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
Instru-ctional Lists	Numbered Bullet Points
Inform-ational 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

By **aidenwebb**

cheatography.com/aidenwebb/

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