

KLARITI WRITING SERVICES



User Guide

*Describe the nature of the user guide.*

Date: 11/14/2016

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# About this guide

This document is divided into the following chapters:

Chapter 1, “Introducing our software”.

Chapter 2, “Key Features” gives an overview of the key features.

Chapter 3, “Getting Started”, explains how to get started.

Chapter 4, “System Administration”, describes general administration functions etc.

Appendix A

Appendix B

Appendix C

Glossary provides definitions of technical terms that appear in the guide.

## Who Should Use It

This guide is intended for users of different degrees of knowledge and experience with the [system]:

Users: The system users can learn how to [insert main task]

Developers: The developers are learn how to [insert main tasks]

This guide assumes that you have some knowledge of the operating system and the [system].

For more information, see [Name of Guide] or the appropriate documentation.

## Typographical Conventions

This document uses the following typographical conventions:

Command and option names appear in bold type in definitions and examples. The names of directories, files, machines, partitions, and volumes also appear in bold.

Variable information appears in italic type. This includes user-supplied information on command lines.

Screen output and code samples appear in monospace type.

In addition, the following symbols appear in command syntax definitions.

Square brackets [ ] surround optional items.

Angle brackets < > surround user-supplied values.

Percentage sign % represents the regular command shell prompt.

Pipe symbol | separates mutually exclusive values for an argument.

# Introduction

## Purpose

State the purpose of the system, or software, that you are documenting. After describing the general nature of the system and software:

* Summarize the history of its development, operation, and maintenance
* Identify the project owner, client, users, and developers where necessary
* Identify current and planned operating sites / client implementations
* List relevant documents. Cross references to an appendix, if necessary

For example:

“The purpose of this document is to define the functionality that will be delivered by [Company] to [Company] for [Project]. This document serves as the sole reference for the scope of the system functionality to be delivered by [Company] to [Company]. Any change to the scope of the project or the Functional Specifications will require agreement via the change control process defined in the agreement between [Company] and [Company].

## Scope

Summarize the purpose and contents of this guide and describe any security or privacy considerations associated with its use.

## System Organization

Describe the system and the software to which this document applies, including, as applicable:

* Identification number(s)
* Title(s)
* Abbreviation(s)
* Version number(s)
* Release number(s)

# Describing the System

Describe the key features that relate to the system or software.

## Key Features

Provide a brief description of the intended uses of the software. This includes its capabilities, operating environments, and its benefits to end users.

## Inventory

Identify all files, including databases and data files, which must be installed for the software to operate.

Highlight security and privacy considerations for each file and identify the software necessary to continue or resume operation during an emergency.

## Environment

Identify the hardware, software, manual operations, and other resources required by the end user to install and run the software.

This may include:

* Equipment that is required to operate the system, for example, memory, storage, and peripheral equipment such as printers
* Communications equipment, such as modems and routers
* Operating systems, databases, data files, utilities, and other systems
* Other facilities, equipment, or resources that may be required

## System Operations

Describe the organization and operation of the software/system from the user's point of view.

Include, as applicable:

* Performance characteristics
* Relationship with interfacing systems
* Controls required (such as passwords) to manage the software
* Modes of Operations, for example, differences in what the user can do during an emergency or in different modes of operation
* Security and Privacy considerations associated with the software
* Troubleshooting to identify points of contact and procedures to be followed to obtain assistance and report problems.

# Installing, Starting and Stopping the System

## First-time Users

Describe the following, as appropriate:

* Procedures for turning the system on and off
* Understanding the user interface
* Keyboard layout and pointing devices

## Access Control

Describe the access and security features that are presented to the user.

Include the following items, as applicable:

* How to obtain a password
* How to add, delete, or change passwords
* Security considerations relating to the storage of documents and other media that the user may generate, such as reports

## Installing the system

Describe the procedures that the user must perform so they can access/install software, configure software, delete data, and setup software operations.

## Starting the system

Provide step-by-step procedures for starting the system, including different startup options.

Include a checklist for problem determination in case difficulties are encountered.

## Stopping and Suspending the system

Describe how to cease or interrupt use of the system and how to determine whether normal termination or cessation has occurred.

# Step by Step Instructions for using the system

Describe the instructions for using the software / system.

How you organize this chapter depends on the characteristics of the system / software that you are documenting. For example, you can choose to base the chapter on:

* How users work or the tasks they must perform
* How the menus work
* How the functions work
* Command Language instructions

Describe detailed procedures in subparagraphs. The subparagraphs can be organized on a function-by-function, menu-by-menu, transaction-by-transaction, or other basis depending on the nature of the software.

Include safety precautions, marked by WARNING or CAUTION, where applicable.

## Instructions

Explain how sections are organized, for example, by function, menu, or screen.

* Highlight if procedures must be performed in a specific order.
* Use the title of this paragraph to identify the function, menu, transaction, or other process being described.
* Describe menus, graphical icons, data entry fields, user inputs, outputs, error messages or alarms, and online help facilities.

## Conventions

Describe conventions used by the software, such as the use of colors, alarms, acronyms, and rules for assigning names or codes.

## Errors, Malfunctions, and Emergencies

Describe in detail the procedures to restart or recovery from malfunctions that occurred during processing. This is to ensure continuity of operations during emergencies.

## Messages

Provide details of all error, diagnostic, and information messages that may be presented to the users while using the software.

Describe the meaning of each message and the action the user should take after each such message.

## Quick-Reference

If appropriate, provide a quick-reference card or page for using the software.

Summarize frequently-used function keys, control sequences, formats, commands, and other aspects of the system / software.

# How to use this template

It is your responsibility to ensure that you understand this procedure before performing the following tasks. Contact the document author if you have any questions about this procedure.

## How to add your logo to the cover page

To add your logo to the cover page:

* Go to the cover page and click on the Klariti logo.
* Press **Delete**. This removes the logo. The next step is to add your logo.
* Click **Insert**, **Picture**, and then **From** **File**.



* Find your image file and click **Insert**.

Tip: To adjust the size, layout, and position of the image, right-click on the image and select Format Picture.

## How to add your logo to the header

To add your logo to the header:

* **Double-click** on the header to access the logo. You can also go View, Header and Footer is you wish.
* Select the logo and press **Delete**. This removes the logo. The next step is to add your logo.
* Click **Insert**, **Picture**, and then **From** **File**.
* Find your image file and click **Insert**.

## Updating the Table of Contents

To update the table of contents:

* Right-click on the Table of Contents
* Select Update Field, click Update entire table and click OK.



## Adding Notes

Use notes to highlight pre-requisites, shortcuts, and other actions that should be highlighted to the user’s attention.

1. Insert your note here. Insert your note here. Insert your note here. Insert your note here. Insert your note here. Insert your note here. Insert your note here

To add a text note:

* Select the text you want to make into a note. Then, click **Note** from the styles drop-down menu.



To add a graphical note:

* Click **Notes** from the styles drop-down menu.

Insert your note here. Insert your note here. Insert your note here. Insert your note here. Insert your note here. Insert your note here. Insert your note here.

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## Adding Warnings

Use warnings to highlight actions that may have a serious impact on the system, for example, when purging data, or may compromise the user’s safety.

1. Used to highlight sections where damage to data, systems and/or individuals may occur if instructions are not followed carefully.



To add a warning, click **Warning** from the styles drop-down menu.

## Adding Comments

Use the **Comments** style when adding comments, quotes or other such devices to the text.

Add comments, Add quotes. Add comments, Add quotes. Add comments, Add quotes. Add comments, Add quotes. Add comments, Add quotes. Add comments, Add quotes. Add comments, Add quotes.

## Bullet Lists

Select your text and click **Bullet** from the styles menu. You can also use the bullet menu on the toolbar as per usual.

Bullet List

Bullet List

Bullet List

## Numbered List

Select your text and click **Numbered** **List** from the styles menu. You can also use the numbered list menu on the toolbar as per usual.

1. Numbered List
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3. Numbered List

## Adding Code Samples

Select your text and click **Code** from the styles menu.

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# Samples Tables

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# Appendix A – Reference Documents

Identify any documents references in this guide. List the document number and the title separated by a comma.

* X.xx, Referenced Guide
* X.xx, Referenced Guide

Use the following formats for external documents:

Author “Title of the Report: Including Subtitles,” (Publisher, City, State, Year of publication).

Use the following formats for Journal articles:

Author’s last name followed by initials; Second author, “Full Title of Article: Including Subtitles,” in Title of Journal, Vol. ##, No. ##, pp. xx–xx.

# Appendix B – Glossary of Terms

Explain the meaning of all terms used in this document.

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| Term | Meaning |
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