

## 5 STEPS TO

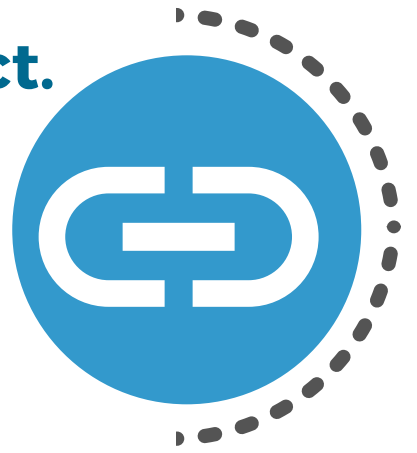
# BETTER INSTRUCTIONS

for user manuals, how-to content, training

# 1

### Tell users what to expect.

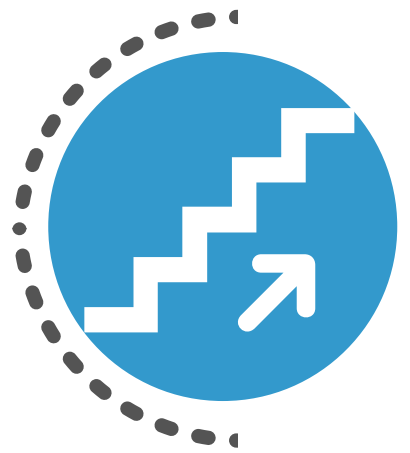
- What's included in the instructions?
- Provide links to specific topics.
- Let them know where to find help.



# 2

### Use logical steps.

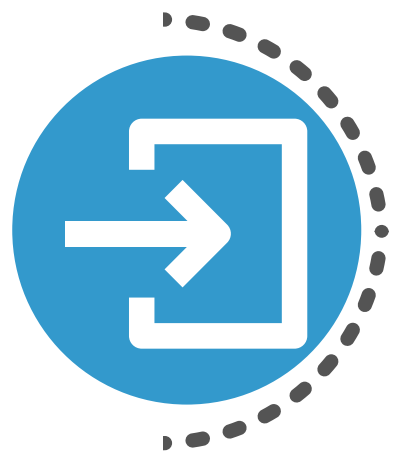
- Include each step in the process.
- Do not assume all users know the next step.
- Follow the process in the order users experience it.



# 3

### Tell users what to do.

- Include even basic steps, such as 'Hit Enter.'
- Adjust steps for different factors (Mac vs Windows)
- Provide technical support contact information



# 4

### Give learning options.

- Consider different learning styles.
- Include written documentation.
- Offer video and audio options.



# 5

### Be visual.

- Include images and graphic illustrations.
- Use video demonstrations.
- Include screenshots of what user sees.

