# CLIENT Documentation - FORMATTING GUIDELINES

## INTRODUCTION

For the purposes of user documentation, consistency of layout and formatting are essential to ensure ease of use and legibility. For that reason, it is imperative that all work created for clients is consistent in layout and appearance.

Use the following

## Document Background

All documentation should be presented on white paper (or electronic equivalent) without irrelevant illustrations or borders (unless necessary).

## MARGINS

The following margin settings must be applied to all sections in your document.

|  |  |
| --- | --- |
| Margin | cm |
| Top | 2.0 |
| Bottom | 2.5 |
| Left | 2.5 |
| Right | 2.5 |
| Bottom Footer | 0.75 |

## PAGE LAYOUT

Title page is to be centred vertically. The remainder of the pages are to have a vertical alignment of top.

## PARAGRAPHS

Left aligned

## LINE SPACING

Set line spacing for the entire document to 1.5.

## HEADINGS

Headings must be used for paragraph headings and titles. Edit Heading 1 and Heading 2 styles as follows:

|  |  |
| --- | --- |
| Heading | Format |
| 1 | Small Caps, 14pt, bold, blue accent 1 darker 25%, font style same as body text.  Paragraph spacing before: 6pt; paragraph spacing after: 0pt. |
| 2 | Italics, 12 pt., aqua accent 5 25%, font style same as body text. Paragraph  spacing before: 9pt; paragraph spacing after: 6pt. |

## FONT

Font style normal must be Verdana size 11. Do not use underlining.

## PAGE NUMBERING LAYOUT

No page numbering or footer to appear on the title page

Page numbering is to appear on the bottom right in the format Page | 1

## TABLE OF CONTENTS

A Table of Contents must be included generated from the heading styles Heading

1 and Heading 2 within the document. Do not use one of the Automatic Table styles – you should use the Insert Table of Contents option.

The heading Table of Contents on the Table of Contents page should be formatted as Small Caps, 14 pt., bold, dark red font, font style same as body text BUT NOT by applying the Heading 1 style.

## TITLE

The first content page of any document must include the current company header graphic which can be obtained from marketing.

The document type, title, author, and version date need to appear on the first page at the top but under the header graphic and as an example should read:

Standard Work Practice

Accessing Product Catalogues

Prepared by [Your Name]

This version released: [Date in the format e.g.: 11 April 2012]

|  |  |
| --- | --- |
| Title Component | Format |
| Type | Heading 1 |
| Title | 16 pt., dark blue font, font style same as body text. Paragraph spacing before: 0pt; paragraph spacing after: 15pt.  Font: 16 pt., Font colour: dark blue, Small caps, Expanded by 0.25 pt., After:15 pt., Border: Bottom: (Single solid line, Accent 1, 1 pt. Line width, From text: 4 pt. Border  spacing:) |
| Author | Normal |
| Version Date | Normal |

## MENU ITEMS

Throughout your guide, all names of menu items, tabs, buttons, or dialog boxes in the software applications must be in bold and have the same capitalisation as the menu or button e.g.:

## Page Layout

Line and Page Breaks Vertical alignment

## SCREEN CAPTURE NOTATIONS

Microsoft Corporation has a requirement that an acknowledgement to the effect of:

(Screen shot reprinted by permission from Microsoft Corporation)

The notation is be inserted underneath every screen capture from a Microsoft Corporation program. You must adhere to this requirement in your User Guide.

The notation must be set in 8pt font, the same normal font, italics and dark red used in the rest of the guide. Create a style called Notation to apply to all instances of this notation.

## SHAPES / SCREEN CAPTURES

If you use a combination of images, shapes and screen captures to demonstrate a task (e.g.: an arrow pointing to an icon or a shape around an icon to highlight the icon) you must group the objects together so that if they are resized or moved, they are amended as a group.

## TABLES

If you set out your guide in a table, you must not display any table borders.

## AMENDMENT RECORDS (VERSION CONTROL)

A version control amendment record is to be place after the table of contents before the content of the document commences. It must have a level 1 heading called ‘Amendment Record’. Its format will differ from the main formatting of the document: