Onboarding Manuals

- Paper or online?
- How much information?
- Is it read?

Design

- Do you have a standard template for documentation?

- Who designs your format? IT? Marketing?

- Colors – Firm standard or different?

Documentation Mailings/Distribution?

- Regular mailings?
- About what?

Classroom Materials?

- Do you provide handouts?
- Do you use instructor guides?
- Do users want take-away materials?

Print or Online Documentation?

- Which do you provide?
- Tips and tricks?

Mobile Documentation?

- Do you provide documentation for iPads or smart phones?
- Have you tried e-pub?
- Tips for best results?

RoboHelp?

- Do you use Adobe's RoboHelp?
- Do you use Flare?
- Do you use "merged projects"?

Basics of RoboHelp

- Authoring tool – can publish in WebHelp
- Can incorporate a variety of items – PDFs, Captivate, import Word documents.
- Tips and tricks for using RoboHelp