Water and Sewer Permitting System (WSPS) Frequently Asked Questions (FAQ)

If you have questions not listed below, please contact the WSPS support line at 718-595-3088 or wsps@dep.nyc.gov for further assistance.

Registration & Account Questions

Who can register and use WSPS?

How can I register for to use WSPS?

Is the WSPS registration and My DEP registration the same?

How do I login to My DEP to access WSPS?

How do I login for the first time?

If I forget my password, how can I retrieve it?

How can I change my password?

How can I change my contact/profile information on My DEP account and on my WSPS permit applications?

General WSPS Application Questions

What permit applications can I file electronically?

If I am contracted by a city agency, a local/metropolitan authority, or ConEd, can I submit an online permit application?

What other information/applications can I file electronically?

How long will it take to get a permit if I file electronically? What is the turnaround time for online permit applications?

How will I know the status of my permit application or permit close out activity (for example: tap card or Certificate of Inspection)?

The permit activity column says "Review in Progress" but the turnaround time has passed; what do I do now?

How do I know if my application was successfully submitted to DEP?

I submitted a permit application; why is it still in my "Requests in Progress" list?

I did not receive the confirmation email from wsps@dep.nyc.gov after I have submitted a permit application, what do I do now?

How can I cancel a permit application or a permit once it has been submitted & confirmed?

How do I request a time extension on a permit?

Will WSPS provide me with an online application approval so that I can apply for a DOT street opening permit? What do I need to apply for a DOT street opening permit?

If a permit application requires supporting documents, such as notarized letters and plans, can I submit these attachments with my online permit application?

I received an objection to a permit application and have to modify the form. How do I modify my application before I resubmit it?

How do I pay for an online permit?

How do I add funds to my CIS account so that my account will have sufficient funds to pay for online permits?

Water Service Connection Questions: Water Permit Applications and Tap Card (Self Certification For Permits) Submissions

What water service permit applications can I submit online?

What does "in-kind" mean for repair and relay applications?

The existing service is lead; can I apply for a repair?

The existing service is ¾," but current DEP rules require service sizes that are 1" minimum. Can I apply using an in-kind relay?

The existing service is ¾" or 1"; can I apply for a 1 ½" service using an in-kind relay?

How do I submit the tap card (self-certification for water service permits) after I have completed the work?

Do I have to submit the Tap Card Form online using WSPS, or can I submit a Tap Card to the respective borough office?

Sewer Service Connection Questions: Permit Applications & Certificate of Inspection

What Sewer Service Connection Permit Applications can I submitted online?

How do I obtain the Certificate of Inspection for an online Sewer Service Connection Permit?

Troubleshooting and Support

What are the software/hardware requirements to use the system?

Who do I contact if I need help or have questions about WSPS?

When can I expect to get a response if I contact the WSPS support system either by leaving a voice message at 718-595-3088 or by sending a message to wsps@dep.nyc.gov?

The system is giving me an error message. How do I take a screen shot of the error message to send to WSPS support at wsps@dep.nyc.gov?

Registration & Account Questions

Who can register and use WSPS?
Only Licensed Master Plumbers are authorized to use the system.

How can I register for to use WSPS?
A Licensed Master Plumber must submit acompletely filled out and notarized authentication form that is signed and sealed by him/her to be registered to use WSPS through My DEP. The authentication form is available for download on the WSPS information page, www.nyc.gov/dep/wspsinfo, as well as information on how to submit this form to DEP. Please note that the email provided on the authentication form will be used for all notifications and correspondence. Additionally, a CIS account is also required to register, if a Licensed Master Plumber does not have a CIS account at time of registration, one will be created for him/her.

If registration is successful, the Licensed Master Plumber will receive a confirmation email to the email provided on the authentication form. This confirmation email will have instructions on how to activate the account. For in-person registration this email will be sent within 1 hour of submission.

Is the WSPS registration and My DEP registration the same?
Yes, for Licensed Master Plumbers. When you register with WSPS you will be registered to use My DEP as a plumbing professional and your My DEP account will be your CIS account. Your My DEP user ID and your account number are the email and CIS account number that was provided on the authentication form. If a Licensed Master Plumber does not have a CIS account at time of registration, one will be created for him/her. If you are currently registered for WSPS and have been using WSPS prior to the My DEP integration, your My DEP user ID is your email and your password is the same.

Please note that the My DEP log-in page is used for water and sewer customers to view their usage and pay their bills online and for plumbing professionals to submit permit applications and manage their payment accounts. The online registration link that is available on the My DEP log-in page is for water and sewer bill customers only and cannot be used to register Licensed Master Plumbers to use WSPS.

How do I login to My DEP to access WSPS?
To get to the My DEP login page you can either go to www.nyc.gov/dep/wspsor click on the My DEP Account button from DEP's home page. Your My DEP User ID is the email address provided on the authentication form for registration. For more detailed information about how to login to the system please reference the supporting documents and materials on the WSPS information page (e.g. WSPS User manual and video tutorials) at www.nyc.gov/dep/wspsinfo.

How do I login for the first time?

If registration is successful, the Licensed Master Plumber will receive a confirmation email to the email account provided on the authentication form. This email will have link to activate your account and will provide a temporary password. Click on the activation link to go to the account activation page. In the corresponding field, please type in the temporary password provided on the email. Check to make sure that there are no extra spaces and that letter cases are consistent. At this time, you will have to change the temporary password to one of your choosing. Your new password must be at least six (6) character and must contain at least one of each of the following: letters (A-Z or a-z), numbers (0-9), and special characters (~,!,@,#,$,%,^,&,*,(,),_,+). After you have changed your password, you will be directed to the My DEP Welcome Page where you can get permits or manage your account.

If I forget my password, how can I retrieve it?

If you forget your password you can click on "Forgot your Password?", located below the orange LOGIN button on the My DEP log-in page. The password recovery screen will prompt you for the email address associated with the account and your CIS account number. After entering this information, click the Green "Recover Password" button and your password will be sent via email. For more detailed information about how to retrieve your password please reference the supporting documents and materials (e.g. WSPS user's manual and video tutorials) on the WSPS information page at www.nyc.gov/dep/wspsinfo.

How can I change my password?

You may change your password from the "My Profile" tab at the top of the My DEP Welcome Page. For more detailed information about how to change your password please reference the supporting documents and materials (e.g. WSPS user's manual and video tutorials) on the WSPS information page at www.nyc.gov/dep/wspsinfo.

How can I change my contact/profile information on My DEP account and on my WSPS permit applications?

Your contact information (company, address, telephone number) on MyDEP is linked to your Licensed Master Plumber license that is maintained by the New York City Department of Buildings (DOB). DEP receives this contact information from DOB, as well as the status of the plumbing license. You must contact DOB to make any changes and to update your status.

General WSPS Application Questions

What permit applications can I file electronically?
The following online sewer permit applications, if accepted after review by DEP staff, will generate a downloadable work permit. Please note that while most applications take a few business hours for review, a review of a permit application may take up to 24 hours if submitted during normal business hours.

Sewer Permit Applications:

- Repair or Relay Permit Application for Sewer Connections
- Permit Application to Install Single/Multiple Premise(s) Sewer House Connection(s) – *A Downloadable Certificate of Inspections will be provided online for approved permits.*
- Permit Application to Plug Single/Multiple Premise(s) Sewer House Connection(s)–*A Downloadable Certificate of Inspections will be provided online for approved permits.*

Water Permit Applications:

- In-Kind Repair or Relay Permit Application for Water Connections. (In-kind means that the permitted work will only be for the same service size as the existing service.)– *For self-certified work, the online submission of a Tap Card is required to close out the approved permit.*

If I am contracted by a city agency, a local/metropolitan authority, or ConEd, can I submit an online permit application?
No. Applications for a city agency (e.g. NYC Parks), a local/metropolitan authorities (e.g. NYCTA), or ConEd have exceptions to DEP rules or may not have all the required information needed for an online permit.

What other information/applications can I file electronically?
In addition to permit applications, Licensed Master Plumbers can submit close out activities associated with permits. Registered users of WSPS can also request electronic Tap Card records.

- *Tap Cards (Self-Certifications):* Licensed Master Plumber can submit the Tap Card Form (Self-Certification) to close out Repair or Relay Permits for Water Connections whether the permit was issued through WSPS or at one of the local offices on paper. For more detailed information about submitting the Tap Cards online please reference the supporting documentation and materials (e.g. WSPS user's manual and video tutorials) on the WSPS information page at www.nyc.gov/dep/wspsinfo.Additionally, guidelines for submitting the Tap Card Form can be found on the Water Service Connections/Private Water Mains page from the Water from DEP's Water and Sewer Forms Information page at www.nyc.gov/dep/wsforms.

- *Requests for Electronic Tap Card Records:* Licensed Master Plumbers who are registered with WSPS may receive tap card records electronically by email by submitting a Request for Information Form. For more information about how to request electronic tap records please visit www.nyc.gov/dep/wsrecords.

How long will it take to get a permit if I file electronically? What is the turnaround time for online permit applications?

Online permit applications are reviewed by staff at DEP during normal business hours. For most permit applications, you can expect to receive your permit or objection to the permit within a few business hours after you have confirmed submission of your application. If you have not received your permit or objection to the permit within 24 hours after you have confirmed submission of your application, please contact WSPS support at 718-595-3088 or wsps@dep.nyc.gov. (If you submit your application over the weekend or during non-business hours please wait 24 hours starting from the next business day of your submission.)You must provide the ID number, your full name, and your LMP license number at the time the request is made.

How will I know the status of my permit application or permit close out activity (for example: tap card or Certificate of Inspection)?

Email notifications are sent to the registered email account whenever the status of a permit application changes. (Please add wsps@dep.nyc.gov to your address book or to your safe sender list to prevent this email from going to your spam folder.)Statuses of permit applications that have been submitted to DEP or permit close out activates are provided in the "Permit Activity" or "Close Out Activity" column of the "Requests Submitted" table. These tables can be found on the WSPS Main Menu (Log into My DEP from www.nyc.gov/dep/wspsand click "Get Permits" at the top of the My DEP Welcome page). For more detailed information about checking your status, please reference the supporting documents and materials (e.g. WSPS user's manual and video tutorials) on the WSPS information page at www.nyc.gov/dep/wspsinfo. The following is a list of status activities you might see in these columns:

- In Draft Stage: Permit application or close out activity has not been submitted to DEP
- Review in Progress: Permit application or close out activity has been submitted to DEP and DEP staff is reviewing the application or close out activity. Please note that the review of permit applications usually take a few business hours but may take up to 24 hours.
- Get Permit: Permit application has been approved by DEP and the permit is ready
- Objections: DEP reviewer has questions or need additional information to complete the application review or cannot accept this application. Further action is needed or DEP has terminated the application.
- N/A: no close out activity is required for this permit
- Not Started: the close out activity (for example: tap card) has not been submitted
- Completed: the review for the close out activity (for example: tap card) is complete and has been accepted by DEP – no further action is needed.

The permit activity column says "Review in Progress" but the turnaround time has passed; what do I do now?

If you have not received your permit or objection to the permit application within 24 hours after you have confirmed submission of your application, please contact WSPS support at 718-595-3088 or wsps@dep.nyc.gov. (If you submit your application over the weekend or during non-business hours please wait 24 hours starting from the next business day of your submission.)You must provide the ID number, your full name, and your LMP license number at the time the request is made.

How do I know if my application was successfully submitted to DEP?

If your application was successfully submitted and confirmed, the permit application will move from the "Requests in Progress" table to the "Requests Submitted" table and the permit activity column will say "Review in Progress". Please note that the permit application is not submitted to DEP until the confirmation step via email is complete. Immediately after you submit the permit application from the permit form page, you must check your email account for a confirmation email from WSPS@dep.nyc.govand click on the confirmation link. This two-step process, submission and confirmation, provides an additional layer of security to prevent unauthorized permit applications from being submitted. Please add wsps@dep.nyc.gov to your address book or to your safe sender list to prevent this email from going to your spam folder.

I submitted a permit application; why is it still in my "Requests in Progress" list?

Only after the permit application has been confirmation by email does DEP receive the permit application for review. Immediately after you submit the permit application from the permit form page, you must check your email account for a confirmation email from WSPS@dep.nyc.gov and click on the confirmation link. This two-step process, submission and confirmation, provides an additional layer of security to prevent unauthorized permit applications from being submitted. Please add wsps@dep.nyc.gov to your address book or to your safe sender list to prevent this email from going to your spam folder.

I did not receive the confirmation email from **wsps@dep.nyc.gov** after I have submitted a permit application, what do I do now?

If you do not see the confirmation email from wsps@dep.nyc.gov in your inbox, please check your spam folder. To prevent DEP notifications from going to your spam folder, please add wsps@dep.nyc.govto your address book or to you safe sender list.

How can I cancel a permit application or a permit once it has been submitted & confirmed?

To cancel an online permit application or a permit, please contact WSPS support atwsps@dep.nyc.gov or 718-595-3088. You must provide the ID number, your LMP license number, and reason for cancelling

the permit. Please note that, without exception, DEP has a no refund policy for the administrative fees associated with permit applications or permits.

How do I request a time extension on a permit?

Time extensions are not issued on online permits.

Will WSPS provide me with an online application approval so that I can apply for a DOT street opening permit? What do I need to apply for a DOT street opening permit?

When using the online system, you must receive the DEP permit before DOT will grant a street opening permit. WSPS permit processes are streamlined and the application approval prior to the permit issuance has been eliminated.

If a permit application requires supporting documents, such as notarized letters and plans, can I submit these attachments with my online permit application?

Yes, WSPS allows Portable Document Format (PDF) attachments. Notarized letters or documents that require a signature and seal must be scanned in a PDF format. You can add attachments to your draft applications or you may be asked by the reviewer in an objection to add an attachment for a resubmittal application.

- To add attachments to a draft application (applications in the Requests in Progress table): click the "Attachments" link from the "Activity" column to get to the Attachment page. Click the "Add Attachment" button to upload your file. You have the option to Delete or View the file after you have successfully uploaded it.
- To add attachments to a resubmittal application: After you submit your response(s) to the reviewer's objection(s), you will be prompted to click "YES" if you need to make changes to the application or to click "NO" if you do not need to make changes to the application. Click "YES" to be directed to the permit application form. At the top of the permit application form will be a link to "Add Attachments." This link will take you to the Attachment Page.

For more detailed information about adding attachments, please reference the supporting documents and materials (e.g. WSPS user's manual and video tutorials) on the WSPS information page at www.nyc.gov/dep/wspsinfo.

I received an objection to a permit application and have to modify the form. How do I modify my application before I resubmit it?

After you submit your response(s) to the reviewer's objection(s), click "YES" to make changes to the application and you will be directed to the permit application form. For more detailed information about

resubmitting an application or making changes to your permit application during resubmission, please reference the supporting documents and materials (e.g. WSPS user's manual and video tutorials) on the WSPS information page at www.nyc.gov/dep/wspsinfo.

How do I pay for an online permit?

Fees for online permits will be deducted from a Licensed Master Plumber's CIS account. When you go to submit an online permit application, you will be directed to a payment authorization page that will display the total amount associated with the permit application and the balance on your CIS. If you have sufficient funds in your CIS to pay for the permit application, you will be able to submit the permit application. For more detailed information about how to pay for an online permit, please reference the supporting documents and materials (e.g. WSPS user's manual and video tutorials) on the WSPS information page at www.nyc.gov/dep/wspsinfo. Please note that, without exception, DEP has a no refund policy for the administrative fees associated with permit applications or permits.

How do I add funds to my CIS account so that my account will have sufficient funds to pay for online permits?

You may add funds to your CIS account online via a credit card payment or electronic funds transfer/checking account transfer. At the top of the Welcome to My DEP page is a "Make a Payment" link. This link will take you to the payment site, where you can authorize payments to your CIS account. Please note this site is external to My DEP, you may need to turn off your pop-up blocker from the tool menu of your internal bower in order to view this page. Additionally, the first time you go to this site, you will be required to complete a one-time online enrollment. For more detailed information about how to add funds to your CIS account, please reference the supporting documents and materials (e.g. WSPS user's manual and video tutorials) on the WSPS information page at www.nyc.gov/dep/wspsinfo.

Water Service Connection Questions: Water Permit Applications and Tap Card (Self Certification For Permits) Submissions

What water service permit applications can I submit online?

Currently, you can submit in-kind repair or relay permit applications for Water Service Connections on WSPS. Online permit applications, if approved by DEP, will result in a downloadable work permit. Additionally, online permit application may require online close out activities: for online self-certified repair or relay permit, a tap card must be submitted online.

In-kind is defined as no change to the existing service size. If the online permit application is for a self-certified permit, you will be required to submit the Tap Card Form online to certify that the work has been completed in accordance with all DEP standards and rules. Self-certified permits include all permits for work on domestic service lines that are 2 (two) inches or less. The tap card must be submitted to DEP within 15 days from the permit expiration date. Be advised that DEP will enforce the submission of the Tap Card and failure to submit this close out activity may result in the suspension of new permits.

What does "in-kind" mean for repair and relay applications?

In-kind is defined as no change to the existing service size. Changing the service size from the existing size is considered an upgrade. Currently, service upgrade permit applications are not available on WSPS. However, if the existing water service line is ¾", any in-kind relay permit applications for ¾" will generate a permit for a 1" water service line (since DEP rules no longer allow ¾" service lines.)

The existing service is lead; can I apply for a repair?

No. DEP rules do not allow any repairs on lead service lines. If the existing water service is lead, you have to apply for a relay permit application and specify which material you are replacing the service line with. Lead material can no longer be used for water service connections, as per the Safe Drinking Water Act of 1974 and Section20-03 of title 15 Chapter 20, NYC DEP Rules Governing and Restricting the Use and Supply of Water. If you apply for a repair on a lead water service line, you will receive an objection on your application requiring you to change the application type from a repair to a relay.

The existing service is ¾," but current DEP rules require service sizes that are 1" minimum. Can I apply using an in-kind relay?

Yes. In-kind relay permit applications can be used to upgrade a ¾" service to 1". Since DEP rules no longer allow ¾" water service lines, any in-kind relay permit applications for ¾" will generate a permit for a 1" water service line. Any requests to upgrade from ¾" to water service lines larger than 1" are considered upgrades.

The existing service is ¾" or 1"; can I apply for a 1 ½" service using an in-kind relay?

Requesting a 1 ¼" water service when the existing water service is ¾" or 1" is considered an upgrade. An in-kind relay permit application cannot be used for an upgrade. Currently, service upgrade permit applications are not available on WSPS.

How do I submit the tap card (self-certification for water service permits) after I have completed the work?

For water service permit issued on WSPS, you must submit the Tap Card Form online; you cannot submit a paper Tap Card at the Local Borough Water and Sewer Offices for an electronically issued permit. For water service permits not issued on WSPS (issued at DEP's local offices), you can either submit the Tap Card Form to the Local Borough Water and sewer record offices or submit the Tap Card Form on WSPS. Currently, WSPS only accepts Non WSPS Tap Cards for repair and relay permits issued at DEP's Local offices.

- To submit a paper tap card at the local Borough Water and Sewer office for non-WSPS permits: Complete the Tap Card Form, which can be downloaded from this link: http://www.nyc.gov/html/dep/html/forms_and_permits/water_service.shtml#a10.
- To submit a tap card on WSPS for non-WSPS permits: From the permit selection page (Click the "Add New Application" button at the top of the WSPS Main Menu), select "Water" from the form type drop down and "Non WSPS Tap Card" from the application type drop down. You will then be directed to the Non WSPS Tap Card Main Menu. From here you can add a new tap Card application by clicking the "Add New Tap Card Application" button. Saved applications will appear in the "Tap Card in Progress" list. Once you submit a Tap Card, the application is sent to DEP and the application will move to the "Tap Cards Submitted" list. There is not an email confirmation for Tap Cards as with permit applications.

For more detailed information about submitting Tap Card Forms online, please reference the supporting documents and materials (e.g. WSPS user's manual and video tutorials) on the WSPS information page at www.nyc.gov/dep/wspsinfo. For more information about submitted Tap Card Forms at the Local offices, please reference the Water Sewer Connections / Private Water Main link from the Water and Sewer Forms page at www.nyc.gov/dep/wsforms.

Please note that DEP no longer accepts paper affidavits for self-certification for water service permits. All self-certifications must be in the form of a Tap Card. Be advised that DEP will enforce the submission of the Tap Card and failure to submit this close out activity may result in the suspension of new permits.

Do I have to submit the Tap Card Form online using WSPS, or can I submit a Tap Card to the respective borough office?

If you received a permit using the WSPS, you must submit the associated Tap Card using WSPS; you cannot submit a paper Tap Card at DEP's local offices for an electronically issued permit. For permits issued at the local offices, you can either submit the Tap Card through WSPS or in-person at the local Borough Water and sewer record offices. DEP no longer accepts paper affidavits for self-certification for water service permits. For more detailed information about submitting Tap Card Forms online, please reference the supporting documents and materials (e.g. WSPS user's manual and video tutorials) on the WSPS information page at www.nyc.gov/dep/wspsinfo. For more information about submitted Tap Card Forms at the Local offices, please reference the Water Sewer Connections / Private Water Main link

from the Water and Sewer Forms page at www.nyc.gov/dep/wsforms. All self-certifications must be in the form of a Tap Card. Be advised that DEP will enforce the submission of the Tap Card and failure to submit this close out activity may result in the suspension of new permits.

Sewer Service Connection Questions: Permit Applications & Certificate of Inspection

What Sewer Service Connection Permit Applications can I submitted online?

Currently, you can submit the following Sewer Service Connection Permit Applications:

- Repair or Relay permit applications for Sewer Service Connections
- Install Single/Multiple Premise(s) Sewer House Connection(s)
- Plug Single/Multiple Premise(s) Sewer House Connection(s)

Online permit applications, if approved after DEP's review, will receive a downloadable permit. Additionally, for Install and Plug Single/Multiple Premise(s) Sewer House Connection(s) permit, the Certificate of Inspection will also be available for download after final inspection.

How do I obtain the Certificate of Inspection for an online Sewer Service Connection Permit?

After the final DEP inspection, you will get an email notification that your Certificate of Inspection is ready for download. (Please add wsps@dep.nyc.gov to your address book or to your safe sender list to prevent this email from going to your spam folder.) Follow the instructions on this email or Log into MyDEPand go to the WSPS Main Menu. A "COI" link will be available in the "Permit Activity"column.

Troubleshooting and Support

What are the software/hardware requirements to use the system?

To use WSPS, you need a computer with internet access, a printer (to print permits for the field), Internet Explorer 7.0 or higher (with pop-up blockers disabled) and Adobe Acrobat or similar software to view Portable Document Format (PDF) files. Please reference the Software/Hardware Requirements Section of the WSPS User's Manual for more details. The WSPS User's Manual can be found on DEP's WSPS information webpage at www.nyc.gov/dep/wspsinfo.

Who do I contact if I need help or have questions about WSPS?

Contact WSPS support at 718-595-3088 or wsps@dep.nyc.gov. You must include your full name, LMP license number, your contact information, the ID number (if regarding an application) or the Close Out ID number (if regarding a tap card or Certificate of Inspection), and a detailed explanation or screenshot of any error message you receive. If you leave a voice message, please provide two ways to contact you to ensure DEP will be able to reach you.

When can I expect to get a response if I contact the WSPS support system either by leaving a voice message at 718-595-3088 or by sending a message to wsps@dep.nyc.gov?

DEP expects that most issues will be addressed within a few hours. It is critical that you provide all pertinent information in your request (your full name, LMP license number, your contact information, the ID number, and a screenshot of the error message if applicable). Failure to include required information will result in delays in processing the question. Of you leave a voice message, please provide two ways to contact you to ensure DEP will be able to reach you.

The system is giving me an error message. How do I take a screen shot of the error message to send to WSPS support at wsps@dep.nyc.gov?

Please attach a screenshot of the error message in an email to wsps@dep.nyc.gov, along with your full name, LMP licensed number, your contact information, and the ID number. The following instructions for taking a screenshot works on all versions of Windows: Win95, Win98, WinME, and and Win2000, XP, 2003.An internet search for "screenshot" or "how to take a screenshot" will provide you with additional information on how to create a screenshot to attach to your email in various formats.

1. The first step is to create the windows that you want to capture and leave them up on the screen.
2. Just to the right of your keyboard, you should see three groups of keys. The lower set of keys usually is a group of arrow keys. Above that is usually a set of some six keys that are labeled "Insert," "Home," "Page Up," etc. Above that should be three keys that have rather odd labels - like Pause/Break and ScrLk. One of those keys should be labeled **PrtScrn**/SysRq. Pressing **Alt-Print Screen** (Alt-PrtScrn) places an image of the front most window on the clipboard. Pressing Print Screen by itself places an image of the *entire* desktop on the clipboard.
3. If you press PrtScrn/SysRq, nothing will appear to have happened. However, your computer just took a snapshot of its screen and stored that picture on its clipboard, much as it stores information that you cut and paste.
4. Open MS-Paint. (From Start/Run, issue the command "mspaint".) Create a new empty image, and use Edit/Paste to bring in the screenshot you just took. (If the screenshot is smaller than the default Paint canvas, you will end up with white areas. Start over: create a new empty image, change its dimensions to 1x1, and Paste again. The canvas will grow for the Paste, but it doesn't shrink.)
5. Use MS-Paint to Save As, using PNG as the file format (it is superior to all the rest).

Other Notes:

- *On **Vista** (all editions) you can use **Snipping Tool** to capture a screen shot, or snip, of any object on your screen, and then annotate, save, or share the image. It is a screen grab application that is much better then Windows XP's measly Alt-Print Screen. But the tool is difficult to find. But you can **just type "Snipping Tool" in the search bar** in the windows menu. The first time you run it will ask if you want to add it to your quick launch bar.*
- Instead of MS Paint you could also use Word, or some other word processing program, you can paste the image into it. You can then save the Word document and email it to us as an attachment.
- You may also be able to paste the image directly into your email, depending on what type of email program you have. (Microsoft Outlook can do this, for example.)
- If you press Alt and the PrtScrn/SysRq keys together, the computer will take a snapshot of the **currently active window ONLY**. This can save some space in a Word document in an email.