#10: Help and documentation

- Even though it is better if the system can be used without documentation, it may be necessary to provide help and documentation. Any such information should be easy to search, focused on the user's task, list concrete steps to be carried out, and not be too large.

#10: Help and documentation

- **Why?**
  - **Your UI might not be as self-explanatory as you thought**
  - **Structure to support Gulf of Execution:**
    - Easy to search
    - Contain list of actions
    - Focused on user's tasks

#10: Help and documentation
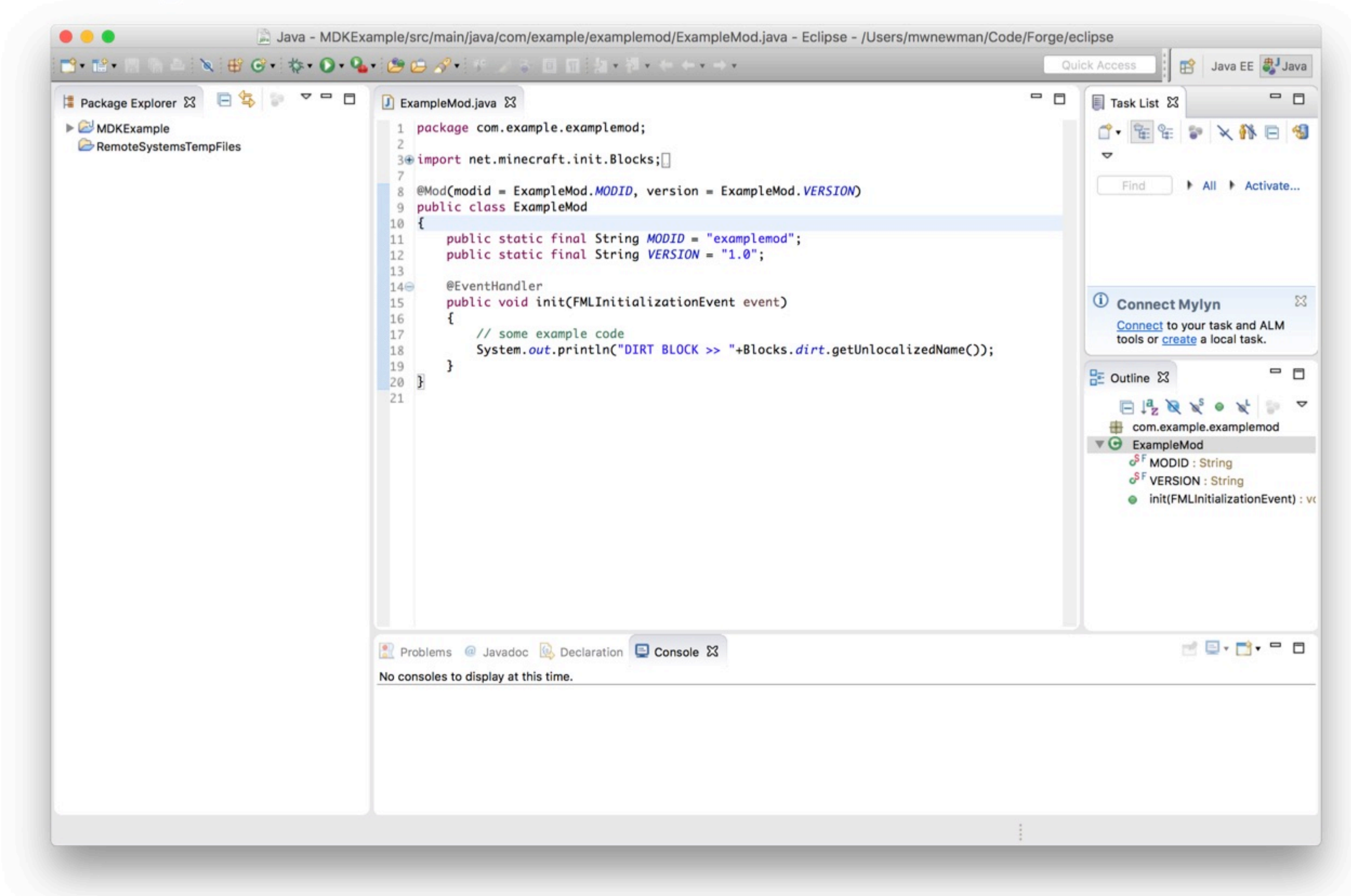
- Focused on user's tasks

- Example: Powerpoint help

#10: Help and documentation

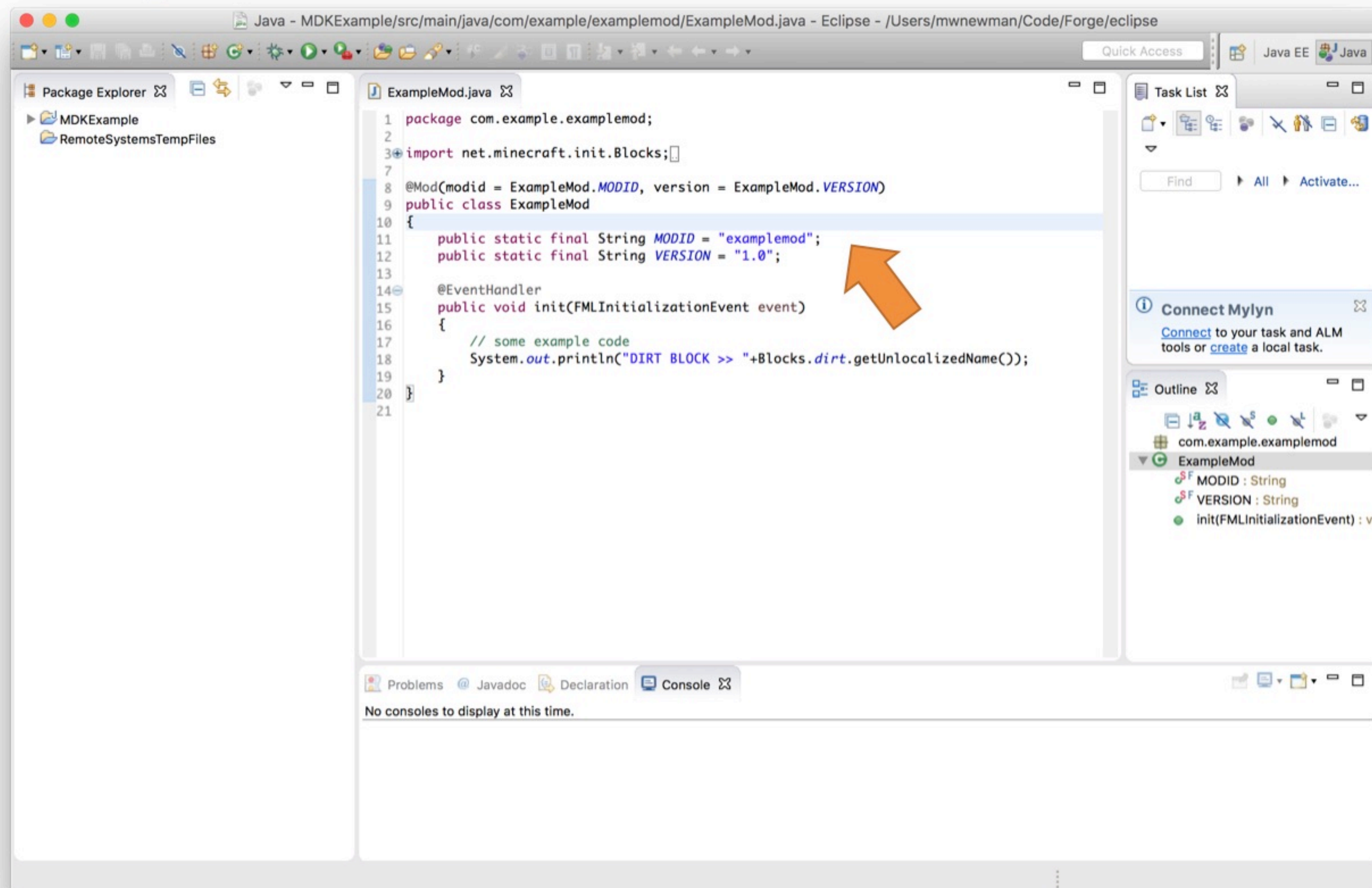- Step-by-step instructions

- Example: Powerpoint help

#10: Help and documentation
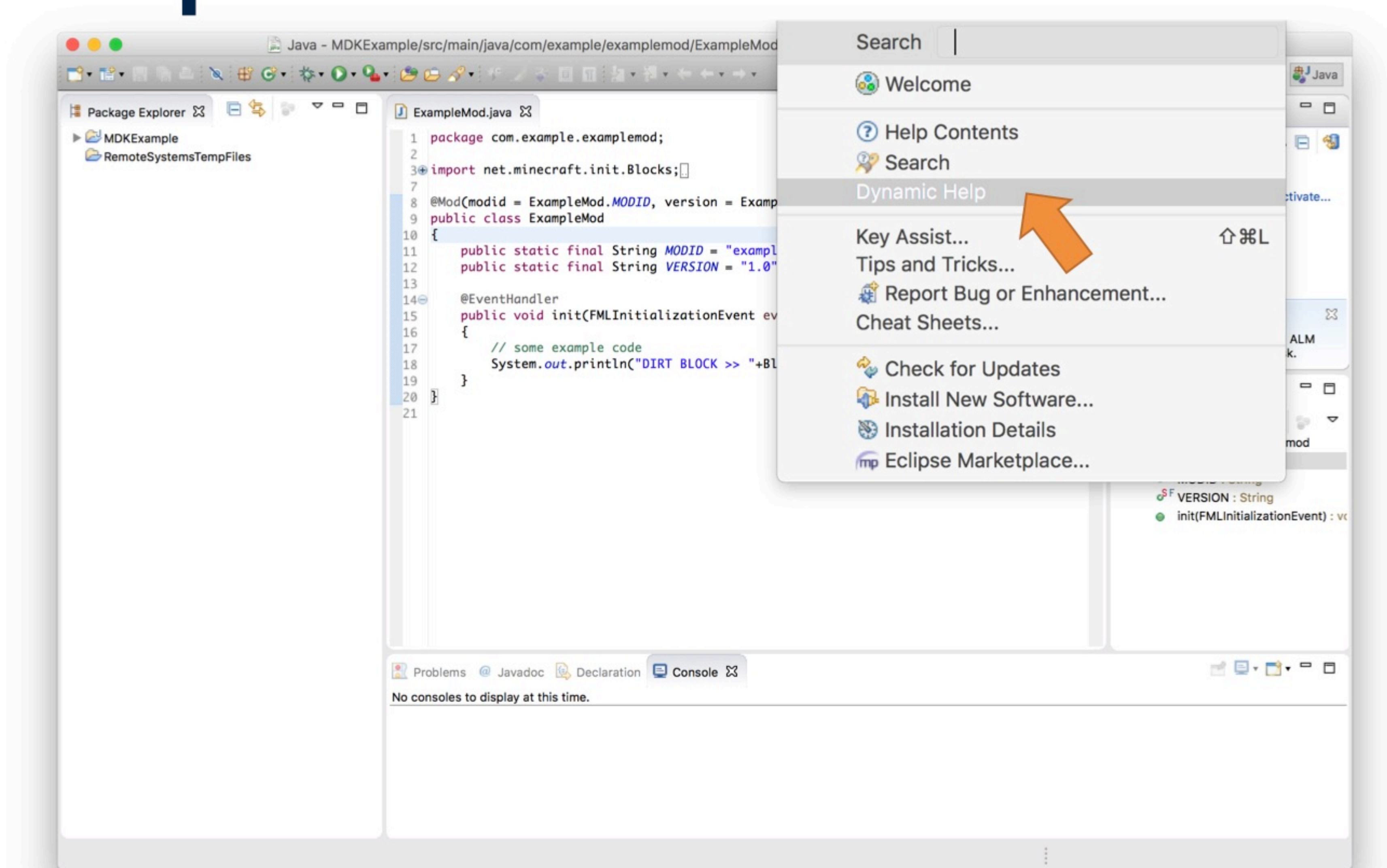
- **Contextual help**

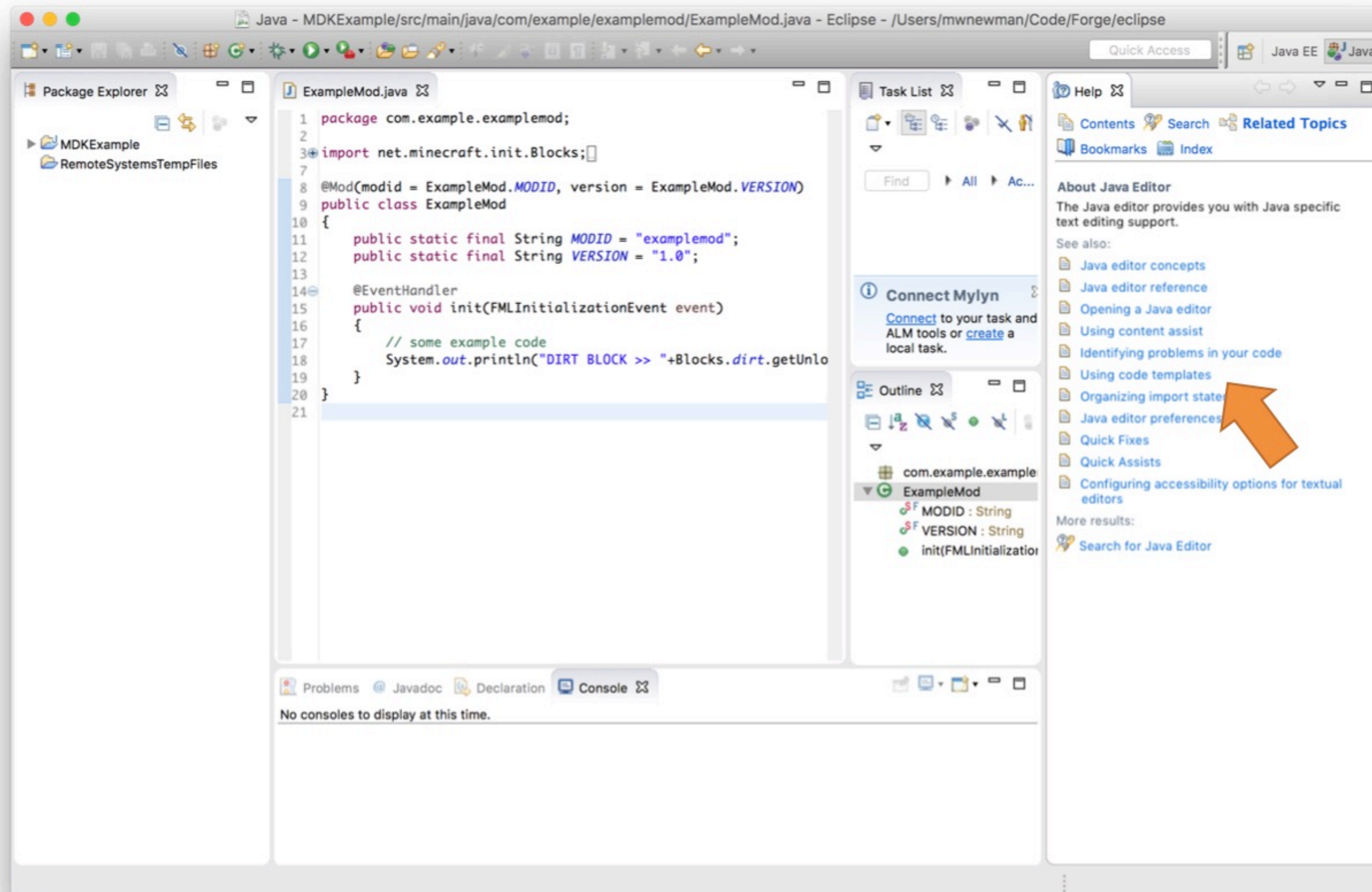- **Example: Eclipse dynamic help**

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- Best if help is not needed
- If required, make sure help is
  - Searchable
  - Task-focused
  - Concrete