

Solution Title

Should be written in the first person

Should be action based

EG: MS Outlook crashes on startup

Solution Problem

Description of the problem in terms of the End User

Different problem descriptions as separate bullet points

EG: ● MS Outlook crashes with error: E12345

Solution Workaround & Resolution

Assume basic technical knowledge

Write in **complete sentences**, including **subject, verb** and **object**

Use **simple language**, **omit non-essential words** and **avoid technical jargon**

Use **present tense**

Address the reader in **second person** (EG: you, your)

If the article is addressing a technician, address the technician in **second person** and the end user in the **third person** as a **proper noun** (EG: the **End User** / they, their)

End each sentence with a period, unless it could cause confusion

Solution Cause

Problem Record Reference a problem record.

Suspected: Denotes a suspected cause

Confirmed: Denotes a confirmed cause

Different causes on separate bullet points

Preferred Action Words

Check/Uncheck A checkbox

Choose A menu option

Double-click / Click / Right-click A button on-screen

Download Hyperlinked file from the web.

Select From a drop down menu

Enter Text into a field

Log in / Log out To a system or account

Open / Close An application or file

Press A key or physical button

Instruct / Ask An end user

Connect / Disconnect To a remote server or service

Install / Uninstall An application or driver

Browse to A network location

Text Formatting

Actions In *Italics*

Noun In **Bold**

Font Arial

Font Size 16pt

Alignment Left-Aligned

Instructional Lists Numbered Bullet Points

I Lists

Informational Lists Standard Bullet Points

Hyperlinks Descriptive, not just "Click Here"

Line Breaks Before and after images & between paragraphs

Screenshots

When to use If more than three settings need to be changed in a single window, or if an option / icon is difficult to locate

File Type PNG / JPG / JPEG

Image Alt-Text Appropriately detailed

Maximum dimensions 1000px height, 600px width

Cropping Always keep window title

Resizing Keep aspect ratio, do not warp image

Image Border Only if having a border aids clarity

