



# Chapter 12

User Manuals, Online Help, and Tutorials

# Outline

- Introduction
- Paper versus online manuals
- Reading from paper versus from displays
- Shaping the contents of the manuals
- Online manuals and help
- Online tutorials, demonstrations, and guides
- The development process
- Summary

# Introduction

- Even though increasing attention is being paid to improving interface design, there will always be a need for supplementary material that help users.
- Some forms of user manuals are
  - Installation manual
  - Brief getting-started notes
  - Introductory tutorial
  - Thorough tutorial
  - Detailed reference manual
  - Quick reference card
  - Conversion manual

# Introduction (Cont.)

- There are diverse ways of providing online guidance to users
- Online materials include
  - Online manual
  - Online help
  - Online tutorial
  - Animated demonstration
  - Guides
  - FAQs
  - Online communities, newsgroups, listservers, e-mail, chat, and instant messaging

# Introduction (Cont.)

- Users' goals are a good way to classify paper and online materials

User's Goal	Paper	Online
I want to <i>buy</i> it	Sales brochure, fact sheet	Animated demonstration
I want to <i>learn</i> it	Tutorial	Online manual, online tutorial, online guide, animated demonstration
I want to <i>use</i> it	User manual	Online Manual, online help
I want to <i>solve</i> a problem	FAQ	Online help, FAQ, online community

# Paper Versus Online Manuals

- There are many reasons to have online manuals
- Positive reasons are
  - Physical advantages
    - Accessibility, space, easy updating
  - Navigation features
    - Searching, linking to internal/external destinations
  - Interactive services
    - Multimedia, bookmarking/annotating, turning to online communities
  - Economic advantages
    - Cheaper to duplicate and distribute

# Paper Versus Online Manuals (Cont.)

- Numerous studies have found 15% to 30% slower task times for comprehension or proofreading of text on computer displays, compared to on paper
- Online manuals: Potential negative side effects
  - Displays may not be as readable as paper manuals
  - Each display may contain substantially less information than a sheet of paper; also screen resolution is lower than that of paper
  - The *user interface* of online help systems may be novel and confusing to novices
  - Splitting the display between work and help or tutorial windows reduces the space for work displays
  - Small devices such as cell phones do not have enough display space to provide online help

# Shaping the content of manuals

- Traditionally, training and reference material often written by junior members of development team
  - manuals were often poorly written
  - were not suited to the background of the users
  - were delayed or incomplete
  - were not tested adequately
- The benefits of well-designed manuals include:
  - shorter learning times,
  - better user performance and satisfaction,
  - few calls for support 😊



# Towards minimal manuals

- The “active user paradox”
  - Users’ eagerness to conduct meaningful activities often stops them from spending time “just” learning, and therefore their skills remain at *average* level.
- Learners prefer trying out actions on the computer, rather than reading lengthy manuals
- These observations led to the design of *minimal manuals*
  - Encourage active involvement with hands-on experiences

# ► Towards minimal manuals

## ■ Guidelines:

- Choose an action-oriented approach
  - Provide an immediate opportunity to act
  - Encourage and support exploration and innovation
  - Show numerous examples
- Support reading to do, study, and locate
  - Be brief; don't spell out everything
  - Provide table of contents, index, and glossary
  - Keep the writing style clean and simple

# Organization and writing style

- The primary job in creating a manual is to understand the readers and the tasks that they must perform
- Present concepts in a logical sequence with increasing order of difficulty
- Avoid forward references
- Construct sections with approximately equal amounts of new material
- Should have sufficient examples and complete sample sessions
- Style guides for organizations attempt to ensure consistency and high quality
- Writing style should match users' reading ability
- Classic books on writing:
  - The Elements of Style (Strunk, White, and Angel, 2000)
  - Writing Well (Zinsser, 1998)

# Online manuals and help

## ■ Online Manuals

- Most effective if manuals are redesigned to fit electronic medium to take advantage of
  - string search
  - table of contents, figures, etc.
  - hypertext
  - automatic history keeping
  - text highlighting
  - color
  - sound
  - animation

# ► Online manuals and help

## ■ Online Help

- Concise description of the interface objects and actions
- Most effective for intermittent knowledgeable users; less useful for novices
  - because the terms for search need to be known and the user has to select an appropriate item from a list of articles related to that term.

## Helpful Information

**Country of Residence:** This is required in order for us to provide you with appropriate products. Depending upon your country of residence the rate you are quoted may include certain coverage options, taxes, and other fees. These products are designed to meet the needs of customers traveling abroad to the US. The base rate you will see on the car availability page will reflect this. You can review the product inclusions on the summary page that comes after the car availability page.

To receive a rate inclusive of appropriate products, non-US citizens should leave the Rate Code field blank. If you prefer a car-only rate, you may use one of the promotional codes advertised on the site.

Context-sensitive help:

Dedicated portion of the display



Please verify you have entered the correct information below.  
Please see below for more details.

\* Required Fields

## Step 1: Tell us about your trip

Country of Residence? \*



Please select a country of residence.

(Select) ▼

(Select) ▲

United States

Afghanistan

Albania

Algeria

American Samoa

Andorra

Angola

Anguilla

Antarctica

Antigua

Bahamas

Bahrain

Bangladesh

Barbados

Belize

Bermuda

Bhutan

Bolivia

Bosnia and Herzegovina

Brazil

Bulgaria

Burkina Faso

Burundi

Cambodia

Cameroon

Canada

Cape Verde

Cayman Islands

Central African Republic

Chad

Chile

China

Columbia

Costa Rica

Croatia

Cuba

Cyprus

Czech Republic

Dominican Republic

Ecuador

Egypt

El Salvador

Equatorial Guinea

Eritrea

Estonia

Ethiopia

Fiji

Finland

France

French Polynesia

Gabon

Gambia

Germany

Ghana

Greece

Greenland

Guatemala

Honduras

Hong Kong

Hungary

India

Indonesia

Iran

Ireland

Israel

Italy

Jamaica

Japan

Jordan

Kazakhstan

Kenya

Korea

Kuwait

Laos

Latvia

Lebanon

Lesotho

Liberia

Lithuania

Luxembourg

Macao

Macedonia

Madagascar

Malawi

Malaysia

Maldives

Mali

Malta

Marshall Islands

Martinique

Mauritania

Mauritius

Mexico

Moldova

Mongolia

Montenegro

Morocco

Mozambique

Nicaragua

Netherlands

Netherlands Antilles

New Zealand

Niger

Nigeria

North Macedonia

North Korea

Oman

Pakistan

Panama

Papua New Guinea

Paraguay

Peru

Philippines

Poland

Portugal

Romania

Russia

Rwanda

Saint Kitts and Nevis

Saint Lucia

Saint Vincent and the Grenadines

Samoa

San Marino

Saudi Arabia

Senegal

Serbia

Seychelles

Sierra Leone

Singapore

Slovakia

Slovenia

South Africa

South Korea

South Sudan

Spain

Sri Lanka

Sudan

Suriname

Swaziland

Sweden

Switzerland

Taiwan

Tanzania

Togo

Tonga

Trinidad and Tobago

Tunisia

Turkey

Turkmenistan

Tuvalu

Uganda

Ukraine

United Arab Emirates

United Kingdom

United States

Uruguay

Uzbekistan

Venezuela

Vietnam

Yemen

Zambia

Zimbabwe

country or a 3-letter airport code (for example, Fort Lauderdale or

John F. Kennedy Intl Airport, MD Ur  Search

Pickup Time\*

9:00 AM ▼



Dropoff date must come after pickup date.

Dropoff Date\*

JAN-2004 ▼

9 ▼



Dropoff Time\*

9:00 AM ▼

## Optional Rate Information

This section is not required for rate quote/reservation purposes. If you have a specific rate, promotional, association or coupon code, please enter it here.

Rate Code

Promo Code/Assoc. I.D.

Corporate I.D.

Coupon Code



Check here if you will be making a reservation using an applicant code.

(Note: Users must book rate code BX with a Corporate I.D. in order to use an applicant code).

## Optional Flight Information

Enter your applicable flight details. This will help us should your flight be delayed.

Airline

(Select) ▼

Flight Number

# Online tutorials, demonstrations, and animations

## ■ Online tutorials

- ☐ Does not have to keep shifting attention between the terminal and the instructional material
- ☐ Can work alone at an individual pace
- ☐ Practices the skills needed to use the system
- ☐ Sample documents, programs, etc. can be of great help
- ☐ Start-up tips

# ► Online tutorials, demonstrations, and animations

## ■ Animated demonstrations

- Show system features using animation, color graphics, sound.
- Designed to attract potential users
  - Games often have a 30 second demonstration
- Also used to train users as they work.
- Typical controls
  - automatic or manual pacing
  - stop, replay, skip
- User-interface requirements are to
  - capture and maintain user interest
  - convey information
  - build positive product image
- Recorded voice explanation are appreciated by users



# Development Process

- Early development of user manuals
  - Allows adequate time for review, testing, and refinement
  - Enables pilot testing of software's learnability
  - Allows for reviews and suggestions by designers, etc.
  - Informal walkthroughs with users possible
  - Field trials with moderate numbers of users facilitated
- Manual writer becomes effective critic, reviewer, or question asker

# Development Process

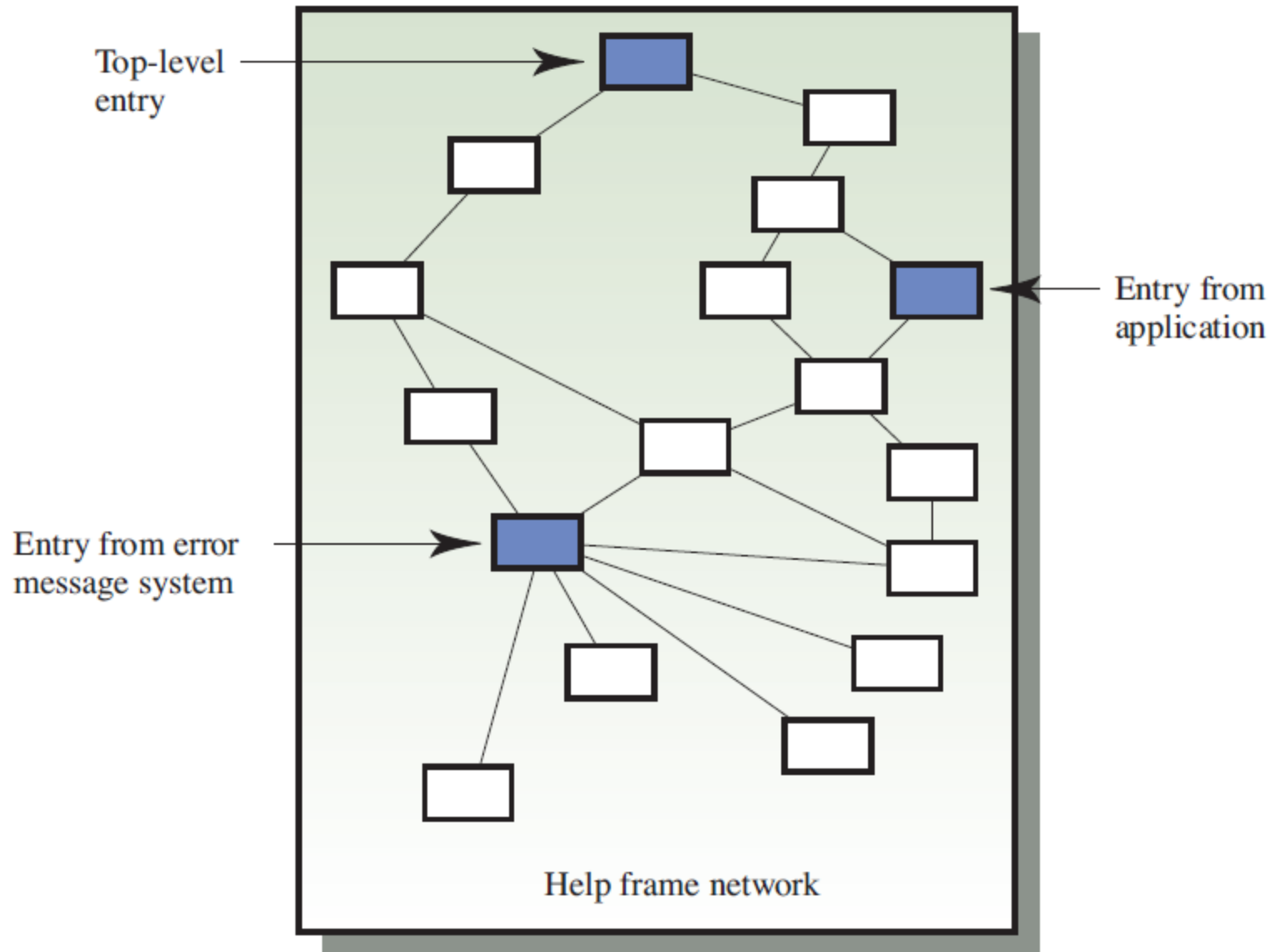
## ■ Development process Guidelines

- ☐ Prepare user manuals early
- ☐ Review drafts thoroughly
- ☐ Field test the early editions
- ☐ Provide feedback mechanisms for readers
- ☐ Review to reflect changes regularly

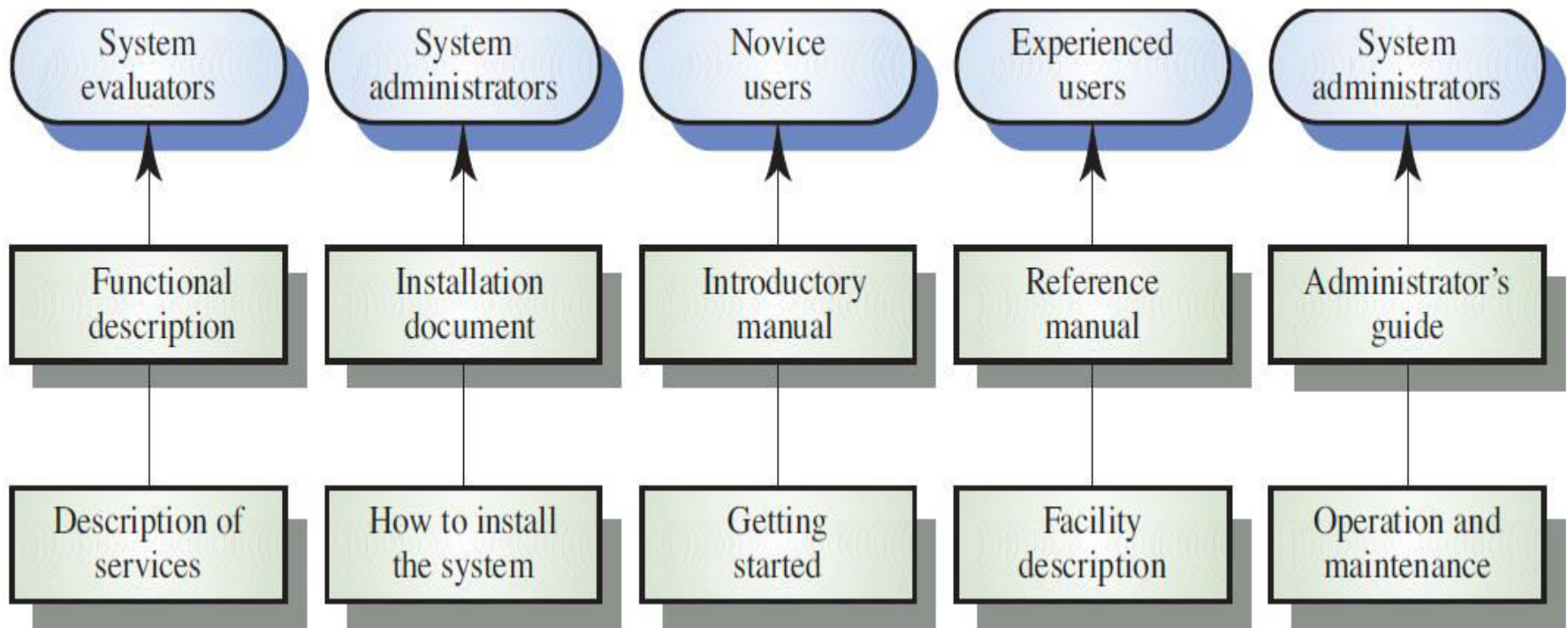
# Tips on the Writing Process

- Ensure the writers are part of the software design team
- Write the user manual while you are developing the software
  - Don't try and write it quickly before a release deadline
- Make sure the writers have access to the software, have used the software, and are using the software while they write
- Consider the needs of disabled users
  - Low vision, colour blindness, loss of acuity
    - Your boss can't see as well as you can!

# Entry points to a help system



# User document types



# Documents types

- Functional description
  - Brief description of what the system can do
- Introductory manual
  - Presents an informal introduction to the system
- System reference manual
  - Describes all system facilities in detail
- System installation manual
  - Describes how to install the system
- System administrator's manual
  - Describes how to manage the system when it is in use.

# User Manual Examples

**5.** After attaching the first four Springs (11) in step 4, start from the first spring you attached in step 4. Count exactly 12 V-rings and 12 frame holes in a clockwise direction. Attach another Spring to the V-ring and frame at this point. Count 24 V-rings and 24 frame holes in a clockwise direction and attach another Spring. Count 24 V-rings and 24 frame holes in a clockwise direction two additional times and attach another two Springs. You will now have 8 evenly spaced Springs (11) attaching the jump mat (5) to the trampoline frame (not shown).

Attach eight Springs (not shown) evenly between the eight attached Springs in the same manner as before.

Attach sixteen Springs (not shown) evenly between the sixteen attached Springs.

Continue to attach the remaining Springs between the previously attached Springs, until all Springs are attached.

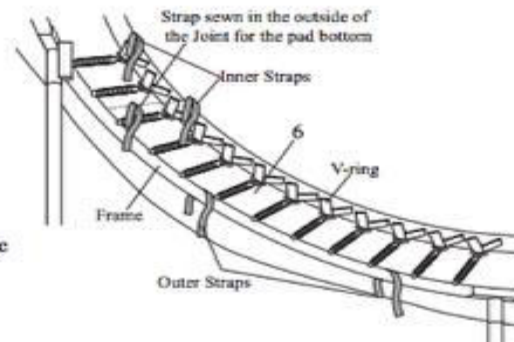
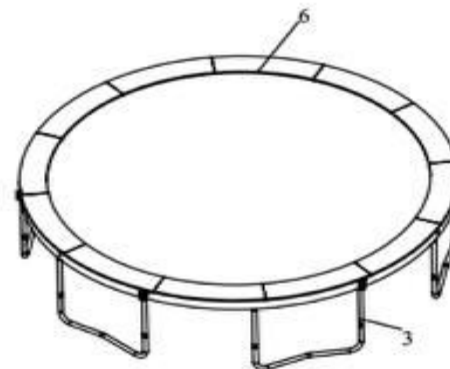
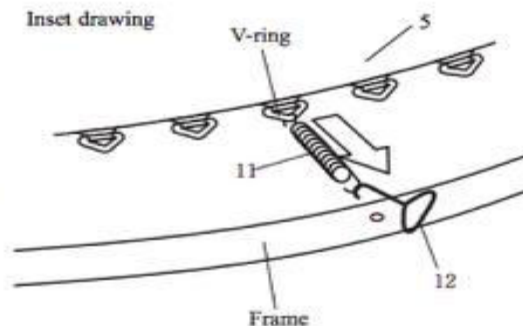
**Safety Note:** For the jump mat (5) to have the even tension necessary for safety in jumping, the Springs (11) must be attached as described. As you attach Springs, carefully count the V-rings and frame holes. If a V-ring or hole is skipped, reattach the Springs in the proper position.

**6.** Lay the Frame Pad (6) on the frame. Adjust the position of the Frame Pad so that the slits of the pad are just above the holes of the socket of frame, as shown.

**Caution:** Do not use the trampoline without the Frame Pad (6). The Frame Pad is designed to reduce the possibility of injuries due to jumpers coming in contact with the trampoline frame. If you do not have a Frame Pad, contact your dealer to obtain one. Properly install the Frame Pad before using the trampoline.

**7.** Look underneath the trampoline. Locate the straps attached to the underside of the frame pad. Position each outer strap so that one strap is on each side of the frame as shown. Tie the outside straps sewn to the Pad Joints to each side of the frame as shown and attach the inner straps to the near V-rings.

Repeat this step with the remaining straps (not shown).

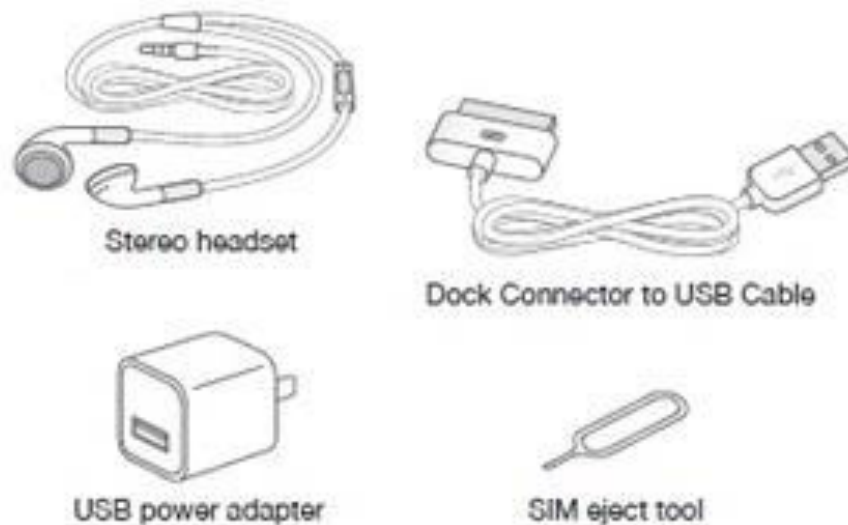


# User Manual Examples

## iPhone at a Glance



## iPhone Included Accessories





# Online Help Examples

**SimCorp Dimension Online Help**

Search

Contents

- Home
- + Front Office
- + Middle Office
- + Back Office
- + Financial Instruments
- + System Environment

Home

## SimCorp Dimension Help

Start a search, use the navigation bar on the left to browse, or select a path:

I'm working in...	I want to...	Show me...
<ul style="list-style-type: none"><li>+ Front Office</li><li>+ Middle Office</li><li>- Back Office<ul style="list-style-type: none"><li>L Accounting</li><li>L Settlement</li><li>L <a href="#">Fund accounting</a></li></ul></li><li>+ Financial Instruments</li><li>+ System Environment</li></ul>	<ul style="list-style-type: none"><li>+ <a href="#">Execute a workflow</a></li><li>+ Look up prices and data</li><li>+ Set up a workflow</li><li>+ Set up static data</li><li>+ Maintain an installation</li></ul>	<ul style="list-style-type: none"><li>- What's new<ul style="list-style-type: none"><li>L Release 4.9</li><li>L Release 4.8</li><li>L <a href="#">Release 4.7</a></li></ul></li><li>+ Tutorials</li><li>+ <a href="#">Workflows</a></li><li>+ <a href="#">Manuals</a></li><li>+ Videos</li><li>+ FAQ</li><li>+ Technical information</li><li>- My favourites</li></ul>

[Search](#)

[Workflows](#)

[Manuals](#)

# Online Help Examples

## DonorSnap

[Contents](#)[Index](#)[Search](#)[Link](#)[Print](#)[Welcome](#)[Getting Started](#)[Screen Help](#)[Help Videos](#)[Dashboard Video](#)[Home Tab Videos](#)[Community Tab Videos](#)[Contacts Videos](#)[Contact Listing Video](#)[Understanding Grid Settings Video](#)[Automatic Donation Fields Video](#)[Contacts Tab Videos](#)[Persona Tab Video](#)[Address Tab Video](#)[Donation Tab Videos](#)[Pledge Setup Video](#)[Interaction Tab Video](#)[Tickler Tab Video](#)[Volunteer Tab Video](#)[Notes Video](#)[Affiliated Tab Video](#)[Organization Contact Video](#)[Other Community Members Video](#)[Reports Tab Videos](#)[Processing Tab Videos](#)[Maintenance Tab Videos](#)[FAQ](#)[Training Webinars](#)

## DonorSnap OnlineHelp

Welcome to the DonorSnap online help system. Browse through the help pages by clicking on the icons below or selecting pages in the table of contents to the left. To quickly find specific product information, enter search criteria in the search box above and click the search button.

[Getting Started](#)[Screen Help](#)[Help Videos](#)[FAQ](#)[Training Webinars](#)

### Ask Us



Still need help? Contact the DonorSnap Support Team.

Email: [feedback@donorsnap.com](mailto:feedback@donorsnap.com)

Phone: 262-696-9158

You will receive a response within 4 hours during normal working hours or 12 hours on nights and weekends.

For faster service please be as specific as possible. Don't forget to tell us your organization name and email address.

If you are using Internet Explorer and are having trouble viewing this page, make sure compatibility view is turned off. Go to Tools --> Compatibility View.

# Online Help Examples

[Logout](#)

Erwin Steneker  
Administrator

Find by Number:

[GO](#)

Trial Account  
5 days left  
[Subscribe Now!](#)

Powered By  
 AdminiTrack

## Issues

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- [Quick Stats](#)

## Administration

- [Maintenance](#)
- [Projects](#)
- [Roles](#)
- [Users](#)
- [My Preferences](#)

## Help

- [On-Line Help](#)
- [Help Desk](#)

Find Issues by  
filtering out certain  
items...

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Project

Assigned To

Show

Issues: **7** Pages: **1**

[Choose Columns](#)[Watch Selected Issues](#)[Delete Selected Issues](#)

ID#			<u>Brief Description</u>	<u>Project</u>	<u>Age (days)</u>	<u>Assigned To</u>	<u>Type</u>	<u>Priority</u>	<u>Severity</u>
1101	<a href="#">Edit View</a>		Paperclick failure	Hermes	0	Erwin Steneker	Defect	Now	High
1026	<a href="#">Edit View</a>		Get error dialog when attempting to save image (DEMO-DELETE)	DemoProject	1362	Nancy Bugfind	Defect	ASAP	High
1104	<a href="#">Edit View</a>		Bug in screen	Hermes	0	Erwin Steneker	Change Request	Important	Low
1103	<a href="#">Edit View</a>		Authorization Request	Hermes	0	Erwin Steneker	Change Request	Important	Low
1102	<a href="#">Edit View</a>		Authorization request	Hermes	0	Erwin Steneker	Change Request	Important	Medium
1100	<a href="#">Edit View</a>		Printer problem	DemoProject	0	Erwin Steneker	Defect	Important	Medium

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