

# Midmark RTLS Style Guide for Technical Writing



A supplemental guide to be used for documentation standards not covered by existing corporate guidelines.

# Midmark RTLS Style Guide for Technical Writing



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## Purpose

The purpose of this document is to provide standards not addressed by Brand Policy or Midmark Writing and Grammar Style Guide. Included in this document are guidelines for RoboHelp projects that cover project setup and output procedures.

## Topic Types

Organize content into one of the following topic types:

- Concept – Address who uses the feature and why (i.e., the use case).
- Task – Step-by-step procedures in a numbered list.
- Reference – A table or list of items and their purpose.

## File Naming Convention

Use the word most relevant to the content first, and use camel case to separate words (i.e., no spaces), followed by a topic type descriptor.

- For Concept topics, use the feature name in the file name (e.g., AssetRecord).
- For Task topics, use *Add*, *Update*, or *Delete* at the end of the file name as a descriptor (e.g., AssetRecordUpdate).
- For Reference topics, use *Details* at the end of the file name as a descriptor (e.g., AssetRecordDetails).

## File Extensions

Use a period and lower-case characters when referencing a specific type of file extension (e.g., .pdf)

## Inline Format

Use the following format for inline references to actions, field entries, etc.

- **Actions** – Use bold/strong style when instructing users to click on a button or user interface interaction. Examples:
  - Click **Save**.
  - Go to **Collaborate > Open Connection > AssetTrackingPlatform**.
  - For **Name**, type *AssetTrackingPlatform*.
- **Menus** – Use italic/em style for menu selections. Example:
  - For **Version Control**, select *SharePoint Online*.

- **Window Titles** – Use italic/em style for dialogs and other window or frame titles.  
Example:
  - The *Create a new file* dialog opens.
- **User Input** – Use italic/em style when instructing the user to type a specific word or phrase. Example:
  - For **Name**, type *AssetTrackingPlatform*.

## Lists

### Numbered Lists

Use decimal > lower-alpha > lower-roman format for procedures with secondary steps.

#### Example:

1. Level one
  - a. Level two
  - b. Level two again
    - i. Level three
    - ii. Level three again

Use decimal-only format for reference document items with multiple parts. Also, align the first level with normal content (i.e., do not indent).

#### Example:

1. Level one
  - 1.1. Level two
    - 1.1.1. Level three
    - 1.1.2. Level three again

### Bullet Lists

Use circle > disc > square format for phrases with multiple options.

#### Example:

- Sample phrase with multiple options:

- Option one
- Option two
  - Option two second level

## Procedures

Use the following guidelines when writing step-by-step instructions:

- Start at the highest level, never assume the user knows where to start the procedure from. Example:
  - On the menu bar, go to...
- Use a separate step/number for each step.
- Tell the user what to expect following a step with an action. Example:
  - Click **Start**. The *Start* dialog opens.
- Use a bullet list for single step procedures.
- Use inset bullet lists for steps with multiple options. See the example for [Bullet Lists](#).
- Identify the end of the procedure. Example:
  - The dialog closes to complete the procedure.
- Use right angle brackets (i.e., greater than) for progressive navigation, or a sequence of selections. Example:
  - Go to **Collaborate > Open Connection > AssetTrackingPlatform**.

## RoboHelp Projects

### Cascading Style Sheets

Carina projects are designed to use two style sheets, midmark.css and layout.css. midmark.css contains styles that are applied to the content within a topic. Layout.css is used by the PostBuild script to apply styles to the Responsive HTML output.

### TOCs

Best practice for Table of Content files is to build (or copy) a separate TOC for each output type. Having a separate TOC for project content is in keeping with the single-source

concept. This file can be added to the various output TOCs. The output TOC contains any front matter, landing page, etc. that is exclusive to the output type.

## Glossaries

The Glossary topic of each project should be comprised of terms specific to the project. These are words, phrases and acronyms that a person who is unfamiliar with the project might not understand. Standard industry and technology terms can be omitted to minimize the glossary, making it easier for users to search.

Projects intended for ZenDesk publishing must have a Glossary topic with, or in place of, the RoboHelp Glossary inline feature. The Content Only output used for ZenDesk does not support the inline links of the feature. It is recommended to avoid inserting glossary terms in these projects as it only adds unnecessary XML syntax.

## Word Output Template

A Word template can be generated from the *midmark rtls word template.docx* file and revised to include the project name in the header. A second template is recommended for SME draft reviews. You can add the DRAFT watermark to this template, which is available on the Design tab in Word.

## ZenDesk Publication

Use Content Only output for ZenDesk Publication and use the Content table of contents. ZenDesk articles do not have frontmatter. See the Technical Writing Getting Started guide for instructions on setting up a publication.

## Review Process

The process of content review depends on the target audience. For end user audiences, content is reviewed by the Business Analyst and/or Product Owner. For internal technical documentation, such as implementation guides, content is reviewed by a qualified developer or engineer.

Draft documentation must be in Word unless the reviewer requests another format. Naming convention for the file is either the project name or topic content, followed by the letter D (indicating draft) and the draft number (e.g., ProjectNameD1 for first draft). Each reviewed draft is copied to the SharePoint folder: Asset Tracking Platform > Technical Writer > Reviews.