



Technical Documentation

Providing end user documentation for your desktop and Web-based applications is a key factor in the success of deploying a new system. Creating a practical, comprehensive, and well-organized end user guide is essential component in staff training and acceptance of a new system – regardless of how well system is designed. When deploying a new system, end users will always have questions. Providing a detailed, tangible reference for them is essential.

End User Documentation

The following sample is from a User Guide for a Web-based database application. It includes a page from the Table of Contents and an instructional page. Each instructional page includes an introduction and explanation of the topic, and then step-by-step instructions as to how to use the feature.

Sample Table of Contents Page

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Sample Instructional Page

Logging In

In order to access any component of the WMS, a valid e-mail address and password must be entered. When logging in for the first time, you must supply a security question and answer. The answer to that security question is stored securely in the database, but is never displayed to any user, BC, or System Administrator. In the event you forget your password, the security question is used to provide another password.

To Log In:

1. Type your **E-mail Address** (e.g., jdoe@abc.com).
2. Type your **Password**.
- The password displays as bullets.



3. Click the **LOG IN** button.
- The WMS Log in screen uses SSL encryption to protect your e-mail address and password.
- The first time you log in to the WMS, a security question and answer must be supplied. Refer to [Selecting a Security Question and Answer](#) on page 8 for more information.
- If you have logged in to the system before and have forgotten your password, click the **Forgot your password?** link. This option displays the security question. After answering the security question correctly, the system generates a new password and logs you in to the system. Refer to [Forgot Your Password?](#) on page 12 for more information.

Topic introduction.

Step-by-Step instructions as to how to use the feature.



Database Documentation

Documentation is an essential road map to a database. Without proper documentation, the purpose and functionality of a database becomes increasingly more difficult to administer and maintain. Creating a database dictionary outlines the structure and properties of database objects.