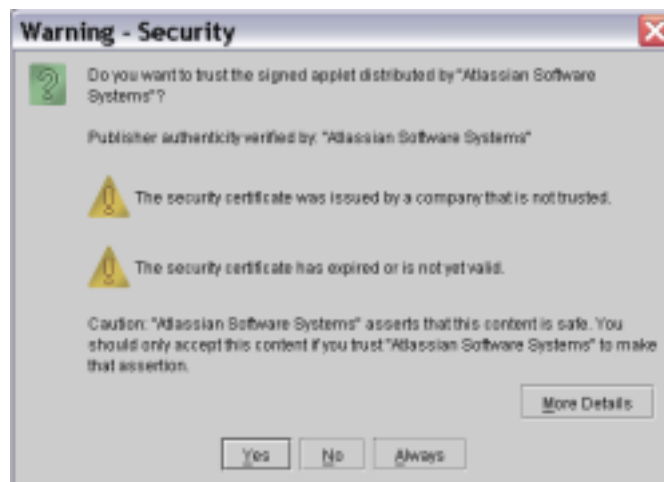


Screen shot of JIRA screenshot applet launch link

2. The '**Attach Screenshot**' page will open in a new browser window.

Screen shot of JIRA screenshot applet

If this is the first time you have used this function, a security warning will also display in a dialog box asking you whether you want to trust the applet or not.



Screen shot of JIRA screenshot applet dialog box

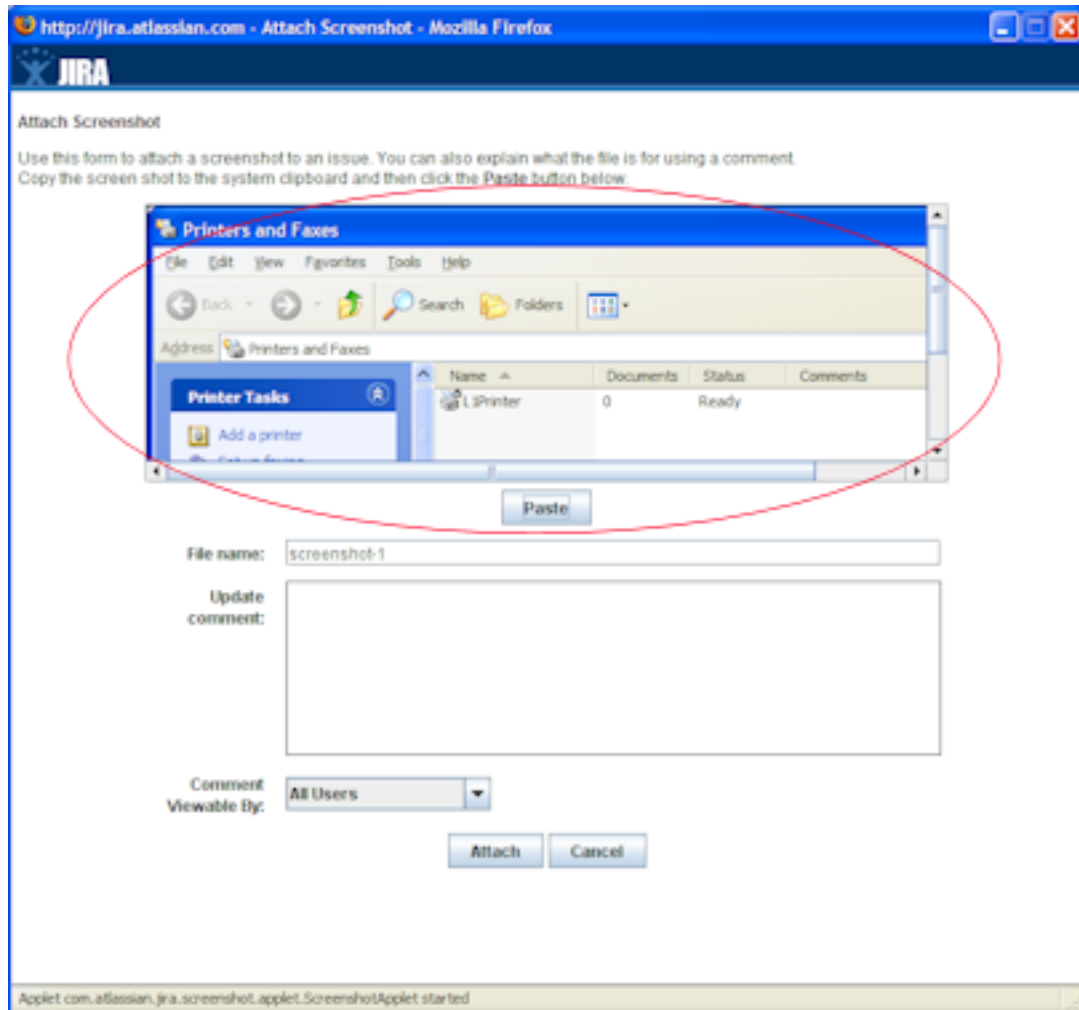
Choose the 'Yes' option to trust the applet and access the '**Attach Screenshot**' page.

**Note:**

JIRA uses an applet to run the '**Attach Screenshot**' functionality in the new browser window.

3. Ensure that you have [captured](#) an image to your operating system's clipboard and click the '**Paste**' button to paste the image. Your captured image should display in the blank area above

the **'Paste'** button.



Screen shot of JIRA screenshot applet paste control

Please note that clicking the **'Attach'** button before an image has been pasted will not attach anything to the JIRA issue.

4. Enter a file name for the screenshot you are attaching in the **'File name:'** field. The file name will be initially defaulted to 'screenshot-1'.

**File name:**

Screen shot of JIRA screenshot applet filename textbox

A valid file name cannot contain any of these characters: '\', '/', '\"', '%', ':', '\$', '?', '\*'.

If an invalid file name is entered, an error message will display when the **'Attach'** button is clicked and the screenshot will not be attached to the JIRA issue.

5. Enter a comment for the screenshot you are attaching in the **'Update comment:'** field. This is an optional step.

**Update comment:**

**Comment Viewable By:** All Users ▼

Screen shot of JIRA screenshot applet comment textbox

If you have entered a comment, then you can also set the security level for the comment by selecting the appropriate value from the '**Comment Viewable By:**' dropdown. The security level for the comment will initially be defaulted to 'All Users'.

The comment entered will be added to the JIRA issue, with the selected security level, when the screenshot is attached.

6. Click the '**Attach**' button to attach the captured image to your JIRA issue. The window will close and you will be returned to your original JIRA issue. At any time you may click the '**Cancel**' button to close the window without attaching anything to the JIRA issue.

**File name:** screenshot-1

**Update comment:**

**Comment Viewable By:** All Users ▼

Attach
Cancel

Screen shot of JIRA screenshot applet attach and cancel buttons

## 2. Capturing Screenshots

The method for capturing screenshots differs on each operating system, as described below:

### 2.1. Capturing a screenshot on Windows

- New screenshot capture — To capture a screenshot into the system clipboard, use either of the following keyboard combinations:
  - press **ALT-PRINTSCREEN** to capture your currently selected window; or
  - press **CTRL-ALT-PRINTSCREEN** to capture the whole desktop
- Existing image — Open your existing image in your favourite imaging application and select the copy option from the appropriate menu to capture the image into the system clipboard.

## 2.2. Capturing a screenshot on Mac OSX

- New screenshot capture — To capture a screenshot into the system clipboard, use either of the following keyboard combinations:
  - press **CTRL-APPLE-SHIFT-4** to capture your currently selected window; or
  - press **CTRL-APPLE-SHIFT-3** to capture the whole desktop
- Existing image — Open your existing image in your favourite imaging application and select the copy option from the appropriate menu to capture the image into the system clipboard.