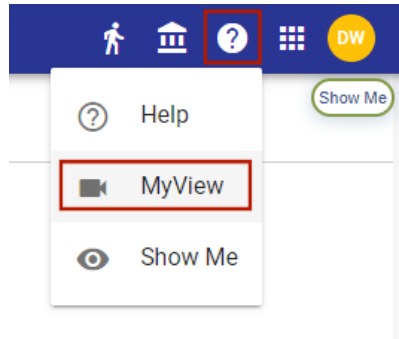


MyView: Record a video to report an issue




Available from the Tyler Parks and Recreation Help menu, **MyView** is a new screen capture tool that lets you record the steps of an application issue and upload the recording to a new or existing support case in CRM:



Selecting this option navigates you to a Terms of Use page on a new tab:

Terms of Use



MyView is a video recorder that captures what is happening on your screen, with narration, to enhance communication with Tyler technical support and development. Videos created with MyView can also be used for internal client training.

MyView is provided as an **optional** customer tool for your convenience.

Screenshots and/or videos created by you using MyView ("Client MyView Data") may be hosted by a third party. We recommend that Client MyView Data does not include sensitive, confidential or personally identifiable information. If Client MyView Data contains sensitive, confidential or personally identifiable information, you represent and agree that you: (i) are duly authorized to create, maintain and store such sensitive, confidential or personally identifiable information and (ii) are creating, maintaining and storing such information in compliance with applicable law. You are solely responsible for all data you choose to create, maintain and store using the MyView tool.

You agree that you will not use MyView to store or transmit infringing, libelous, or otherwise objectionable, unlawful or tortious material, or to store or transmit material in violation of third-party rights.

Please confirm below that you have read and agree to the MyView Terms of Use.

☐ Don't show this message in the future



☒ I have read the Terms of Use


AGREE & SUBMIT

Note: Make sure your organization has granted the appropriate permission to use this feature and that you are following all of your organizational requirements while using it. Avoid using sensitive, confidential or personally identifiable information in data captured using the MyView software.

Once you accept the terms of use, the start-up page displays:

Let's Get Started





How It Works

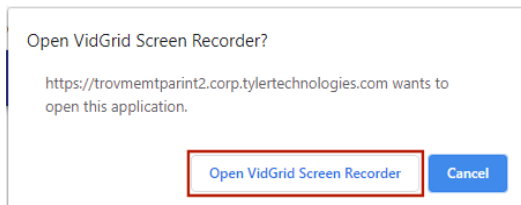
Select "Download Recorder" to download a small recording app. Install and run the downloaded application file.

Following the initial installation or if the application was previously installed, proceed through the following steps to capture your video.

1. Start MyView Recorder by clicking the "Start Recording" button above or allowing the initial installation to complete. MyView will display a recording window and a video control panel over your screen.
2. Click the video control panel's "Record" button to start recording.
3. Perform the work or action you wish to capture within the recording window.
4. When you are done, click the "Accept" checkmark to stop recording.

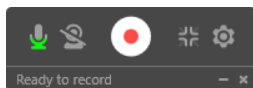
If you have not already done so, download the screen recorder, and click the **START RECORDING** button.

Your web browser might display a prompt to open the screen recorder:

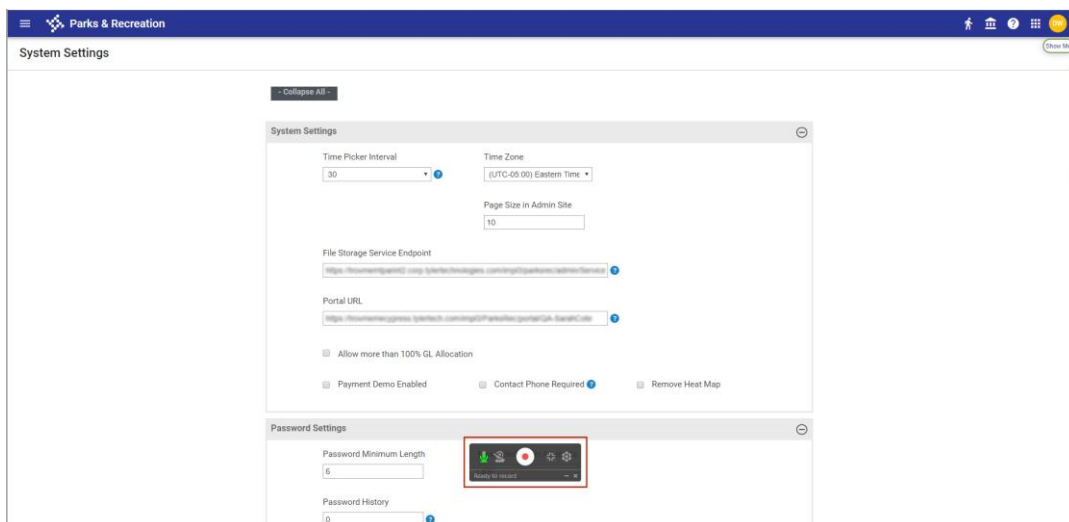



After you click the button to open the recorder, the browser also might display a message about changing your computer's power plan. Click **Change Power Plan** to update the plan, or click **OK** to continue with the current plan.

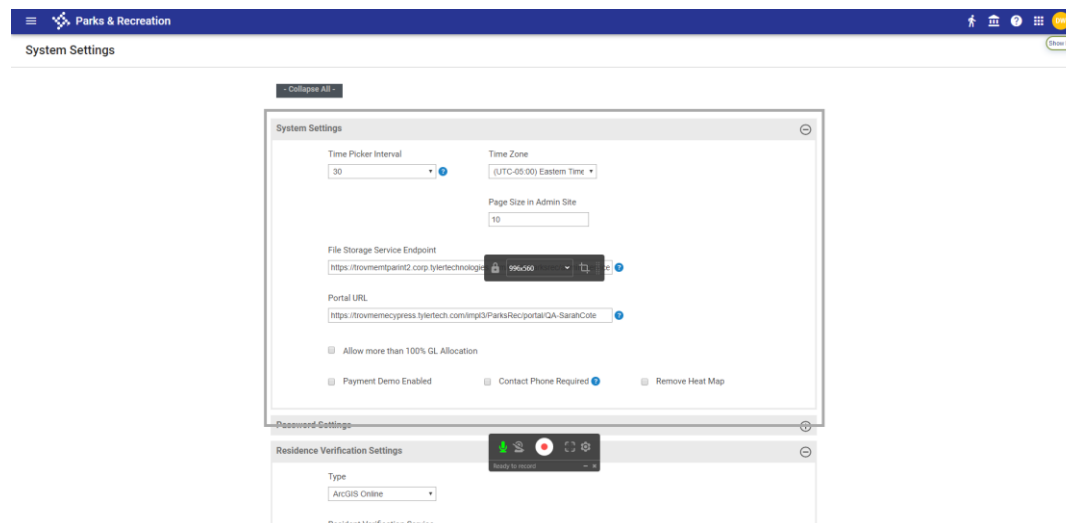
Once opened, the recorder appears near the bottom of the page:



Navigate back to your app (the original browser tab), so the recorder overlays the program screen. You may drag the recorder to whatever position you prefer:




By default, the full screen is recorded. If you want to crop the recorded area, click the **Exit fullscreen** button  on the recorder. A gray box displays on screen:

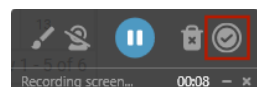


Drag the edges of the gray box to position the recording area over the portion of the screen you want to capture.

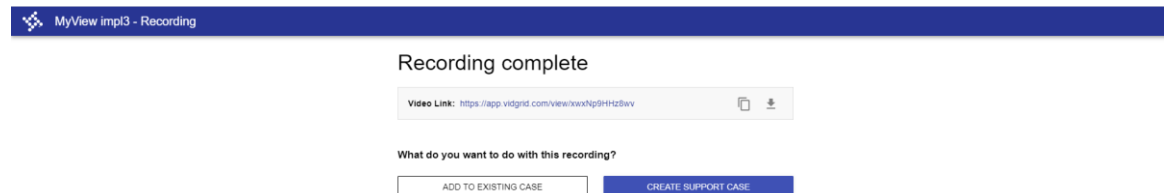
To begin your recording, click the **Record** button . A three-second countdown begins. When the countdown reaches zero, navigate through the steps of the issue you want to report.

Note: Make sure to keep the **MyView** tab open.

When you are finished with the recording, click the **Finish** button  on the recorder:



Return to the **MyView** tab in your browser, where you should see a link to your video and buttons to add it to a new or existing case:



[Watch video.](#)