Help Topics

[Project/Product Name]

# Purpose

This template includes working definitions of the three most basic types of help topics—concept, task, and reference—and provides guidance for creating each.

Whether you plan to develop more traditional book-length documentation, or to created topic-based content that can be combined and reused for delivery across multiple channels, you can develop concise and comprehensive content using these three types

# Concept

A concept topic answers the “what” or “why” questions. It provides generally explanatory information that assists a reader in learning about rather than how to do something. Concepts typically have less stringent content structure requirements, and can incorporate paragraph-based narrative, lists, and more. If you are creating book-style content, you can use a Concept topic to introduce a task or reference material. In topic-based authoring, the Concept is linked to related task and reference topics. t and can be used to introduce information in a task or reference. Concepts can also include descriptions of the purpose or intended audience.

To create a good concept topic, write in active voice using no more than 30 words in a sentence.

The headings, text, and image placeholder below provide examples for structuring concepts, and are styled so they can be managed via CSS. Modify these items to display your own content.

## [The Importance of Your User Profile (Concept Name)]

*[An overview of the concept that is described in the text that follows. Paragraph(s) of text; can include bulleted lists, tables, graphics]*

[Example: Acme Software User Profiles give you maximum flexibility in managing workflows, accessing common functions, and reducing repetitive actions. You can select a user profile before you start…]

### [Acme Modules that Require a User Profile (Sub Heading-optional)]

* Bullet point
* Bullet point
* Bullet point

### Image Placeholder



# Task

*[A task topic describes a procedure or other set of steps, and answers the “how” and “when” questions. Task topics help the reader understand a process, take action, and know what to expect as the result. Authors can build structured Task content using metatags such as <step> or <context>.*

*Clarity and conciseness in Task topics aid in user comprehension, and also ease translation. Steps in a Task topic should begin with an action verb, provide clear direction on how to perform the task, and include the result of taking the action. Each step in a task should include one action. Examples, screen shots, and additional information can be helpful to include as well.*

*The text, table, and list below provide potential structures for displaying tasks. Replace each item to contain with your own content.]*

## [Manage User Profiles (Task Title)]

*[If it aids clarity, provide a brief lead-in to the steps of procedure. This would include any pertinent guidance that sets up the task described in the table or the numbered list.]*

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Create a User Profile** | | |
| **Number** | **Action** | **Result or Condition** | **Image/Links** |
| 1 | [Click or tap the User avatar] | [Open the User Profile form] |  |
| 2 | [Complete the required fields, marked with an asterisk\*] | [You must enter a unique User Profile name] |  |
| 3 | [Click or tap to save the profile]. |  |  |
| 4 |  |  |  |
| 5 |  |  |  |
| 6 |  |  |  |
| 7 |  |  |  |

## [Assign a User Profile (Task Title)][Numbered list alternative to procedure table]]

1. [Click the **Assign User** link.]
2. [Click the drop-down menu to select a user name.]

# Reference

*[Reference topics provide additional supporting information that can help users validate data or actions, or add supplemental detail to a task or concept topic.*

*Typical reference topics contain substantial detail and are meant to be scanned and quickly read. Examples include a table of figures, a parts list, or specifications for publishing outputs.*

*Organize the content into the most usable form for the reader. For example, organize a list of terminology and definitions alphabetically, or a list of parts according to where they’re referenced in the assembly instructions.*

*The table below provides a basic structure for displaying reference content that you can modify to include your own content.]*

## [Parts List for the Acme Multifunction Household Robot (Reference Title)]

*[If applicable use a lead-in to the table or list to provide explanation of how to use the reference material and a clear learning benefit for reviewing the content..]*

|  |  |  |
| --- | --- | --- |
| **[Item ID]** | **Item Name** | **Description** |
| [1-12] | [Infrared camera] | [Scans and identifies dust and debris.] |
| [1-13] | [Processor ] | [Connects to mobile computer or device to input instructions.] |
| [1-14] | [Retractable duster arm clamp] | [Attaches duster wand to robot device.] |
|  |  |  |
|  |  |  |
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