
User/Training Documentation for **[Project Name]**

Version 1.0

Prepared by: [Author's Name goes here]

Date: [Date the draft was completed goes here.]

Template provided by:

RentACoder
How Software Gets Done

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Introduction

Describe the application and what it does for the users in a paragraph. Include benefits realized by the users and a brief description of future enhancements that are approved for the application (if any).

[Introductory text goes here.]

Topics Discussed in this Manual

This manual describes how to use [Name of system goes here]. The following chapters are included:

- **Chapter 1** — [Describe contents of chapter here.]
- **Chapter 2** — [Describe contents of chapter here.]
- **Chapter 3** — [Describe contents of chapter here.]
- ...

New Features

Describes any features that are new in this application. If this application is brand new, you do not have to include this section. If you are updating the documentation for a subsequent release of the software, this section should describe features that are new in the most recent release of the application.

The new features available in this version of the software allow [give overview of why new functionality was added.]

The new features in this release are:

- [Add new feature here]
- [Add new feature here]
- [Add new feature here]
- [Add new feature here]

Who Should Use This Manual

Describes the intended audience for the manual and describes how it can benefit the various segments of the audience. This section should include a bulleted list with a bullet for each kind of reader that will use the manual in a different way. If the manual will be used by a single homogeneous audience this section can be omitted.

This manual is used by different groups in different ways. This section describes how you should use the manual and what sections you should use. See the following list for guidance:

- **[Type of User Goes Here]** — [What sections they should use and for what goes here.]
- **[Type of User Goes Here]** — [What sections they should use and for what goes here.]
- **[Type of User Goes Here]** — [What sections they should use and for what goes here.]
- ...

Related Documents

Describes other documents in the documentation set that might be of use to readers and describes how to access these other documents.

You can get further information regarding this system from the documents listed in the following table:

| Document | Description | Access Information |
|----------|-------------|--------------------|
| | | |
| | | |

Other Support Services

Describes other support services (besides documentation) that are available to help users. This section may inform the user of the 3rd party product support, or other resources that are available to answer questions that are not answered by the documentation or any other support services available to the users. If no formal support services are available, this section can be omitted.

Other support services available for this system are listed below. Please make use of these services after you have tried to answer your questions using the existing documentation and help available with the system.

| Support Service | Description | Access Information |
|-----------------|-------------|--------------------|
| | | |
| | | |

Chapter 1 — Installing, Logging On, Accessing the System

This chapter describes how to install [System Name Goes Here] on each supported platform and how to log-on to [System Name Goes Here] .

Installation Instructions

Describes how to get started (if necessary) and how to install the application. There should be one section for each platform for which there is an installation procedure. This is a step-by-step description of how to install the product, which should include screen captures when they add value.

This section should be omitted if the user is not required to install any part of the application. If technical personnel are required to install the application, describe how to reach the technical resources in the section of the *Introduction* chapter entitled *Other Support Services*. If technical personnel must perform the installation, the installation instructions should be provided in the *Systems Portfolio*.

To install this system, follow these steps:

1. [Step 1 goes here.]
2. [Step 2 goes here.]



Figure 1-1: Add your own images and captions here.

3. [Step 3 goes here.]

Logging On To/Accessing System

Describes how to log onto the application. There should be one section for each platform that has a different log-on method. Again, this is a step-by-step description with screen shots where they add value. You can omit this section if there is no log on or access requirements for the application.

To log on to/access the system, follow these steps

To install this system, follow these steps:

1. [Step 1 goes here.]
2. [Step 2 goes here.]

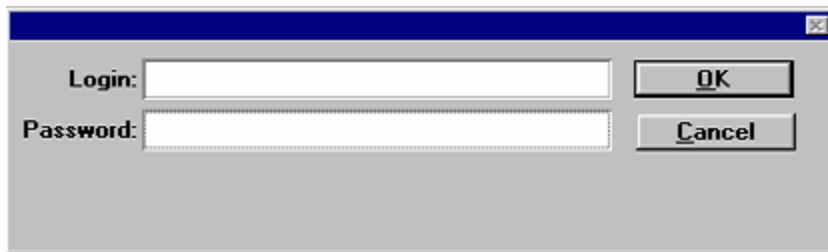


Figure 1-2: Add your own images and captions here.

3. [Step 3 goes here.]

Chapter 2 — Using the System (this is usually many chapters)

It is hard to write a general outline for this part of the user's manual because the tasks that the application performs dictate how these chapters should be written. However, to write these chapters, you should consider the tasks performed by the software, not the functions used to perform those tasks. Create a chapter that describes the steps required to perform tasks that the users want to perform. Again, the chapters should include screen shots if they will add value to the text.

This section should also contain some information about the standard procedures that should be followed regarding the tasks. This includes procedures that augment or enhance the functionality of the application. For example, you might remind users to E-mail someone in authority before performing certain functions, backup certain data before starting some procedures, etc.

Finally, these sections should describe the rationale behind the procedures and any important data flow or data integrity issues that affect the process. There should be a separate chapter for each major task or related sets of tasks.

This chapter describes the [Function Name Goes Here] This function [describe what the function does briefly here.]

Using the [Function]

The system may be broken into modules, which you can assign one chapter for each module, then functions or screens, which can each have a section like this one. Use Heading 3's for sub screens etc.

To use this function (or subfunction) follow these steps:

1. [Step 1 goes here.]
2. [Step 2 goes here.]

[

Header LineItems Comments Routing

Req #: [] Description: [] Submit Date: 00,00,0000 00:00:00

Vendor

Code: [] Name: [] Address: [] Phone: [] Tax ID: [] Vat Code: [] Currency: [] Contact: []

Ship To

Name: [] Address: [] Phone: [] Deliver To: [] Method: []

ISO

SO #: [] Length of Use: [] Return Date: 00,00,0000 Sales Type: [] Channel Type: [] Material Disp: []

Requisitioner

Name: [] Center: [] Phone: []

PO

PO #: [] Buyer: [] -- Code: []

CO

Change Order: P.O. Number: [] Net Increase: []

Send MAC/PAC Close Attach Image View Image Submit

Figure 2-1: Add your own picture and caption here.

3. [Step 3 goes here.]

Using the [Function]

To use this function (or sub-function), follow these steps:

1. [Step 1 goes here.]
2. [Step 2 goes here.]

The screenshot shows a software application window with a blue title bar and a menu bar containing 'Header', 'LineItems', 'Comments', and 'Routing'. The main content area is a form with several sections:

- Header:** Req #, Description, Submit Date (00,00,0000 00:00:00)
- Vendor:** Code, Name, Address, Phone, Tax ID, Vat Code, Currency, Contact
- Ship To:** Name, Address, Phone, Deliver To, Method
- ISO:** SO #, Length of Use, Return Date (00,00,0000), Sales Type, Channel Type, Material Disp
- Requisitioner:** Name, Center, Phone
- PO:** PO #, Buyer, -- Code
- CO:** Change Order (checkbox), P.O. Number, Net Increase

At the bottom of the window are buttons for 'Send MAC-PAC', 'Close', 'Attach Image', 'View Image', and 'Submit'.

Figure 2-2: Add your own picture and caption here.

3. [Step 3 goes here.]

Appendix A — Frequently Asked Questions

Lists questions that have been asked frequently throughout the pilot/test period and provides the user with the answer to the question. This section is designed to reduce the number of calls for support.

This appendix answers some frequently asked questions about the system. Please check here before calling for assistance. These questions can help you by offering work-arounds for anomalies in the system and hints for using the system more efficiently. This appendix is divided into the following sections to make it easier to find answers to your questions:

- General issues
- [Describe sections here]
- [Describe sections here]
- [Describe sections here]
- ...

General Issues

This section list questions frequently asked about general issues.

- Question:** [Add a question here.]
- Answer:** [Add an answer to the question here.]
- Question:** [Add a question here.]
- Answer:** [Add an answer to the question here.]
- Question:** [Add a question here.]
- Answer:** [Add an answer to the question here.]
- Question:** [Add a question here.]
- Answer:** [Add an answer to the question here.]

Other Issues in Sections Here

- Question:** [Add a question here.]
- Answer:** [Add an answer to the question here.]
- Question:** [Add a question here.]
- Answer:** [Add an answer to the question here.]
- Question:** [Add a question here.]
- Answer:** [Add an answer to the question here.]

Appendix B — Error Messages

Lists the error messages that the application may generate and provides a complete description and possible remedies for the associated error if appropriate.

This appendix helps you interpret the messages the system displays to alert you of errors. Sometimes, these messages occur when Other times, these messages occur when

This appendix describes the meaning of each error message you might encounter and how to remove the error condition that caused the message.

Handling Error Messages

| Message | How to Remove the Error Condition |
|----------------|--|
| ... | ... |
| ... | ... |

