

Title of Support Article

From the [Web app](#), [Mobile app](#), [Desktop app](#) [What version of the app does this specific article apply to?]

Overview [Support Article Header 1]

Every support article should have an overview to present the purpose of the article and to share the benefits of the feature described in the article. These benefits can be shared in a short paragraph and/or in a bulleted list. Below are some examples of bullet items.

Use this specific NurseGrid feature to:

- Swap shifts with a colleague.
- Add a personal event to your calendar.
- Add a profile picture to your account.

Put any relevant support articles here with links.

Considerations

- A Considerations section is not necessary for every article. Only include this section if there are any important notes that someone needs to know before “digging” into the article, depending on the feature. This can include

i.e. For an article about deleting events from your calendar– “If you have already deleted an event from your account, it may take up to 5 minutes for it to be removed from your only your manager(s) will be able to remove a shift from your schedule.” [Support Additional Note]

- If a Considerations section is applicable, list it in bullets.

How does this work? [Support Article Header 1]

An Additional Questions section is not necessary for every article. Explain in a sentence or two how this feature works as if the person reading has zero knowledge as to how anything works. Feel free to use more bullets!

- What are they actually able to do with this feature?
- What other information or details should they know from us about how this works/what should they expect?

A question within a question? [Support Article Header 2]

Include answers to common follow-up questions that customers may have regarding how this feature works. This could be a good place to put other questions closely related to the feature.

i.e. How often does calendar sync update? How long will it take to deactivate my account?

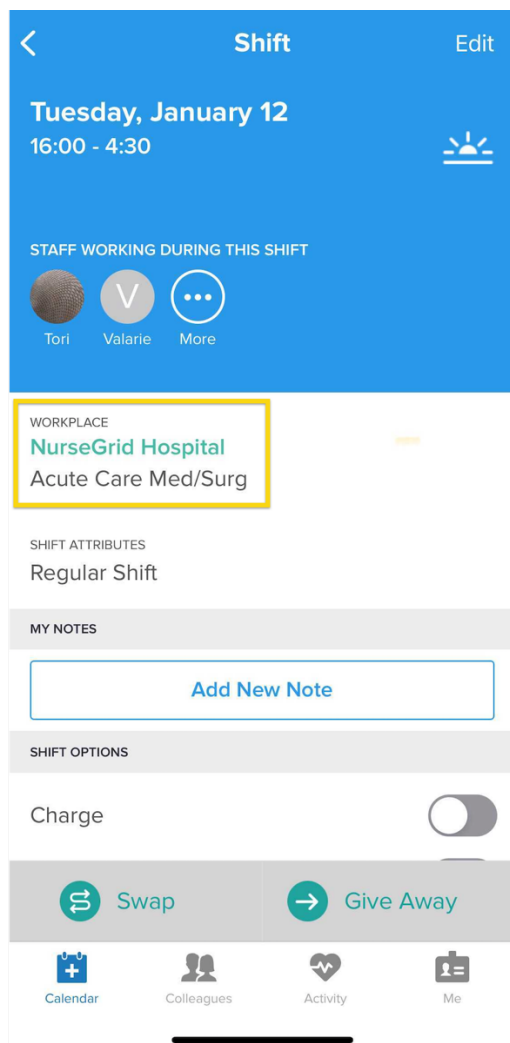
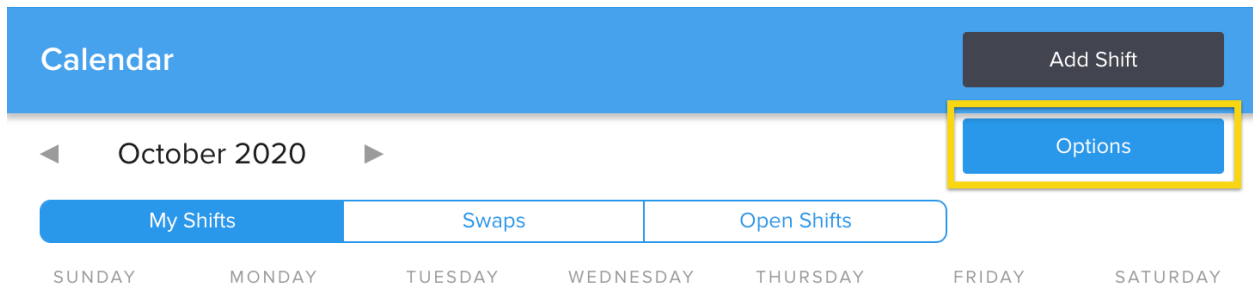
For examples or additional notes, use i.e. or Note:, italicized, and Blue Accent 5, Darker 50% color [*Support Article Additional Note*].

i.e. Here is an example of an additional note. Can be included under a bullet or to provide more context.

If necessary, be sure to use only parentheses (not brackets) since Wordpress websites considers brackets shortcodes.

Step 1: Big and clear action item [Support Article Header 1]

1. Have numbers in a bold, **Blue Accent 1 color** [Support Article Numbered Steps List].
2. Write the instructions in the order of steps that the user will go through (**Good 😊: “On the *Schedule* page, click **Draft Schedule.**”**
Bad 😞: “Click **Draft Schedule on the *Schedule* page.”**
3. Any *Sections, Pages, Fields, Pop-up Windows, Tabs (Calendar page, Notes field, Me tab, Add New Event window)* should be italicized and capitalized.
4. Any **Buttons (Draft Schedule, Publish & Notify)** should be bold and capitalized.
5. Use quotation marks to indicate error messages or screen prompts (“Confirm: Clicking publish will send 6 events to 3 staff members”).
6. Screenshots should be used for actions with one step. Make sure to cut off the URL field, time and/or battery bar at the top of your device in your screenshot. Use yellow (#f9d612), medium-sized border for screenshot boxes for buttons and use a colon in the bullet above the image:



7. Gifs should be used if an action requires more than 3 steps. Gifs should be no longer than 15 seconds. Remember to move slowly and

wait 2-3 seconds after actions are completed to stop recording. Make sure that images and gifs are aligned to the left. Gifs should be used as sparingly as possible. Make sure that any steps are covered in the gif are listed above the Gifs

8. Use the > symbol to explain short sequences after providing context. (“To find iPhone settings on a device, tap on **Settings** > **General** > **About**).

Step 2: Next action item after item 1 is completed [Support Article Header 1]

1. Repeat as many steps as necessary to complete goal of feature [Support Article Numbered Steps List].
2. The Step Header should be titled as the step needed to reach the overall goal (“Add the link to your calendar application”).
3. The small numbered steps list should be the small action items within those steps.

If helpful, provide further instructions with recommended links outside of our products. This is helpful in making sure that if instructions change for outside parties, we don’t have to constantly update our articles. This could be helpful for clearing cache and cookies, FAQs about browser, etc. Below are just a few common examples:

For calendar syncing:

- [Calendar for Mac \[Support Article Bullet List w/ Links\]](#)
- [Google Calendar](#)
- [Outlook.com or Outlook on the Web](#)

For clearing cache and cookies in Google Chrome:

- [Google Chrome](#)

To find iPhone Settings:

- [iPhone](#)
- [Android](#)

Updated on October 7th, 2020 [Support Article Update Date]

Verbs to use in Support Articles:

VERB	USAGE
Click	Anytime you are instructing a user to complete an action on the Desktop app.
Hover	Anytime you are instructing a user to hover over an item.
Navigate	Anytime you are guiding a user to a tab or menu bar.
Select	Anytime you are instructing a user to complete a new action/button after clicking/tapping on a button.
Tap	Anytime you are instructing a user to complete an action on the Mobile app.

Type	Anytime you are instructing a user to enter text in a field.
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Nouns to use in Support Articles:

NOUN	USAGE
Button	Anytime you are instructing a user to click/tap on an action button (“Click the orange Create Open Shift button”, “Tap on the Options button...”)
Drop-down menu	Anytime you are instructing a user to click/tap on a menu list item based on a previous action (“From the drop-down menu, select View & Edit... ”)
Event Attributes	<p>Anytime you are referring to the Shift Attributes section on the Event screen on the mobile app. Currently listed as <i>Shift Attributes</i> on the app.</p> <p>According to <u>Shift Refactor New Terminology</u>: Shift attribute – a value that can be associated with and set for a specific shift type. Examples may include “days of week,” “position,” or “counts towards scheduled hours.”</p> <p>Click on this link to see the current Shift Attributes section on the mobile app - https://share.getcloudapp.com/jkuYB1oJ</p>
Event Options	<p>Anytime you are referring to the Shift Options section on the desktop or mobile version of the app. Currently listed as <i>Shift Options</i> on the app. No definition listed in Terminology documentation.</p> <p>Click on this link to see the current Shift Options section on the mobile app - https://share.getcloudapp.com/JruqYzyp</p>

Event Type	Anytime you are referring to any event type in the desktop or mobile version of the app (this includes Regular Shift, Availability, and Personal Events). According to <u>Shift Refactor New Terminology</u> : Shift type – a set of shift attributes that can be associated with a shift.
Icon	Anytime you are instructing a user to click/tap on an icon.
Left tab bar	Anytime you are instructing a user to navigate to the left tab bar on Manager/Mobile Desktop (“Navigate the to the left sidebar”...)
Lower tab bar	Anytime you are instructing a user to navigate to the lower tab bar on the mobile version of the app.
Note:	Anytime you are providing an additional note related to the previous item.
Pages	Anytime you are instructing a user to navigate to a page on Manager/Mobile Desktop (“From the <i>Schedule</i> page”...)
Pop-up window	Anytime a new modal has appeared based on a previous action (“In the <i>Summary</i> pop-up window...”)
Pop-up menu	Anytime a new menu list appears based on a previous action.
Tabs	Anytime you are referencing a subsection within a page on Manager OR a section of the Mobile app. (“From the <i>Me</i> tab, Click on the <i>Shift Types</i> tab...”)
Toggle	Anytime you are instructing a user to turn an option on/off with a toggle button (“Make sure the Enable Calendar Sharing toggle is on.)

Upper tab bar	Anytime you are instructing a user to navigate to the upper tab bar on the Mobile app.
View	Anytime you are referencing a page view. (“From the <i>Month</i> view...”)

Support Article Best Practices Checklist:

- Did you walk through the entire process step-by-step while writing the article to make sure no important information was missed?
- Did you run this process by a customer or a fellow employee to see if they are able to follow along?
- Do you use visual aids such as images or GIFs where appropriate?
- Do you explain the process directly, clearly, and concisely, without unnecessary filler words?
- Do you provide related articles within the article for similar issues or topics?
- Do you provide continued contact information for readers who still need help?