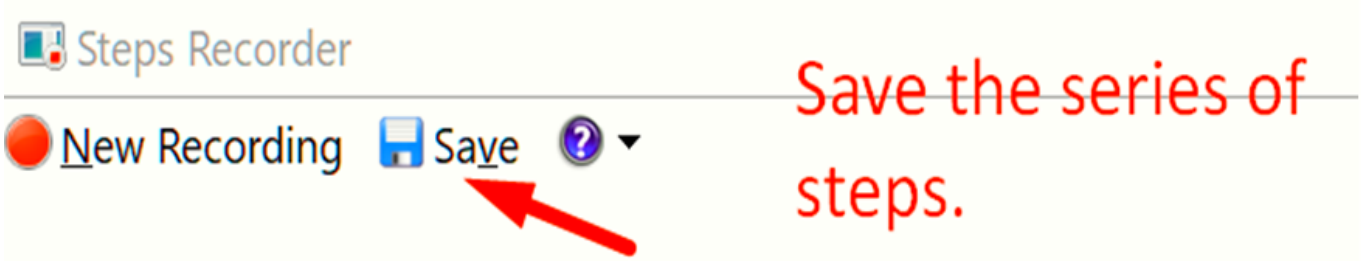
The Problem Steps Recorder Explaining Computer Problems to Others

One way to help a technician or a friend to troubleshoot a problem without them being able to see your screen is to use a quick tool you can use to capture a snapshot of your computer screen automatically every time you click from one page to another. It's called the **Problems Step Recorder**, and you can access it by clicking on the Start menu search icon, and typing in ***"steps recorder"*** in the search box. Click on the icon that appears. In Windows 10 it is hidden in **Windows Accessories (under "W" in the alphabet list)**.

Clicking on the icon launches the **Problem Steps Recorder** tool. This is what it looks like.

You just click on **Start Record** to begin recording automatically all of your actions on the screen as you move from one screen to another.

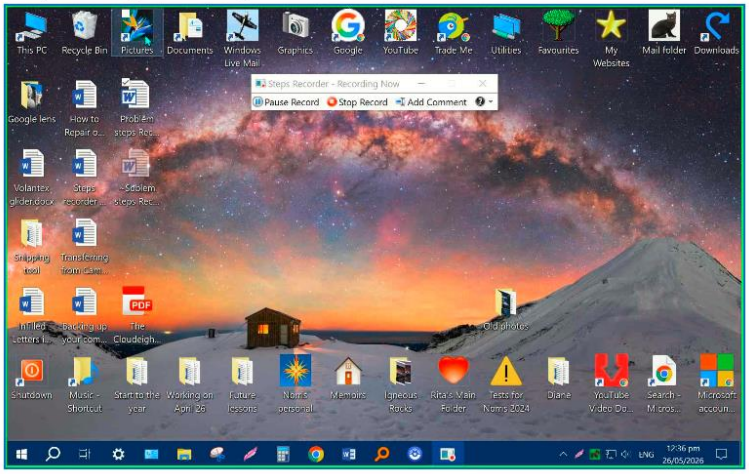
It simply takes a snapshot of the screen every time you click on something. It then automatically lays all of those clicks out into a series of "problem steps" that walk you through the problem that the person is having. When the user is done recording, the result will be saved as a recording in a ZIP file. The Zip file can then be sent to a technician or friend to see a problem. When complete save the whole steps by clicking on save.



Here are some steps I made by moving from on screen to another

Next

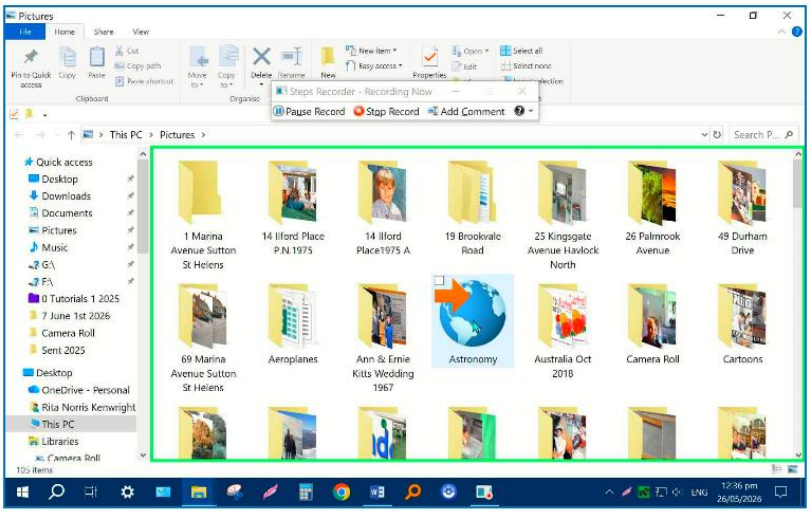
Step 1: (26/05/2026 12:36:04 pm) User left double click on "Pictures (list item)" in "Program Manager"



Step 1,Starting on my desktop.

Previous Next

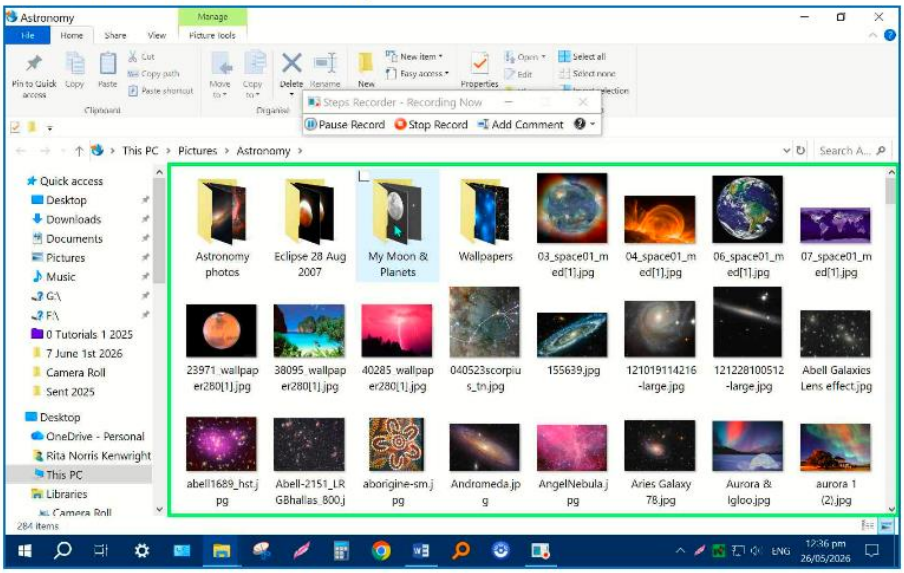
Step 2: (26/05/2026 12:36:09 pm) User left double click on "Astronomy (list item)" in "Pictures"



Step 2, I have moved to my Pictures.

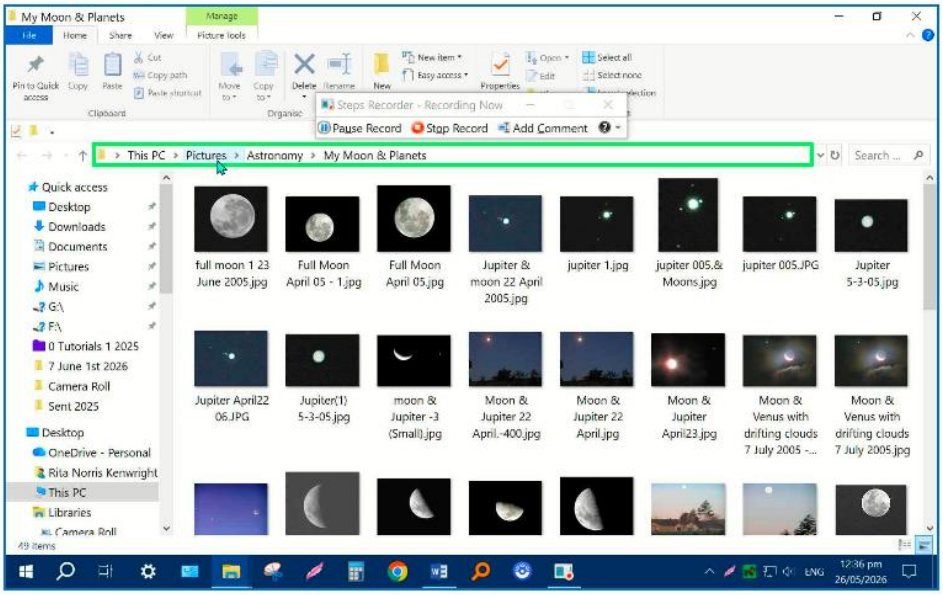
Previous Next

Step 3: (26/05/2026 12:36:12 pm) User left double click on "My Moon & Planets (list item)" in "Astronomy"



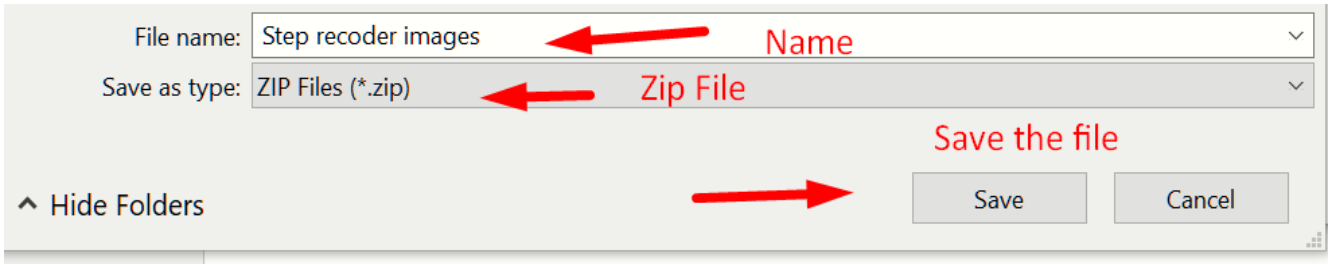
Stem 3, now I have opened my Astronomy folder.

Step 4: (26/05/2026 12:36:19 pm) User left click on "Pictures (split button)" in "My Moon & Planets"



Step 4, I am in my Moon and planets photographs.

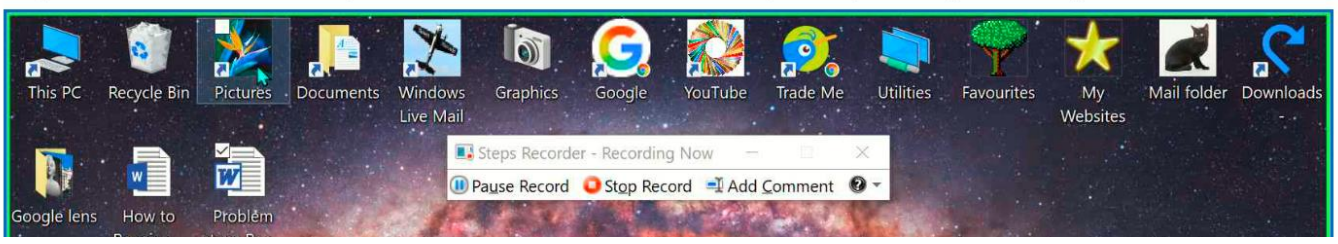
And so-on. Now I can save the file as shown above. I choose a place to save it and give it a name



Here it is on my desktop. I double click on this and the recording is opened as a special file- an MHTML file. You can email the zip file..

Double click on this MHTML document and as you scroll down you will see all the places you went to on your computer.

Step 1: (26/05/2026 12:36:04 pm) User left double click on "Pictures (list item)" in "Program Manager"



Windows 11 also has this step recorder but it is being replaced by a super snipping tool.