

Style Guide

Computer Services

Brightspace Articles

This style guide is for Missouri State University's Brightspace support articles.

General Guidelines

While articles should follow this style guide, take note about the rules written in the [Microsoft Writing Style Guide](#). Some aspects of that guide are reiterated here.

Voice

Knowledge Base articles are written to help those struggling with an issue and new users to the platform. As such, our voice is simple and accessible.

Voice should be:

- Relaxed
- Clear and concise
- Helpful and understanding

Introductions

Articles should feature a sentence or paragraph after the title to create a break between the title and first heading.

Articles should not feature do the following:

- A heading directly after the title.
- Direction text or steps directly after the title.

Common Terminology

While this is not an exhaustive list of terminology, these words should be used consistently when referring to specific features within Brightspace:

- Navbar
- Top Navbar
- Homepage
- Widget
- Course Home (or Homepage)

Ensure that names for categories, pages, panels, and buttons are exactly as they are shown in Brightspace.

Headings

Avoid use of headings directly next to each other, even if they are of different heading levels.

Use parallel structure for headings of the same level.

Web addresses

Web addresses should either be fully typed out excluding *https://* or hidden in brief link text.

Introduce a typed-out URL using the preposition *at*. Do not use a colon or phrases that use the word *click*.

Examples

Visit the site at brightspace.missouristate.edu.
Visit the [Brightspace Homepage](#).

Lists and Steps

Both lists and steps should be formatted using the numbered list or bulleted list tools rather than by manually typed numbers. This ensures screen readers will work properly with the article.

Image Use

Images used within articles should feature the following:

- 1-pixel wide border
- Alternative text for screen readers
- Use of bold-colored boxes to highlight important parts of screenshots.

Referencing Page Content

Use bold text rather than quotation marks whenever referencing text or a feature of a webpage.

Example

On the navbar, click **Content**.

Special Notes

Introduce notes with the phrase *Please Note*: followed by the information.

Format notes utilizing the alert-info formatting, which will put the text in a light blue box with blue text.