

Writing User Guides

CS2101 Effective Communication
for Computing Professionals



Learning outcomes

By the end of the session, you should be able to:

- Identify the contents needed in a user guide
- Recognise the possible structures for a user guide
- Consider the reader's needs to create a user-friendly and reader-focused user guide (content and delivery)

Important note



- This lesson on the User Guide is essentially a **technical writing** lesson.
- Today's lesson, and the later lessons on the Developer Guide and Progress report writing, are meant for you to learn **general principles for making any technical documents user-friendly and audience-focused.**

Why learn to write user and developer guides?



Software Developer

SmsDome Pte Ltd

Posted On :21 Sep 2017

✓ Job Summary

- Salary: \$ 3500 - 5250
- Location: Singapore - North
- Work Type: Permanent / Full Time
- Min. Education Level: Degree
- Field of Study: Computer Science
- Years of Experience: 5
- Skills: Communications skills, strong programming skills, Interpersonal skills

Job Descriptions

Job description:

- Responsible for the development of systems and projects through the entire application development life cycle
- Identify modifications needed and implement enhancements in existing applications to meet changing requirements
- Perform database administration
- Investigate and resolve technical issues
- **Produce technical documentation for new and existing applications**
- Provide technical support outside normal business hours when required
- Provide Level 3 technical support



Software Engineer

Nidec Singapore Pte Ltd

- Challenging on the Global Standards
- For Everything That Spins and Moves
- Research and Development for the Future

JOB DESCRIPTION

The position requires a highly motivated candidate to carry out creating automation tools based on our products with various commercial/non-commercial CAE software to enhance the strength of each package.

The main task for the software engineer will be:

- Assisting CAE related activities by developing automation codes for thermal & fluid flow, structural, and electromagnetic simulations on motors, cooling fans and other related products using various CFD/FEA tools
- Validation and verification of automation process
- **Preparation of technical documents and manuals based on the results obtained**
- Participation in technical discussion with CAE team members

Why do user-friendly user manuals matter?

More than the features and functionalities of the application, **it is the UX which matters today**.

If the customers find the application to be too complicated to navigate or too busy and confusing, then irrespective of how many features and add-ons it provides, it will be left desolated, untouched and unused.

Source: <http://customerthink.com/user-experience-the-new-focus-in-software-application-development/>

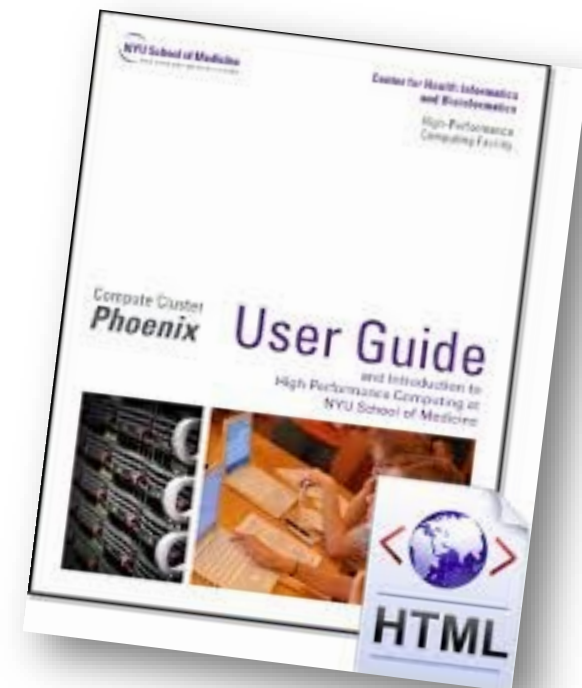
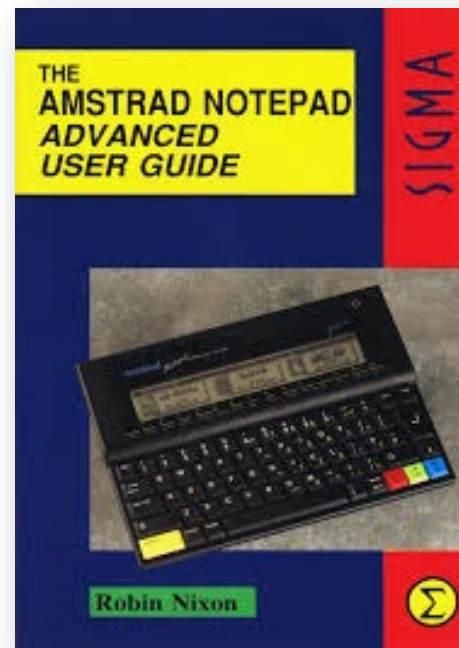
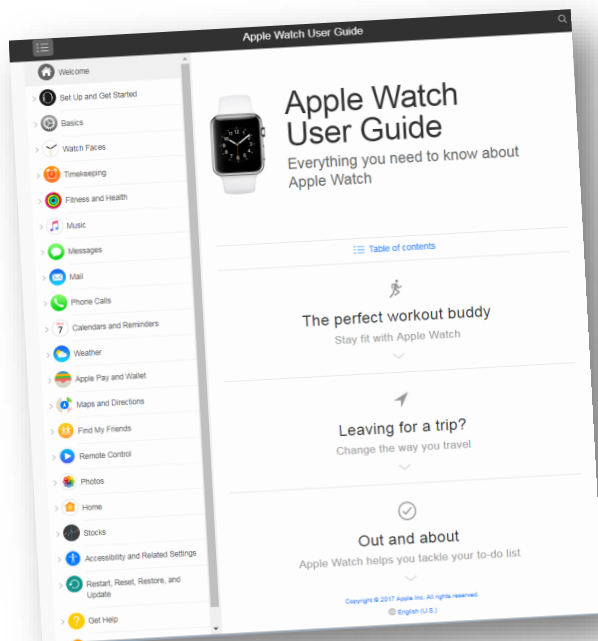
User manuals play a crucial role in **user experience**—not just with the manual itself, but also with the product. Unfortunately, manuals are often a source of frustration rather than assistance.

Source:

<https://uxmag.com/articles/improving-user-experience-in-manuals>

1. What is a User Guide (UG)?

A document that helps (usually non-technical) users to use a product or service, and pinpoint and solve problems without technical assistance.



What are the needs of the users?

Needs Analysis

Context

Audience

Purpose

Content

Central Message

- Information
- Reasons
- evidence

Organisation

Frame our thoughts

- Logical
- Coherent

Delivery

Verbal cues

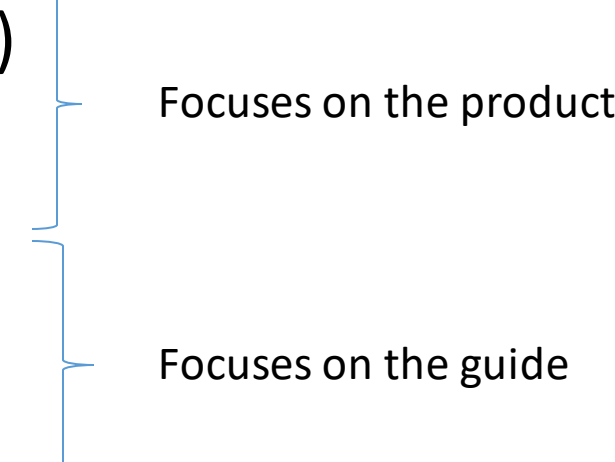
Non-verbal cues

Visuals

2. Who reads user guides?

- How much do they know? (prior knowledge)
- What are they looking for? (expectations)
- How do they use the user guide?

2. Who reads user guides?

- How much do they know? (prior knowledge)
 - What are they looking for? (expectations)
 - How do they use the user guide?
- 
- The diagram consists of two blue curly braces on the right side of the list. The top brace groups the first two items, 'How much do they know? (prior knowledge)' and 'What are they looking for? (expectations)', and is labeled 'Focuses on the product'. The bottom brace groups the third item, 'How do they use the user guide?', and is labeled 'Focuses on the guide'.
- Focuses on the product
- Focuses on the guide

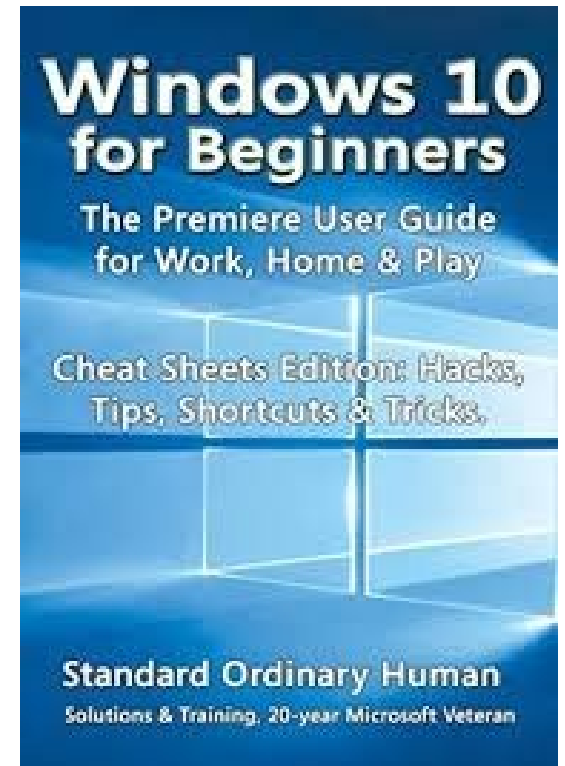
Audience analysis

How much do they know?

- Level of technical knowledge (Beginners, Novice, Competent, Advanced?)

What are they looking for?

- Expectations of the product
- Expectations while reading the guide
 - Information (i.e. clear and specific instructions, demonstrations, visuals)
 - Language



Types of users and their typical needs



Advanced

- Require brief reminders, trade-offs, alternatives, minimum text and few screen shots. Unusual functions, oddities, shortcuts.

Competent

- Require brief reminders, explanations of options, alternatives, comparisons with other methods.

Novice

- Require handholding, no or few assumptions, simple step-by-step instructions (but less detail than absolute beginners).
- Encouragement to learn alternative methods.

Absolute beginner

- Require handholding, no assumptions, simple step-by-step instructions.
- Many pictures.
- Only one method of achieving a required result.

Needs Analysis

Context

Specific Audience

How would your reader's needs change if you create a software for:

1. The Elderly
2. Primary school children

Content

Central Message

- Information
- Reasons
- evidence

Organisation

Frame our thoughts

- Logical
- Coherent

Delivery

Verbal cues

Non-verbal cues

Visuals

Audience analysis

How much do they know?

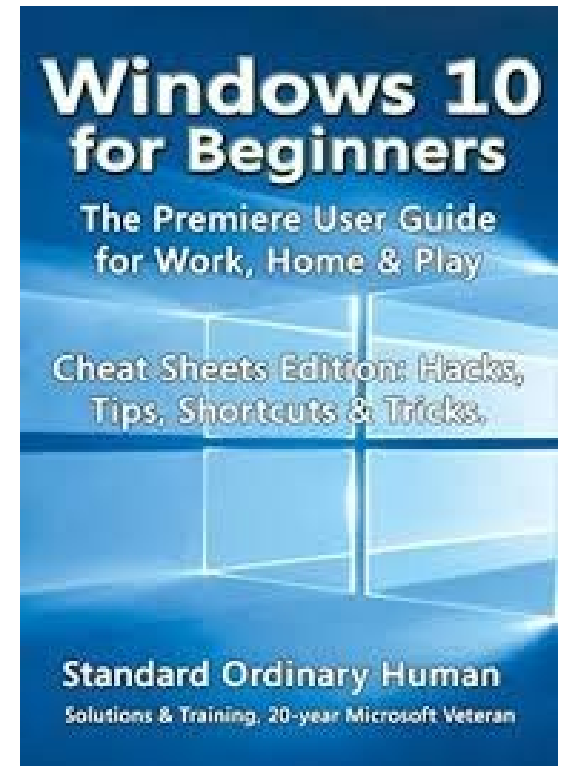
- Level of technical knowledge (Beginners, Novice, Competent, Advanced?)

What are they looking for?

- Expectations of the product
- Expectations while reading the guide
 - Information (i.e. clear and specific instructions, demonstrations, visuals)
 - Language

How do they use the user guide?

- User guide reading habits
 - (time, navigability)



So, who are the users and readers
for your project's UG?

Let's discuss

3. What goes into user guides? (content and structure)
4. How can we deliver our content effectively?
 - (e.g. language, formatting, presentation)

Requirements from CS2103T/CS2113T (Week 5 & 6)

<https://nus-cs2103-ay2021s2.github.io/website/admin/tp-w6.html>

<https://nus-cs2113-ay2021s2.github.io/website/admin/tp-w6.html>







⬅ tP week 4: Set direction

tP week 6: Conceptualize the product ➡

tP week 5: Gather requirements

1.  Brainstorm user stories  before the tutorial
2.  Choose user stories for v1.2  before/during the tutorial

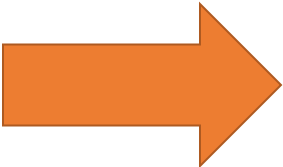
tP week 6: Conceptualize the product

- 
1.  Conceptualize v1.2
 2.  Draft the UG
 3.  Refine the product design
 4.  Set up the project repo
 5.  Get familiar with the code base

2 🧑 Draft the UG

- Draft a user guide in a convenient medium (e.g., a GoogleDoc) to describe what the product would be like when it is at v1.2.
 - We recommend that you follow the [AB3 User Guide](#) in terms of structure and format.
 - As this is a very rough draft and the final version will be in a different format altogether (i.e., in Markdown format), don't waste time in formatting, copy editing etc. It is fine as long as the tutor can get a rough idea of the features from this draft. You can also do just the 'Features' section and omit the other parts.
 - Do try to come up with concrete command syntax for the CLI commands that you will deliver at v1.2.
 - Include only features that will be delivered in v1.2.
 - Consider including some UI mock-ups too (they can be hand-drawn or created using a tool such as PowerPoint, PlantUML or [Balsamiq](#)).
 - **! Submission** [one person per team]: Save the draft UG as a PDF file, name it `{team-id}.pdf` e.g., `CS2103-T09-2.pdf`, and upload to LumiNUS.

CS2101 :
Distribution of
Work table



💡 Recommended: **Divide documentation work among team members equally; preferably based on enhancements/features each person would be adding** e.g., If you are the person planning to add a feature X, you should be the person to describe the feature X in the User Guide and in the Developer Guide.

Reason: In the final project evaluation your documentation skills will be graded based on sections of the User/Developer Guide you have written.

Admin ➡ tP: Grading → **Documentation** ★★★

Distribution of work (User Guide)

As a group, please discuss the distribution of the workload for the User Guide. We will be awarding a team mark so you should agree on who does what by completing the table below.

If any member does not contribute based on what is agreed, please inform your tutors and penalties will be applied. However, if you should agree, for example, that one member does all the work, a team mark will still be awarded to all the remaining members. Please discuss your expectations with your team.

Name of Team Member	Agreed Distribution of Workload	Actual Contribution

Note:

The agreed distribution can be adjusted throughout the semester when you have greater clarity of your CS2103T/CS2113T project.

You will be submitting this document together with your User Guide in Week 13. |

Let's take a look at the AB3 User Guide

<https://se-education.org/addressbook-level3/UserGuide.html>

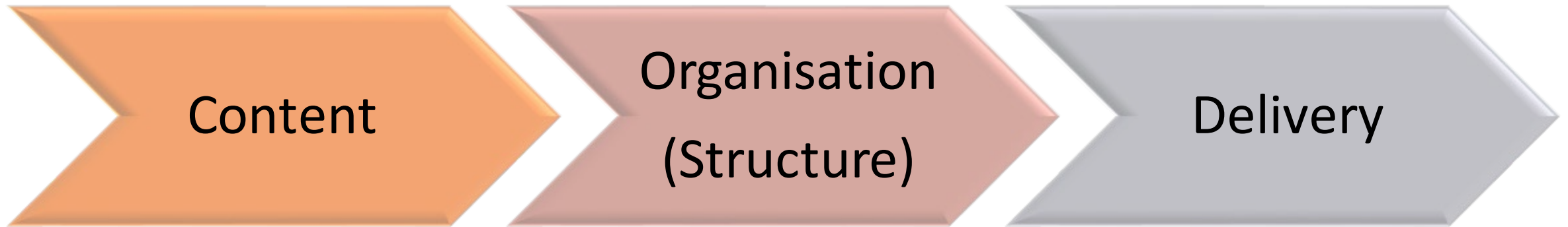
- What is included in this guide? (Content & Structure)

AB3 User Guide

Content and Structure

1. Product overview
2. Table of contents
3. Quick start
4. Features
5. FAQ
6. Command summary

How reader-friendly is AB3 user guide?



- In addition, UG and DG bugs you received in the PE will be considered for grading this component.

These are considered UG bugs (if they hinder the reader):

✖ Use of visuals

- Not enough visuals e.g., screenshots/diagrams
- The visuals are not well integrated to the explanation
- The visuals are unnecessarily repetitive e.g., same visual repeated with minor changes

✖ Use of examples:

- Not enough or too many examples e.g., sample inputs/outputs

✖ Explanations:


- The explanation is too brief or unnecessarily long.
- The information is hard to understand for the target audience. e.g., using terms the reader might not know


✖ Neatness/correctness:

- looks messy
- not well-formatted
- broken links, other inaccuracies, typos, etc.
- hard to read/understand
- unnecessary repetitions (i.e., hard to see what's similar and what's different)

<https://nus-cs2103-ay2122s2.github.io/website/admin/tp-w6.html>

2 Draft the UG

- Draft a user guide in a convenient medium (e.g., a GoogleDoc) to describe what the product would be like when it is at v1.2.
 - We recommend that you follow the [AB3 User Guide](#) in terms of structure and format.
 - As this is a very rough draft and the final version will be in a different format altogether (i.e., in Markdown format), don't waste time in formatting, copy editing etc. It is fine as long as the tutor can get a rough idea of the features from this draft. You can also do just the 'Features' section and omit the other parts.
 - Do try to come up with concrete command syntax for the CLI commands that you will deliver at v1.2.
 - Include only features that will be delivered in v1.2.
 - Consider including some UI mock-ups too (they can be hand-drawn or created using a tool such as PowerPoint, PlantUML or [Balsamiq](#)).
 -  **Submission** [one person per team]: Save the draft UG as a PDF file, name it `{team-id}.pdf` e.g., `CS2103-T09-2.pdf`, and upload to LumiNUS.

 Recommended: **Divide documentation work among team members equally; preferably based on enhancements/features each person would be adding** e.g., If you are the person planning to add a feature X, you should be the person to describe the feature X in the User Guide and in the Developer Guide.

Reason: In the final project evaluation your documentation skills will be graded based on sections of the User/Developer Guide you have written.

Admin  tP: Grading → **Documentation** ★★★

<https://nus-cs2103-ay2021s2.github.io/website/admin/tp-w6.html>

<https://nus-cs2113-ay2021s2.github.io/website/admin/tp-w6.html>

How can our guide be reader-focused and user-friendly?

1. Know your readers' needs to decide on the content
2. Use a consistent layout, format and style
3. Write clearly and concisely with no ambiguity







- Need sufficient context or background information
- Unfamiliar with terms, symbols, conventions, etc.
- Potentially confusing sequence, language, formatting, etc
- Need for easy navigation, pleasant layout, approachable language



Requirements from CS2103T/CS2113T (Week 11)

<https://nus-cs2103-ay2122s2.github.io/website/admin/tp-w11.htm>
<https://nus-cs2113-ay2122s2.github.io/website/admin/tp-w11.html>


tP week 11: v1.3

1.  Deliver v1.3
2.  Update user docs
3.  Release as a jar file
4.  Wrap up v1.3
5.  Demo v1.3  before the tutorial



1 Deliver v1.3

- Deliver the features that you planned for v1.3.

2 Update user docs

 **This task is time-sensitive.** If done later than the [deadline](#), it will not be counted as 'done' (i.e., no grace period). Reason: This is 'an early draft'; if done late, it is the 'final version' already.



-  Update the v1.3 user guide to match the current version of the product. Reason: testers will need to refer to the UG during the practical exam dry run.
 - Clearly indicate which features are not implemented yet e.g. tag those features with a [Coming soon](#).
 - For those features already implemented, ensure their descriptions match the exact behavior of the product e.g. replace mockups with actual screenshots
- **Landing page** ([docs/index.md](#)): Update to look like a real product (rather than a project for learning SE) if you haven't done so already. In particular, [update the Ui.png](#) to match the current product ( tips).

i In UG/DG, using hierarchical section numbering and figure numbering is optional (reason: it's not easy to do in Markdown), but make sure it does not inconvenience the reader (e.g., use section/figure title and/or hyperlinks to point to the section/figure being referred to). Examples:

In the section [Implementation](#) given above ...

CS2113T does not require you to indicate author name of DG/UG sections (CS2101 requirements may differ). We recommend (but not require) you to ensure that the code dashboard reflect the authorship of doc files accurately.

- Follow the [AddressBook-Level3 \(AB3\) UG](#) structure.
- The main content you add should be in the `docs/UserGuide.md` file (for ease of tracking by grading scripts).
- Should cover all current features.
Ensure those descriptions match the product precisely, as it will be used by peer testers (inaccuracies will be considered bugs).
- **OPTIONAL** You can also cover future features. Mark those as `Coming soon`.
- It is not necessary for the UG to contain every nitty-gritty detail about the product behavior. Some rarely needed information can be omitted from the UG, if the user is expected to know that information already or if the user is kept informed in other ways. For example, if a certain invalid input is unlikely to be used anyway, it is fine to not specify it in the UG, as long as the product is able to give an informative error message when that invalid input is used.
- Beware of overusing screenshots. While it is good to have screenshots in the UG, note that they are hard to maintain. For example, if a future version changes the GUI slightly, it will require all your screenshots to be updated. Here are some tips:
 - In general, don't use more screenshots than necessary.
 - In some cases, you may want to crop the screenshot to show only the elements being discussed. That way, the screenshot doesn't need to be updated when other parts of the GUI is modified in a later version.
 - Don't use a higher resolution than necessary as it can increase the UG file size unnecessarily.
- Also note the following constraint:

That is why it is necessary to spell out who the user guide is for and how the target audience can use the guide at the beginning.

Let's look at Industry



Take a look at the Apple and Samsung user guides.

In general, what **content/structure** is there?

- <https://support.apple.com/en-gb/guide/ipad/welcome/ipados>
- <https://www.samsung.com/us/support/answer/ANS00077583/>

Content and structure

1. Cover page or Introduction/ Welcome/ Product overview
2. Table of contents
3. Introduction/Product overview
4. About (how to use the guide)
5. Getting Started
6. Features / Using your...
7. A compact summary / “Cheat Sheet”
8. Trouble shooting/FAQ
9. Any other helpful information (e.g. Product specs, Glossary)

Print/ PDF Manuals

VS

Online Manuals

VS

Video tutorials



Let's discuss:

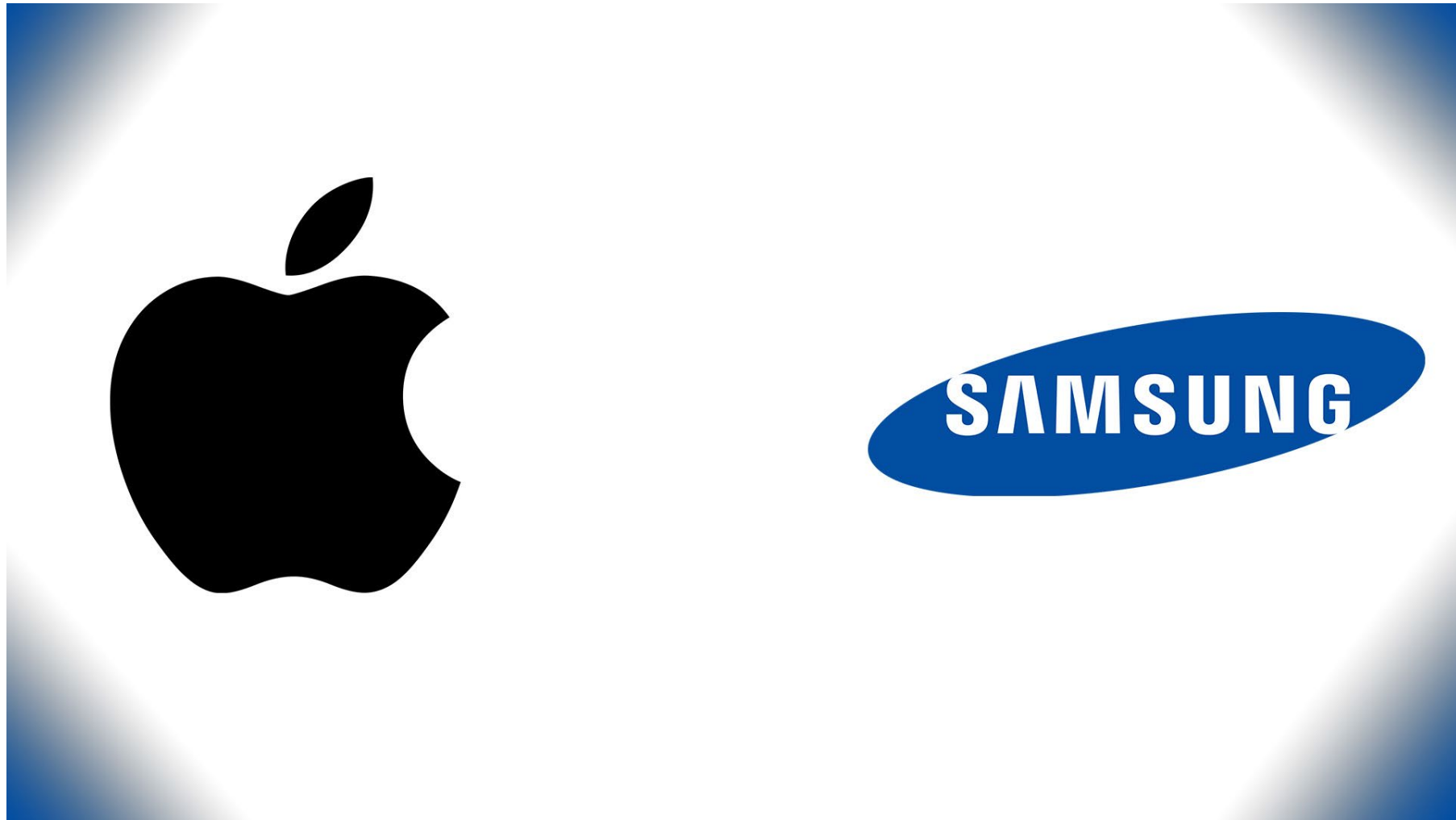
What are the differences?

What are the implications?

Find out more:

<https://www.techscribe.co.uk/techw/paper-v-online.htm>

Let's look at some User Guides





iPad User Guide

[Communities](#)

[Contact Support](#)

iPad User Guide

Everything you need to know about iPad

[Table of Contents](#) 



Make it your own

Change the wallpaper on your Home Screen and Lock Screen, add widgets, create your own Memoji, and set a Dark Mode schedule.

[Personalize your iPad](#) >



iPad User Guide

Welcome

Supported models

What's new in iPadOS 14

› Set up and get started

› Basics

› Apps

› Siri

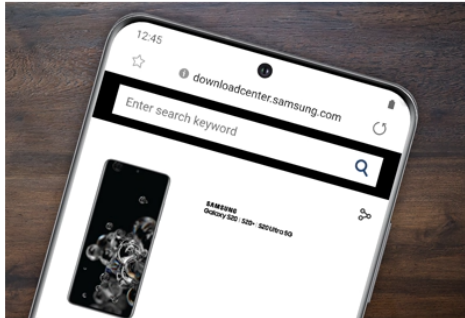
› Family Sharing

› Screen Time

› Apple Pay

› Accessories

Access the user manual for your Samsung phone



Imagine if there was a complete guide to every aspect of your phone that answered every question you could ever ask. As it turns out, it does exist. It's called the user manual, and it's your go-to guide to every part of your phone. You can view it on a PC or right from your phone.

Access a digital user manual



User manuals for the S series



User manuals for the Note series



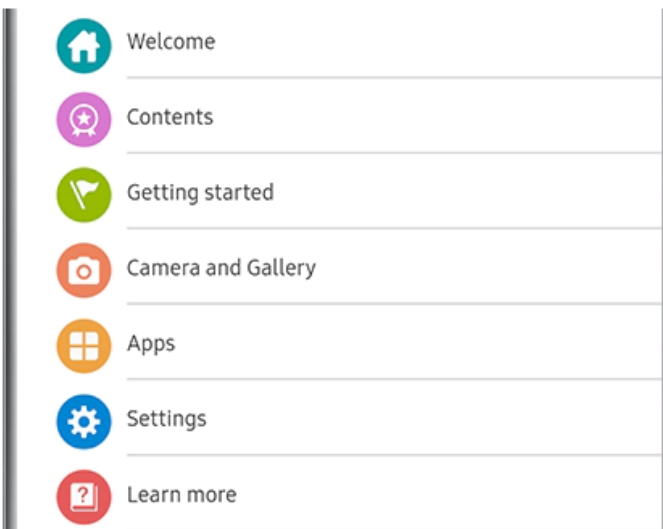
Access a digital user manual



On the Phone

Got a question? Just check the user manual right from your phone.

On your phone, navigate to **Settings**, then swipe to and tap **Tips and Help**, and then tap **Help**. The user manual will open via your internet browser. Tap the different options (i.e. Special Features) to learn more, or use the search bar to find something specific.



On the Web

Maybe you want to get to know your phone a little better. You can also find your phone's user manual on the web. Select your phone model from the following list, and then select your carrier.

If your phone model is not listed, navigate to the [Download Center](#), and then browse through the devices, or enter your phone's model code. If your carrier is not listed, navigate to your carrier's support website to find the manual.

User manuals for the S series

Galaxy S20 5G, S20+ 5G, and S20 Ultra 5G

- [Galaxy S20 5G, S20+ 5G, and S20 Ultra 5G \(Unlocked\)](#)
- [Galaxy S20 5G, S20+ 5G, and S20 Ultra 5G \(AT&T\)](#)
- [Galaxy S20 5G, S20+ 5G, and S20 Ultra 5G \(Sprint\)](#)
- [Galaxy S20 5G, S20+ 5G, and S20 Ultra 5G \(T-Mobile\)](#)
- [Galaxy S20 5G, S20+ 5G, and S20 Ultra 5G \(US Cellular\)](#)
- [Galaxy S20 5G, S20+ 5G, and S20 Ultra 5G \(Verizon\)](#)

Galaxy S9 and S9+

- [Galaxy S9 and S9+ \(Unlocked\)](#)
- [Galaxy S9 and S9+ \(AT&T\)](#)
- [Galaxy S9 and S9+ \(Sprint\)](#)

Galaxy S10e, S10, and S10+

- [Galaxy S10e, S10, and S10+ \(Unlocked\)](#)
- [Galaxy S10e, S10, and S10+ \(AT&T\)](#)
- [Galaxy S10e, S10, and S10+ \(Sprint\)](#)
- [Galaxy S10e, S10, and S10+ \(T-Mobile\)](#)
- [Galaxy S10e, S10, and S10+ \(US Cellular\)](#)
- [Galaxy S10e, S10, and S10+ \(Verizon\)](#)

Galaxy S8 and S8+

- [Galaxy S8 and S8+ \(Unlocked\)](#)
- [Galaxy S8 and S8+ \(AT&T\)](#)
- [Galaxy S8 and S8+ \(Sprint\)](#)

SAMSUNG
Galaxy S20 | S20+ | S20 Ultra 5G



User manual

Contents

Features

[Mobile continuity](#) | [Wireless PowerShare](#) | [Bixby](#) | [Biometric security](#) | [Dark mode](#)

Get started

Device layout: [Galaxy S20 5G](#) | [Galaxy S20+ 5G](#) | [Galaxy S20 Ultra 5G](#)

Set up your device: [Charge the battery](#) | [Wireless PowerShare](#) | [Accessories](#)

Start using your device: [Turn on your device](#) | [Use the Setup Wizard](#) | [Transfer data from an old device](#) | [Lock or unlock your device](#) | [Side key settings](#) | [Accounts](#) | [Set up voicemail](#) | [Navigation](#) | [Navigation bar](#) | [Customize your home screen](#) | [Samsung Daily](#) | [Bixby](#) | [Digital wellbeing and parental controls](#) | [Always On Display](#) | [Biometric security](#) | [Mobile continuity](#) | [Multi window](#) | [Edge screen](#) | [Enter text](#) | [Emergency mode](#)

Customize your home screen: [App icons](#) | [Create and use folders](#) | [Wallpaper](#) | [Themes](#) | [Icons](#) | [Widgets](#) | [Home screen settings](#) | [Easy mode](#) | [Status bar](#) | [Notification panel](#)

Camera and Gallery

Camera: [Navigate the camera screen](#) | [Configure shooting mode](#) | [AR Zone](#) | [Live focus](#) | [Scene optimizer](#) | [Record videos](#) | [Live focus video](#) | [Zoom-in mic](#) | [Super Slow-mo](#) | [Super steady](#) | [Camera settings](#)

Gallery: [View pictures](#) | [Edit pictures](#) | [Play video](#) | [Video enhancer](#) | [Edit video](#) | [Share pictures and videos](#) | [Delete pictures and videos](#) | [Create movie](#) | [Take a screenshot](#) | [Screen recorder](#)

Mobile continuity

[Link to Windows](#) | [Samsung DeX for PC](#) | [Call & text on other devices](#)

Printed / PDF Guides

Cover page (stating title of document)

- E.g. How to use..., [Product Name] User Handbook, Instructions on Installation and Use of..., Using your..., [Product Name] User Guide

Table of contents

- the main section titles (Introduction, Getting Started, Features, etc.) are concise but clear in meaning
- the main section titles should be in bold
- the subsections are indented and in normal script (not bold)
- there is white space between dots and the titles and the page numbers

Bold headings

Indent sub-sections

PART I Structure and Content of a Manual

1	Title—table of contents—about—introduction—product overview—what's in the box	3
1.1	Title	3
1.2	Table of Contents	4
1.3	About	5
1.4	Introduction / Product overview	6
1.5	What's in the box?	7
1.6	Specifications	7
1.7	Glossaries	8
2	KEY FEATURES	9
2.1	Key features	9
3	INSTALLATION—GETTING STARTED	11
3.1	Installation	11
3.2	Getting started	12
4	USING YOUR INSTRUCTIONS – PROCEDURES	15
4.1	Giving instructions and writing procedures	15
4.2	Don't make assumptions	15
4.3	Introduce procedures with a colon	16
4.4	Put everything in chronological order	16
4.5	Put a comma in each sentence	17
4.6	Tell the reader about the expected results of each step	18
4.7	Put a period at the end of each step	19
4.8	Refer to buttons concisely	19
4.9	Tips	20

White space

White space

iPad User Guide

Welcome

Supported models

What's new in iPadOS 14

> Set up and get started

> Basics

✓ Apps

- > App Store
- > Books
- > Calendar
- > Camera
- > Clock
- > Contacts
- > FaceTime
- > Files
- > Find My
- > Home



Welcome



Contents



Getting started



Camera and Gallery



Apps



Settings



Learn more

Contents

Features

Mobile continuity | Wireless PowerShare | Bixby | Biometric security | Dark mode

Get started

Device layout: Galaxy S20 5G | Galaxy S20+ 5G | Galaxy S20 Ultra 5G

Set up your device: Charge the battery | Wireless PowerShare | Accessories

Start using your device: Turn on your device | Use the Setup Wizard | Transfer data from an old device | Lock or unlock your device | Side key settings | Accounts | Set up voicemail | Navigation | Navigation bar | Customize your home screen | Samsung Daily | Bixby | Digital wellbeing and parental controls | Always On Display | Biometric security | Mobile continuity | Multi window | Edge screen | Enter text | Emergency mode

Customize your home screen: App icons | Create and use folders | Wallpaper | Themes | Icons | Widgets | Home screen settings | Easy mode | Status bar | Notification panel

Camera and Gallery

Camera: Navigate the camera screen | Configure shooting mode | AR Zone | Live focus | Scene optimizer | Record videos | Live focus video | Zoom-in mic | Super Slow-mo | Super steady | Camera settings

Gallery: View pictures | Edit pictures | Play video | Video enhancer | Edit video | Share pictures and videos | Delete pictures and videos | Create movie | Take a screenshot | Screen recorder

Mobile continuity

Link to Windows | Samsung DeX for PC | Call & text on other devices

Other ways of presenting your Table of Contents

Content and structure

1. Cover page or Introduction/ Welcome/ Product overview
2. Table of contents
3. Introduction/Product overview
4. About (how to use the guide)
5. Getting Started
6. Features / Using your
7. A compact summary / “Cheat Sheet”
8. Trouble shooting/FAQ
9. Any other helpful information (e.g. Product specs, Glossary)



Product Overview/ Information

- Product name and version
- Product description
- Overview of features - What your product does (for the reader)

The GIMP (GNU¹ Image Manipulation Program) is a free program to create and edit digital images. You can use the GIMP to touch up photos, lay out web pages, make digital art, produce logos, create animations, and perform many other useful and creative graphic functions. The shadow effect used on the cover title and the screen shots used throughout this tutorial were produced using the GIMP.

The GIMP is available for the Linux, Unix, Windows XP, and Mac OS X operating systems.

Notice that the user guide is written from the reader's perspective – what the product and UG will do FOR the reader, what prior knowledge THE READER needs, etc.

Purpose of the guide

- What does this User guide do for the reader?
- Who is the target audience of the guide?
 - Prior technical knowledge needed/assumed (for the reader) to understand this guide

How to use this guide

- Assumptions/Conventions/Terminology

INTRODUCTION TO PHOTOSHOP



Welcome to the *Adobe Photoshop User Guide*! Choose a topic from the left to find answers, get step-by-step instructions, and develop your skills.

Friendly greeting – gives UG
and Adobe Photoshop a
“voice”, a personality



How to use this UG

Cumulus Linux User Guide

Introducing Cumulus Linux

Cumulus Linux is the first full-featured Linux operating system for the networking industry. The **Debian Jessie**-based, networking-focused distribution runs on hardware produced by a **broad partner ecosystem**, ensuring unmatched customer choice regarding silicon, optics, cables, and systems.

This user guide provides in-depth documentation on the Cumulus Linux installation process, system configuration and management, network solutions, and monitoring and troubleshooting recommendations. In addition, the quick start guide provides an end-to-end setup process to **get you started**.

What's New in Cumulus Linux 3.6.2

Cumulus Linux 3.6.2 contains the following new features, platforms, and improvements:

- **Facebook Voyager** (DWDM) (100G Tomahawk) now generally available
- NCLU commands available for **configuring traditional mode bridges**
- **VRF static route leaking with EVPN** symmetric routing

About the software.
Notice first line
= one-liner
description of
product

About this UG

New features

Addressing the
reader

Notice the language:

Say what your product does, not what it is designed to do

Instead of	Write
<ul style="list-style-type: none">KwikTrans... was designed to was intended to was aimed at has the following aimsThis document aims to describe the main features of...	<ul style="list-style-type: none">KwikTrans produces accurate translations.This service guarantees better results.This machine is 30% faster.This service has the following features: ...This document describes the main features of...

Introduction/Product overview

About the guide

https://www.prismnet.com/~hcexres/textbook/examples/gimp_userguide.pdf

This tutorial gives an overview of some basic digital editing concepts and shows you how to get started using the GIMP.

This tutorial gives you a brief introduction to some digital editing concepts, shows you how to perform basic GIMP operations, and leads you through an example.

The digital editing concepts — working with image files, layers, filters, and color — are explained and then demonstrated in the example that follows. The example gives step-by-step instructions for creating a pencil sketch or drawing from a color photo.

Using the Examples in this Guide

The examples in this guide are formatted with the following conventions:

- **Prompt** – The command prompt is displayed as a dollar sign ('\$'). Do not include the prompt when you type commands.
- **Directory** – When commands must be executed from a specific directory, the directory name is shown before the prompt symbol.
- **User Input** – Command text that you should enter at the command line is formatted as **user input**.
- **Replaceable Text** – Variable text, including names of resources that you choose, or IDs generated by AWS services that you must include in commands, is formatted as **replaceable text**. In multiple line commands or commands where specific keyboard input is required, keyboard commands can also be shown as replaceable text.
- **Output** – Output returned by AWS services is shown beneath user input without any special formatting.

For example, the following command includes user input, replaceable text, and output:

```
$ aws configure
AWS Access Key ID [None]: AKIAIOSFODNN7EXAMPLE
AWS Secret Access Key [None]: wJalrXUtnFEMI/K7MDENG/bPxrFiCYEXAMPLEKEY
Default region name [None]: us-west-2
Default output format [None]: ENTER
```

To use this example, type **aws configure** at the command line and press **Enter**. **aws configure** is the command. This command is interactive, so the AWS CLI outputs lines of texts, prompting you to enter additional information. Enter each of your access keys in turn and press **Enter**. Then, enter a region name in the format shown, press **Enter**, and press **Enter** a final time to skip the output format setting. The final **Enter** command is shown as replaceable text because there is no user input for that line. Otherwise, it would be implied.

Explains formatting conventions used in guide


Illustrate with example

Explains example - so that the reader knows what to pay attention to, and what the example means. Do not leave it to the reader to decipher the point of the example.





About this UG



Explains terminology and main features – does not assume reader automatically knows what app is about

1 Introduction

This guide explains how you can use the Cisco Meeting App to communicate and share information with your colleagues, by creating and using spaces.

spaces are at the heart of the Cisco Meeting App and Cisco Meeting Server setup, unifying voice, video and the web. spaces improve the productivity of individuals and groups, by making it easier to communicate and share information.

1.1 Spaces

A space is a chat board and a persistent virtual video meeting room that a group of people can use at any time, and to which guests can be invited for meetings. spaces are always available; no reservations are required. A space can be created for every project and team in your organization. Team members always have access to the chat conversation so information does not need to be repeated.

Cisco Meeting App users can join space meetings using the device of their choice: laptop (Mac or PC), SIP video conferencing system (desk endpoint or meeting room endpoint), iOS device, or phone for audio only.

Note: You can only create and edit spaces if your administrator has given you permission.

1.2 Space users

There are two types of users of spaces: members and guests. A member of a space has more privileges than a guest to the space.

Members of a space can be:

- users with Cisco Meeting App login, who are added as members of the space

Members can:

- join the space video meeting at any time,
- see who else has joined the space video meeting,
- chat in the space and see past chat messages,
- choose to be notified that chats are occurring in the space,
- edit the space.

Guests can be:

- users internal to your organization, but without a Cisco Meeting App login. You will need to send them an invitation to join your space meeting.
- users internal to your organization with a Cisco Meeting App login, but who are not members of your space. You can either send them an invitation, or you can send them the video address of your space and they can join using the New call button.

Content and structure

1. Cover page or Introduction/ Welcome/ Product overview
2. Table of contents
3. Introduction/Product overview
4. About (how to use the guide)
5. Getting Started
6. Features / Using your...
7. A compact summary / “Cheat Sheet”
8. Trouble shooting/FAQ
9. Any other helpful information (eg Product specs, Glossary)

Getting Started

e.g. Installation instructions, operating systems

e.g. Parts of the Graphical User Interface (GUI) or how to use the Command Line Interface (CLI) - intro to different buttons/windows (“where things are”)

Quick start

1. Ensure you have Java 11 or above installed in your Computer.
2. Download the latest `addressbook.jar` from [here](#).
3. Copy the file to the folder you want to use as the *home folder* for your AddressBook.
4. Double-click the file to start the app. The GUI similar to the below should appear in a few seconds.
Note how the app contains some sample data.

This is what OASIS looks like:

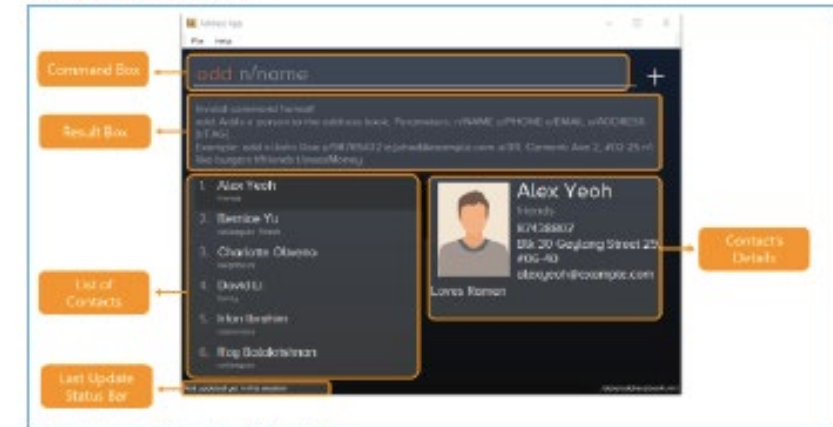


Figure 1. The graphical user interface for OASIS.

Aspect	6 Exemplary	5 Accomplished	4 Proficient	3 Developing	2 Emerging	1 Unacceptable
Front Matters 20%	<p>Fulfils <u>ALL</u> of the following very well:</p> <ol style="list-style-type: none"> 1. Clear and concise user-centric statement of product information (i.e. product description and overview of main features) 2. Clear and concise statement of the purpose of the guide, and the target audience 3. Clear and complete information about how to use the guide (e.g. how to navigate the document, meaning of icons and formatting used) 4. Clear and complete information about how to get started (e.g. installation instructions, operating systems, parts of the GUI, tutorial on how to use CLI) 5. Shows reader consideration by going the extra mile to provide other necessary information, or to make this section welcoming and appealing to the reader 	<p>Fulfils <u>ALL</u> of the following <u>with minor flaws in 1 or 2 parts</u>:</p> <ol style="list-style-type: none"> 1. Clear and concise statement of the purpose of the guide, and the target audience 2. Clear and concise user-centric statement of product information (e.g. product description and overview of main features) 3. Clear and complete information about how to use the guide (e.g. how to navigate the document, meaning of icons and formatting used) 4. Clear and complete information about how to get started (e.g. installation instructions, operating systems, parts of the GUI, how to use CLI) 5. Shows reader consideration by providing other necessary information, or to make this section welcoming and appealing to the reader 	<p>Fulfils the following <u>with some unclear or incomplete parts</u>:</p> <ol style="list-style-type: none"> 1. Statement of the purpose of the guide, and the target audience 2. Statement of product information (e.g. product description and overview of main features) 3. Information about how to use the guide (e.g. how to navigate the document, meaning of icons and formatting used) 4. Information about how to get started (e.g. installation instructions, operating systems, parts of the GUI, how to use CLI) 5. Shows some reader consideration by providing other necessary information, or to make this section welcoming and appealing to the reader 	<p>1.The statement of purpose of guide <u>or</u></p> <p>2. the statement of product information <u>is missing</u>.</p> <p>Fulfils the rest of the following with some unclear or incomplete parts.</p> <ol style="list-style-type: none"> 3. Information about how to get started (e.g. installation instructions, operating systems, parts of the GUI, how to use CLI) 4. Shows some reader consideration by providing other necessary information, or to make this section welcoming and appealing to the reader 	<p>1.The statement of purpose of guide <u>and</u></p> <p>2. the statement of product information <u>are missing</u>.</p> <p>The rest of the following are unclear or incomplete.</p> <ol style="list-style-type: none"> 3. Information about how to get started (e.g. installation instructions, parts of the GUI, tutorial on how to use CLI) 4. Information about how to use the document (e.g. how to navigate the document, meaning of icons/formatting used) 	<p>The following are missing or vague:</p> <ol style="list-style-type: none"> 1. Statement of the purpose of the guide 2. Statement of product information 3. Information about how to get <u>started</u> 4. Information about how to use the <u>document</u>

Content and structure

1. Cover page or Introduction/ Welcome/ Product overview
2. Table of contents
3. Introduction/Product overview
4. About (how to use the guide)
5. Getting started
6. Features / Using your...
7. A compact summary / “Cheat Sheet”
8. Trouble shooting/FAQ
9. Any other helpful information (eg Product specs, Glossary)

Tips on Reader-Centric Content

- Tell the user what **functions** there are, and what they are for - not just how to use them.
- Explain the **problems** being addressed and why users would want to use these features.
- Present the **concepts**, not just the features so that users can understand better

Features/ Implementations

(Instructions and procedures to use various product features)

- **Content:**

- Description of the purpose of the feature/ function/ command
- Step-by-step instructions
 - E.g. What is the expected outcome? (e.g, You will see...)
- Other relevant and helpful information for your reader (e.g. examples, warnings, tips)

- **Delivery:**

- Consistent and effective heading formats (e.g. To do..., Doing..., How to...?)
- One task per section, from basic/simple to more complicated
- One step per sentence/bullet
- Organize information hierarchically, e.g. of order
 - Chronology of use
 - Frequency of use
 - Functional categories
 - Expertise level (beginner vs. expert user)
- Avoid unnecessarily cross-referencing to other parts of the user manual.
- Graphics, visuals and textual cues

Delivery: Compare the following instructions

Removing a Favorite channel

To remove a channel from your list of favorites, highlight it on the *Favorite Channels* screen, then press the *Favorite* (yellow) button, the tick will disappear indicating that the channel has been removed from your list of favorites.

Removing a Favorite channel

To remove a channel from your list of favorites:

1. Highlight the channel on the *Favorite Channels* screen.
2. Press the *Favorite* (yellow) button.

Outcome: The tick disappears. The channel is no longer in your list of favorites.

Delivery

Heading

Removing a Favorite channel

Preface

To remove a channel from your list of favorites:

Numbered instructions

1. Highlight the channel on the *Favorite Channels* screen.
2. Press the *Favorite* (yellow) button.

Outcome

Outcome: The tick disappears. The channel is no longer in your list of favorites.

Reader-Centric Content and Language

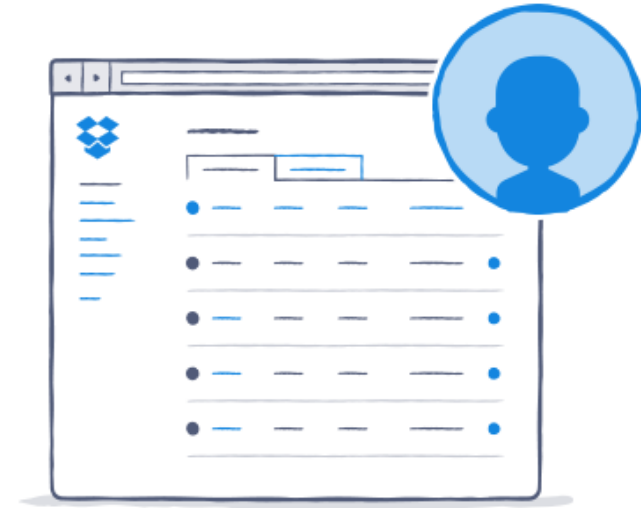
Preface does not merely state “To connect multiple accounts” – too impersonal.

Instead, it explains why user would want to link accounts. Notice use of “you” language to show user benefit.

<https://www.dropbox.com/guide/business/set-up/connect-your-dropboxes>



Connecting your accounts online



Connecting your personal and work accounts on the Dropbox website is the first step towards getting access to both accounts on your linked devices. It also lets you access both personal and work Dropbox accounts from the web without the hassle of logging in and out multiple times.

- 1 Sign in to your Business account on the Dropbox website.
- 2 Click on your name in the top right corner of the page to open your account menu.
- 3 Select **Connect a personal Dropbox**.
- 4 Create a new personal Dropbox, or sign in if you already have an account.
- 5 Review and confirm your settings.



Preface explains how this feature is useful to the user. Again notice use of you language, and emphasis on user-benefit.

Notice use of heading – readers tend to scan text, so section heading in bold and color are helpful.

Notice use of markup – putting command in a color box. Do this consistently throughout the document to help readers identify commands easily.

3.12. Relocating the data file

Are you considering moving Agendum's data files to another file directory? You might want to save your Agendum task list to Dropbox instead, so you can easily access from another device. Agendum offers you the flexibility in choosing where the task list data will be stored. Use the following command:

```
store <new file path>
```

Example:

```
store C:/Dropbox/tasks.xml
```

Your current task list and all future changes will be saved within the folder "C:/Dropbox" in the file named "tasks.xml".



Preface goes beyond the starter-kit expression “To analyze your blog post performance”.

Instead, it explains purpose of this tool/function.

Preface to instructions

How to analyze your blog post performance

Last updated: June 8, 2018

Similar to analyzing your [pages](#), HubSpot provides you with data on your blog and your blog posts' performance. The tool also allows you to:

- See your blog's performance month over month.
- Track which posts are generating the most leads.
- Track your blog subscribers over time.
- Determine which blog authors write the most traffic-generating posts.
- See original source data for posts.
- See how many contacts generated by a post are now customers.
- See SEO suggestions from HubSpot for individual blog posts.

APPLIES TO:

Marketing Hub:

Basic, Pro, Enterprise

Instructions

Follow these instructions to view blog traffic, subscriber counts, and analyze individual post performance.

<https://knowledge.hubspot.com/blog-user-guide-v2/how-to-analyze-your-blog-post-performance>

Editing text

You can edit the text you enter in text fields and cut, copy, or paste text, within or across apps. Some apps don't support editing some or all of the text they display; others may offer their own way to select text you want to work with.

Edit text

- 1 Touch the text you want to edit.


The cursor is inserted where you touched.

The cursor is a blinking vertical bar that indicates where text you type or paste will be inserted. When it first appears, it has an tab you can use to drag the cursor, to move it where you want.

I just picked up my new shoes. I will wear them to spinning class tonight.



If you previously copied text, the Paste panel appears briefly above the cursor: touch the panel to paste (see “Paste text” on page 54)

- 2 Drag the cursor by its tab to the location where you want to edit text.
The tab disappears after a few moments, to get out of your way. To make it reappear, just touch the text again.
- 3 Type, cut, paste, or delete text (as described in this section)
- 4 Touch the Close Keyboard button  when you're done.

Select text

You select text that you want to cut, copy, delete, or replace.

- 1 Touch & hold the text or word you want to select.
The selected text is highlighted, with a tab at each end of the selection.

Preface to instructions



Notice preface uses “you” language and explanation shows attempt to connect with reader, personalize reader experience, to be friendly (compared to merely stating the instructions in a cold and clinical manner, eg “To edit text, follow these steps...”

Source:
pdfstream.manualsonline.com/0/0e26bc9e-3821-4d3f-8498-a5a593dd36cf.pdf

Aspect	6 Exemplary	5 Accomplished	4 Proficient	3 Developing	2 Emerging	1 Unacceptable
Instructions (for implementations) 50%	Fulfils <u>ALL</u> the following very well. 1. Clear and user-centric description of purpose of feature/function/command; 2. Clear and easy-to-follow step-by-step instructions 3. Highly consideration of user needs by providing other relevant and helpful information (e.g. warnings, tips, important note, examples) 4. Clear, relevant, and helpful graphics; visual and/or textual cues are used to indicate which graphic(s) go with which set of instructions 5. Heading, instructions and examples are customized to the application 6. High consideration of user needs by using formatting (e.g. font style, size and colour, mark-ups, callouts, bold, italics) and layout (e.g. white space, alignment) to maximize readability	Fulfils <u>ALL</u> of the following <u>with</u> <u>minor flaws in 1 or 2 parts</u> : 1. Clear and user-centric description of purpose of feature/function/command 2. Clear and easy-to-follow step-by-step instructions 3. High consideration of user needs by providing other relevant and helpful information (e.g. warnings, tips, important note, examples) 4. Clear, relevant, and helpful graphics; visual and/or textual cues are used to indicate which graphic(s) go with which set of instructions 5. Heading, instructions and examples are customized to the application 6. High consideration of user needs by using formatting (e.g. font style, size and colour, mark-ups, callouts, bold, italics) and layout (e.g. white space, alignment) to maximize readability	Fulfils the following <u>with</u> <u>some unclear or insufficient parts</u> : 1. Description of purpose of feature/function/command 2. Step-by-step instructions 3. Consideration of user needs by providing other relevant and helpful information (e.g. warnings, tips, important note, examples) 4. Relevant and helpful graphics; visual and/or textual cues are used to indicate which graphic(s) go with which set of instructions 5. Heading, instructions and examples are customized to the application 6. Consideration of user needs by using formatting (e.g. font style, size and colour, mark-ups, callouts, bold, italics) and layout (e.g. white space, alignment) to maximize readability	1. States purpose of feature/function/command 2. Attempts to provide step-by-step instructions but there are gaps/flaws, and the readers <u>have to</u> figure out some parts on their own 3. Attempts to provide visuals to accompany instructions, but the readers need some time to figure out the visuals, or the visuals are somewhat ineffective 4. Heading, instructions and examples may be generic 5. May not provide warnings, tips, notes, examples even though it is necessary 6. Minimal use of formatting	1. States the command and describes its function 2. Does not provide much step-by-step instructions. 3. Lacks visuals 4. May provide 1 or 2 examples but with minimal explanation.	Provides only the command and either a one-line description, or an example without further explanation.

Content and structure

1. Cover page or Introduction/ Welcome/ Product overview
2. Table of contents
3. Introduction/Product overview
4. About (how to use the guide)
5. Getting Started
6. Features / Using your...
7. A compact summary / “Cheat Sheet”
8. Trouble shooting/FAQ
9. Any other helpful information (e.g. Product specs, Glossary)

A compact summary / “Cheat Sheet” / “Quick Reference Card”

Table 1: Shortcuts for accessing menus

Type this...	...For this
Ctrl+Shift+F	Full Screen
Ctrl+Shift+H	Hide Tools
Ctrl+Shift+T	Main Toolbar
Ctrl+Shift+D	Draw Toolbar
Ctrl+Shift+O	Draw Options
Ctrl+Shift+C	Color Selection
Ctrl+Shift+S	Status Bar

Command summary

Action	Format, Examples
Add	<code>add n/NAME p/PHONE_NUMBER e/EMAIL a/ADDRESS [t/TAG]...</code> e.g., <code>add n/James Ho p/22224444 e/jamesho@example.com a/123, Clementi Rd, 1234665 t/friend t/colleague</code>
Clear	<code>clear</code>
Delete	<code>delete INDEX</code> e.g., <code>delete 3</code>
Edit	<code>edit INDEX [n/NAME] [p/PHONE_NUMBER] [e/EMAIL] [a/ADDRESS] [t/TAG]...</code> e.g., <code>edit 2 n/James Lee e/jameslee@example.com</code>
Find	<code>find KEYWORD [MORE_KEYWORDS]</code> e.g., <code>find James Jake</code>
List	<code>list</code>
Help	<code>help</code>

Content and structure

1. Cover page or Introduction/ Welcome/ Product overview
2. Table of contents
3. Introduction/Product overview
4. About (how to use the guide)
5. Getting Started
6. Features / Using your...
7. A compact summary / “Cheat Sheet”
8. Trouble shooting/FAQ
9. Any other helpful information (e.g. Product specs, Glossary)

FAQ

Q: How do I transfer my data to another Computer?

A: Install the app in the other computer and overwrite the empty data file it creates with the file that contains the data of your previous AddressBook home folder.

Troubleshooting

- FAQs - Predict typical questions/problems that users may have and offer a clear practical solution
- Various formats:
 - Why does...?
 - There is no...
 - Table with error message/problem, reason and solution

Message	Possible reason	What to do now
Please insert your Viewing Card.	There is no viewing card in the 'Viewing Card' slot in your digibox.	Insert your viewing card into the 'Viewing Card' slot.
You have entered your PIN incorrectly three times. PIN is now blocked for 10 minutes.	Your PIN has been entered incorrectly three times in a row.	You will not be able to access anything that needs a PIN for 10 minutes. If you have forgotten your PIN, call your broadcaster's helpdesk. To retrieve your broadcaster's helpdesk number, select the <i>Telephone Numbers</i> option on the <i>Services</i> screen.

OR

Problem	Possible reason	What to do now
You can't find the remote control.		Use the buttons on the front of your digibox. You can perform most digibox functions using these buttons.

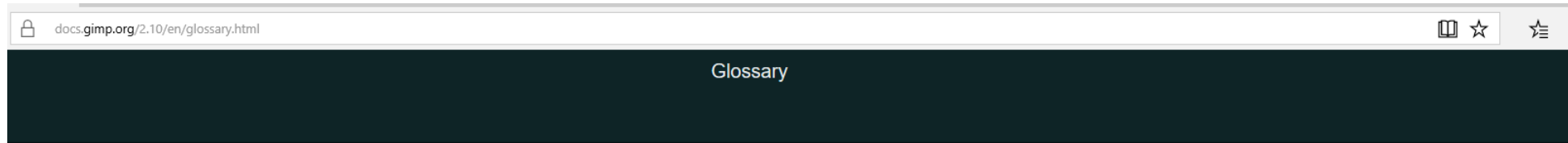
Leave cell empty is
not relevant/not
necessary to fill in



Content and structure

1. Cover page or Introduction/ Welcome/ Product overview
 2. Table of contents
 3. Introduction/Product overview
 4. About (how to use the guide)
 5. Getting started
 6. Features / Using your...
 7. A compact summary / “Cheat Sheet”
 8. Trouble shooting/FAQ
 9. Any other helpful information (e.g. Product specs, Glossary)
-

Any other helpful information (e.g. Product specs, Glossary)



Glossary

Alpha

An Alpha value indicates the transparency of a pixel. Besides its Red, Green and Blue values, a pixel has an alpha value. The smaller the alpha value of a pixel, the more visible the colors below it. A pixel with an alpha value of 0 is completely transparent. A pixel with an alpha value of 255 is fully opaque.

With some image [file formats](#), you can only specify that a pixel is completely transparent or completely opaque. Other file formats allow a variable level of transparency.

Alpha Channel

An alpha [channel](#) of a layer is a grayscale image of the same size as the layer representing its transparency. For each pixel the gray level (a value between 0 and 255) represents the pixel's [Alpha](#) value. An alpha channel can make areas of the layer to appear partially transparent. That's why the background layer has no alpha channel by default.

The image alpha channel, which is displayed in the channels dialog, can be considered as the alpha channel of the final layer when all layers have been merged.

See also [Example for Alpha channel](#).

Antialiasing

Antialiasing is the process of reversing an alias, that is, reducing the "jaggies". Antialiasing produces smoother curves by adjusting the boundary between the background and the pixel region that is being antialiased. Generally, pixel intensities or opacities are changed so that a smoother transition to the background is achieved. With selections, the opacity of the edge of the selection is appropriately reduced.

Any other helpful information (e.g. Product specs, Glossary)

1. General Twitter terms

@username – A username (aka Twitter handle) is how you're identified in Twitter, and is always preceded by the @ symbol. For instance, Audiense's username is @AudienseCo.

- Maximum 15 characters, but the shorter the better so as not to eat into Tweet character counts.

avatar – Your chosen image that appears next to each of your Tweets and helps to quickly identify you. If you don't select an image then your avatar is the default avatar provided by Twitter.

bio – Your bio is a personal description that appears in your profile.

- Maximum 160 characters.

block – If you block a Twitter user, that account will be unable to follow you or add you to their Twitter lists. If they mention you in a Tweet you will not be notified. Blocked accounts will not know that you've blocked them, although they may conclude they are blocked as they won't be able to follow you. You can unblock them at any time.

Direct Message (DM) – Direct Messages are **private** messages sent from one Twitter user to another. You can **only send a DM to a follower** unless the user has checked 'Receive Direct Messages from anyone' in their [Security and privacy](#) settings on twitter.com.

- Maximum 1000 Direct Messages sent per day. *
- Maximum 10 000 Characters per message (including links).

* Make sure you read our [DM Campaigns – Best Practices](#) post.

Note:

CS2103T/CS2113T will run a peer-testing session for your product. Your peers will need to use your UG to operate your software. So, make your UG as user-friendly as possible so that they will be able to easily navigate your software.

Deliverables for UGDG

- Week 10: UGDG in-class peer review
- After peer review
 - Submit peer review reports to LumiNUS
 - Make the necessary revisions to UGDG for your testers
- On Week 13 Friday
 - Submit UGDG final copy to CS2101 AND the distribution of work document.
 - UG is graded in CS2101 – 20%.
 - DG is not graded in CS2101.



****Deadlines for UGDG drafts may be different for CS2103T/CS2113T**

Submissions:



Don't take PDF conversion lightly: To convert the UG/DG/PPP into PDF format, go to the generated page in your project's [github.io](#) site and use [this technique](#) to save as a pdf file. Using other techniques can result in poor quality resolution (will be considered a bug) and unnecessarily large files.

The PDF versions of the UG/DG/PPP should be *usable* by the target readers, even if not as neat/optimized as the Web versions. For example, margins and page breaks need not be optimized but they should not hinder the reader either. Assume some will occasionally choose the PDF version over the Web version e.g, for printing, offline viewing, annotating etc.

Ensure hyperlinks in the pdf files work. Your UG/DG/PPP will be evaluated using PDF files during the PE. Broken/non-working hyperlinks in the PDF files will be considered as bugs and will count against your project score. Again, use the conversion technique given above to ensure links in the PDF files work.

Try the PDF conversion early. If you do it at the last minute, you may not have time to fix any problems in the generated PDF files (such problems are more common than you think).

<https://nus-cs2103-ay2122s2.github.io/website/admin/tp-w13.html>

<https://nus-cs2113-ay2122s2.github.io/website/admin/tp-w13.html>

Important Resources for CA4 User Guide

- CA4 User Guide Info Pack
 - For more information and the rubrics
- Distribution of work (User Guide)
 - For discussion with your group mates and for submission at the end of the semester
- Sample UG excerpt
 - For an idea of how you can write your user guide

What's Next?

Week 5 Session 1	7- 8 Feb	CA2 Oral Presentation 1 Crafting a Professional Resume and Cover Letter (20 mins OP + 10 mins Q&A)	OP1 20%	Peer feedback for OP1
Week 5 Session 2	10-11 Feb	CA2 Oral Presentation 1 Preparing for an Interview (20 mins OP + 10 mins Q&A)		
Week 6 Session 1	14-15 Feb	CA2 Oral Presentation 1 Building credibility at the workplace (20 mins OP + 10 mins Q&A)		
Week 6 Session 2	17-18 Feb	CA2 Oral Presentation 1 Managing conflict and negotiation (20 mins OP + 10 mins Q&A)		