

If you encounter an error message on the C-TPAT Portal, please e-mail your problem to the C-TPAT Duty Officer of the Day at industry.partnership@dhs.gov. It is helpful for you to include a screen shot of the error message on the screen so that our technical experts can better understand the nature of your problem.

To take a screen shot, also known as a screen capture, please follow these instructions:

- 1) Bring up the error message on your monitor.
- 2) Press the key on the upper right-hand side of your keyboard that says "Print Screen / SysRq."
- 3) Open an e-mail message.
- 4) Use your mouse to place the cursor in the e-mail message.
- 5) Press **Ctrl + V** to paste the image into your message.
- 6) Send your screen shot, along with any additional information about what happened before the error message popped up, to industry.partnership@dhs.gov.