Technical Writing Style Guide

Structure, Minimalism, Precision, Simplicity, Usability

1. **Structure well** – organize text in logical chunks
   - Headings
   - Paragraphs
   - Sections
   - Tables
   - Bulleted lists
   - Numbered lists

2. **Add visuals** (graphics, screenshots, diagrams, schemes, etc.)

3. **Write concisely** - if you can omit words or phrases without changing the meaning, do so.

✓ Good	To receive the newsletter, enter your name and e-mail address.
👎 Bad	If you want to receive the newsletter to keep you informed, enter your name and current e-mail address. If you are not interested in receiving it, do not enter your name and e-mail address.

4. **Short and simple sentences** - do not put too much information into a single sentence. Split long sentences into shorter sentences or, if appropriate, use a list or table.

✓ Good	Change your password to something only you know. To change your password, follow the instructions on the logon screen.
👎 Bad	It is vital for security reasons to choose a password that only you know; if you do not know how to change your password, follow the steps in the instruction on the logon screen.

5. **Positive formulations**

✓ Good	To receive the notification, enter your name.
👎 Bad	Do not enter your name if you do not want to receive the quality notification.

6. **Active Voice -** always describe who does what. Make it clear whether the user or the system performs an action.

✓ Good	You create users in the Admin UI
👎 Bad	Users are assigned random IDs when created

7. "What" before "How" - to ensure that users understand the consequences of an action before they perform the action.

✓ **Good**	To permanently remove the text, choose *Delete*.
👎 **Bad**	Choose *Delete* to remove the text permanently.

8. Describe actions that occur in a **chronological sequence** in this sequence.

✓ **Good**	Enter the address, then choose *Next.*
👎 **Bad**	Choose *Next* after entering the address.

9. In conditional sentences, place the **condition before the statement**.

✓ **Good**	If you want to proceed, choose *Next*.
👎 **Bad**	Choose *Next* if you want to proceed.

10. As a general rule, use the Present Simple Tense.

✓ **Good**	The account assignment category determines how the system assigns accounts.
👎 **Bad**	The account assignment category will determine how the system assigns accounts.

11. Do **not** use **jargon**, **slang**, or **colloquialisms**.

✓ **Good**	When your request cannot be processed immediately, a message appears.
👎 **Bad**	When the system is bogged down, you get a message.

12. When you must use an **abbreviation**, spell out the first occurrence and place the abbreviation in parentheses directly after it.

13. No redundancies – check the text for repetition at different levels.

14. Cross-refer to information instead of copying text - set a hyperlink to an existing text instead of copying the into your document.

15. Use correct and **consistent terminology**.

16. Formulate in a way that is **free of stereotypes** relating to gender, culture, ability, race, age, or similar.

17. When in doubt, always consult: Google; dictionary; colleagues.

18. Use proper **formatting** to enable readers to visually screen your document:

- Adequate **spacing** between paragraphs, sections, headings, lists, etc.
- **Emphasize** keywords (bold)
- Use a special font or formatting for `code blocks`, *menu → paths*, <user input>, *UI elements*.