

Documentation Template & Style Guide



Documentation Template & Style Guide

Overview

The purpose of this document is to outline the style guidelines for any technical document developed by Computing and Technology Services (CTS). These guidelines have been developed to ensure all documentation developed by CTS maintains a consistent uniformity.

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Document Name

The document name is placed in the header section of the document. The name should reflect the topic(s) covered in the document only. Avoid including phrases such as:

- How-to guide
- Installation guide
- Directions
- Step-by-step guide

The document name is styled with 20-point Calibri font, **bold** font weight, and the following color:

 RGB(0, 45, 98)

Example

GlobalProtect VPN

Section Names

The section names included in each technical document are:

- Objective
- Introduction
 - Example of names for this section: What is VPN?, What is Duo?
- Instructions
 - Example of names for this section: How to Install GlobalProtect, How to Enroll in Duo
- FAQs

Each section name is styled with 16-point Calibri font, **bold** font weight and the following color:

 RGB(0, 45, 98)

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Header & Footer

The header section of a document includes the Duquesne University Computing and Technology Services logo, CTS Help Desk's contact information, and document name. The CTS logo is placed in the upper left-hand corner while the contact information is placed in the upper right-hand corner. The document name is center-aligned.

The footer section of a document includes the date the document was last revised as well as page numbers. The date is placed in the lower left-hand corner while the page number is placed in the lower right-hand corner.

All text in the header and footer section is styled with 10-point Calibri font, regular font weight, and the following color:

■ RGB(0, 0, 0)

Objective

The objective section outlines the document's purpose and what topic(s) will be covered. In general, the objective should follow the format below:

This document provides instructions for [insert purpose of document] and contains relevant frequently asked questions (FAQs).

If there is any important information users should be aware of (i.e. you must be enrolled in Duo first, you need OS X 10.12 or later, etc.), include it in this section. This information should be preceded by the text "Note:" in a **bold** font weight.

Example

This document provides instructions for installing the Global Protect VPN Client and contains how-to information for using the VPN client provided by Computing and Technology Services.

Note: Before using Global Protect, please configure your Duo account through the Duo Device Management Portal in DORI.

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Introduction Section (optional)

This section provides a brief introduction to the topic(s) covered in this document. In addition, include any relevant links to CTS policies or web pages.

Example

What is VPN?

A virtual private network (VPN) extends a private network, such as Duquesne's on-campus network, across a public network, such as the Internet. Duquesne's VPN enables users to send and receive data across public networks as if their computing devices were directly connected to network on campus. Applications running while connected to the VPN service therefore benefit from the functionality, security, and management of Duquesne's internal network.

Hyperlinks

If a CTS web page has a shortened URL (ex. <https://duq.edu/about/campus/computing-and-technology/safe-computing/duo-2fa> is shortened to **duq.edu/duo**), include the shortened URL in the text. In addition, hyperlink the entire text to the shortened URL.

If a CTS web page does not have a shortened URL, include the text "click here" and add a hyperlink to the "here" text.

Example

Shortened URL: Before using GlobalProtect, please enroll in two-factor authentication (2FA) with Duo Security tools. For more information, please visit duq.edu/duo.

Non-shortened URL: For more information regarding VPN and its acceptable use, click [here](#).

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Technical Documentation Section

This section provides instructions in a step-by-step format for users. When breaking down steps, each step should include only **one** action item. Steps are listed in a numbered format. If a user is directed to click a button or search for an application, the button/application name is styled with a **bold** font weight.

Example

How to Install GlobalProtect VPN

1. Launch the **Finder** application.
2. Click the **Applications** tab in the Finder window.
3. Double-click to open the **Self Service** applications
4. Select **GlobalProtect** in the list of available software.
5. Click the **Install** button.
6. Enter your MultiPass username and password in the GlobalProtect Sign In window (located in the lower right-hand corner of the screen).
7. Click the **Sign In** button.
8. Approve the **Duo Push** sent to your mobile device for DU VPN.
9. You are now signed in to GlobalProtect VPN.

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FAQs

This section highlights additional how-to information that is beneficial to users. Content in this section is structured in a frequently asked question (FAQ) format.

Questions are represented with the text “Q:” in 12-point Calibri font with a **bold** font weight. Answers are represented with the text “A:” in 12-point Calibri font with a **bold** font weight. Text following the “Q:” and “A:” is in 12-point Calibri font with a regular font weight.

Example

Q: What resources can I access while connected to VPN?

A: Resources that can be accessed while connected VPN off campus include shared drives (such as \\eintesin or \\cifs), Internet Native Banner (INB), Banner Test Environments, and DU Photo Roster.

Q: Can I connect to VPN on campus?

A: A VPN connection can only be established from an off-campus location.

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Styles: Fonts, Colors, and Images

This section details the styles for fonts, colors, and images used in technical documents created by CTS.


Fonts

All text in documentation uses the Calibri font. This includes titles, headings, and text.

- Titles use a 20-point font size and a **bold** font weight.
- Headings use a 16-point font size and a **bold** font weight.
- Paragraph text uses a 12-point font size and a regular font weight.


Colors

Titles and headings are styled with the following color:  RGB(0, 45, 98)

Paragraph text is styled with the following color:  RGB(0, 0, 0)

Images

Images can be included in any of the document's sections. Images are styled as follows:

- No larger than **5 inches wide** or **3.5 inches tall**
- Aligned to the center of the page
- Include a solid border that is **1.5** in border weight and the following color:
 RGB(0, 45, 98)

Example

