**User Manual**

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# **List of Illustrations**

# **Introduction**

# **Information for use of the documentation**

# **Concept of operations**

# **Procedures**

# **Information on software commands**

Documentation shall explain the formats and procedures for user-entered software commands, including required parameters, optional parameters, default options, order of commands, and syntax. Documentation may be provided on the development and maintenance of macros and scripts. Reference mode documentation shall contain a reference listing of all reserved words or commands. Examples should illustrate the use of commands. Documentation shall explain how to interrupt and undo operation during execution of a com- mand and how to restart it, if possible. Documentation shall describe how to recognize that the command has successfully executed or abnormally terminated.

**Error messages and problem resolution**

Documentation should address all known problems in using the software in sufficient detail such that the users can either recover from the problems themselves or clearly report the problem to technical support personnel. Reference mode documentation shall include each error message with an identification of the problem, probable cause, and corrective actions that the user should take. A quick reference card may address error messages by referring the user to more detailed reference documentation. The documentation on resolving problems shall also include contact information for reporting problems with software or its documentation and suggesting improvements.

# **Navigational features**

Features for navigation include chapter and topic headings; page or screen titles; chapter, title, page, and screen numbers; tabs; page headers and footers; bookmarks; jumps (links); cross references; navigational icons; and buttons. Features for navigation shall be provided such that users can determine their location within the printed or electronic document and all of the locations to which they can move from their current location. Documentation shall include explanations of system- and document-specific navigational features. In printed documentation, each page shall have a unique page number. In electronic documentation, each page or screen shall have a unique identifier (alphanumeric and/or caption) accessible to the user. Navigation features shall allow documentation users to go to the following locations:

— Back, to return to the section/page most recently jumped from (linked)

— Next, next logical topic/page in the sequence of topics (if any)

— Previous, logical topic/page just prior to the one being viewed (if any)

— Table of contents (if any)

— Index (if any)

Navigation features shall use consistent formats for typography such as underscored links, color, or graphics to distinguish them from plain text. Navigation features should remain accessible in a static location if elec- tronic documentation allows scrolling through the text.

Jumps (links) shall provide a clear indication of the destination of the link. For example, use “More trouble-

shooting tips” rather than “Click here.” Links should provide information that the user expects in one jump, rather than requiring a link to another link that has the sought information. If the destination is outside the documentation, the documentation should provide users with an alternate way of locating the information, in case the link has been broken or the destination removed. Links between related topics shall be bi- directional, so that whichever topic the users access first, they can jump to the related information on the other topic.

Electronic reference mode documentation shall be accessible from the software it documents, and shall pro- vide a clear means of exiting the documentation and returning to the software. Software may be linked to online help, tutorials, or reference mode documentation in various ways, such as the following:

* Through a help menu linked to a listing of topics or a point of entry to the help system
* Through help buttons on the software screens providing information on a particular topic (dialog box and field level help)
* Through context-sensitive help and pop-up text (tool tips)

# **Search Capability**

Electronic documentation shall provide a method of locating words in the text. Electronic search capabilities may include full text search of the document or document set; search for words in illustrations; keyword search; finding a text string in the current topic; a Boolean search; and the restriction of a search to specific chapters, topics, or pages.