

11 **User Guide** **Writing Tips**

www.KLARITI.com

Hi, I'm Ivan

www.Klariti.com

**There is no
'user'**

**no wants to be
called a
'user'**

1. There is no user...

The user is a **person**

It's a person

With **feelings**

**For many of us,
user guides are
a last resort...**

2. we read user guides...

When **upset**
Stressed, lost
As a last **resort**

**Don't assume
anything!**

3. Avoid assumptions

Give **context**

Discuss scenarios

Be **helpful**

Problem

=

solution

4. How to I?

Atomic writing

1 problem, 1 procedure

Be exact

`<h1>code`

`samples</h1>`

5. Code samples

Highlight **prerequisites**

Known issues

Expected **output**

Step one!

6. Steps

In correct **order**

Remove waffle

Link **sensibly**

7. Screenshots

Do they add **value?**

Procedure in action

Crop and **highlight**

8. Modular

Group by **topic**

Write for reuse

Structure **information**

Is it online?

9. Web

People hate **PDFs**

Write for web

Link **topics**

**Could you
look at this,
please?**

10. Review

Cross team reviews

Track changes

Avoid data pollution

Er...

does that...

explain...

everything?

11. Ask for feedback

Include **email on docs**

Review forums

Send out **surveys**

That help?

Got a question?

Add your questions below the video and we'll get back to you

almost forgot...

Subscribe!

thx 😊

More at www.Klariti.com