

MIN How to have a better day at work

PRESENTED BY

Daniel Ferguson



TIP #1: DISABLE AUTO-RELOAD

File > Options > General > Auto-Reload Documents

TIP #2: GRASP THE POWER OF

Vet!

TIP #3: ASK TWO SIMPLE QUESTIONS EVERY DAY

- What went well for me today?
- What's going to go well for me tomorrow?

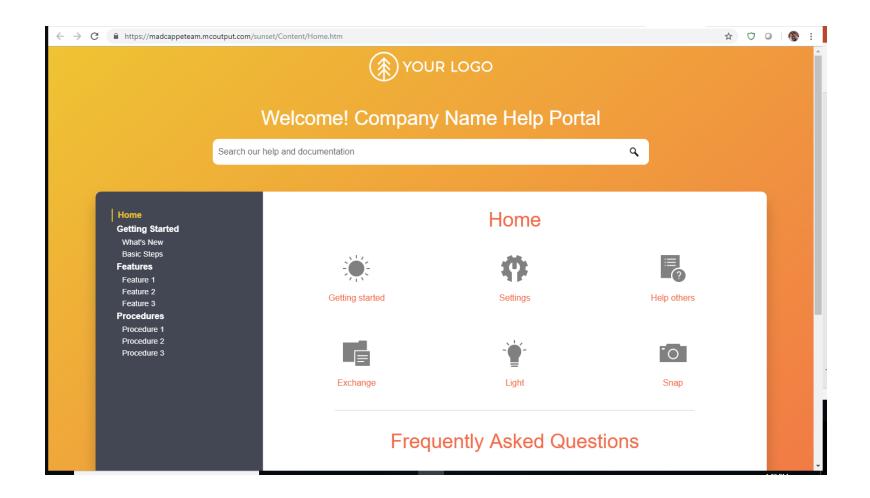


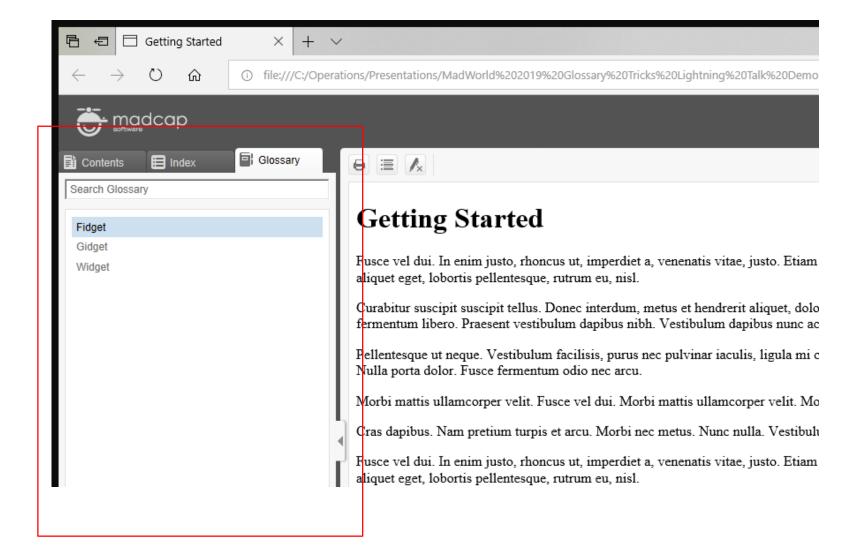
No Glossary Tab? No Problem

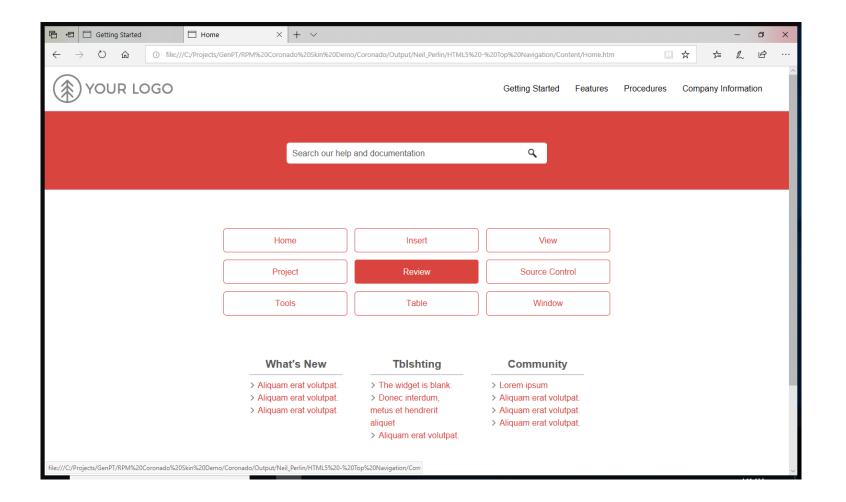
PRESENTED BY

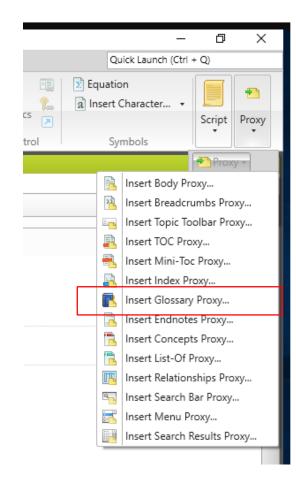
Neil Perlin



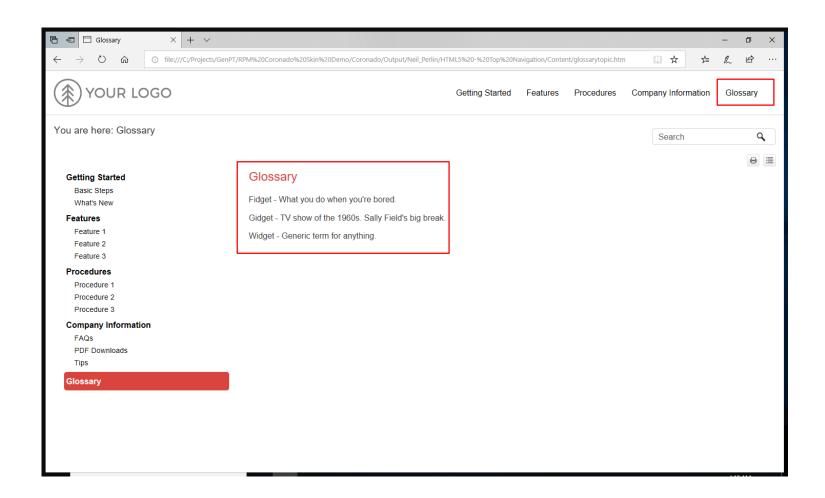








HYPERLINKS



Glossary Entry Demo Topic

I decided to reheat the widget after starting to fidget while watching Gidget.

Glossary Entry Demo Topic

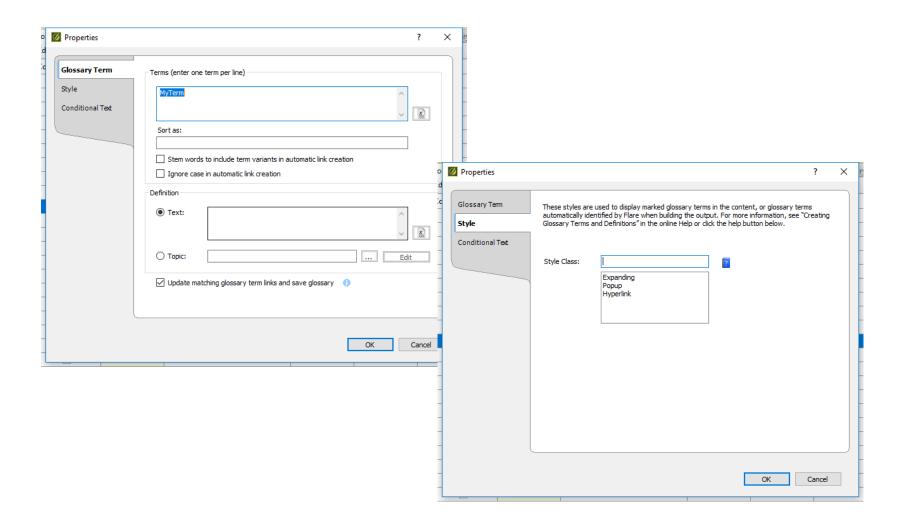
I decided to reheat the widget

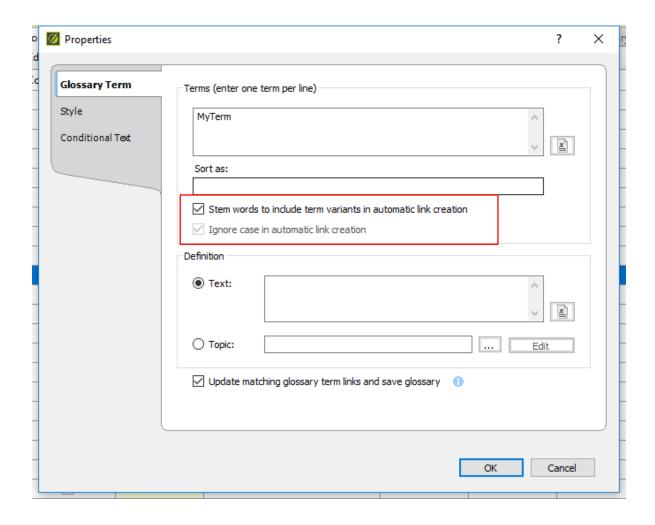
after starting to fidget

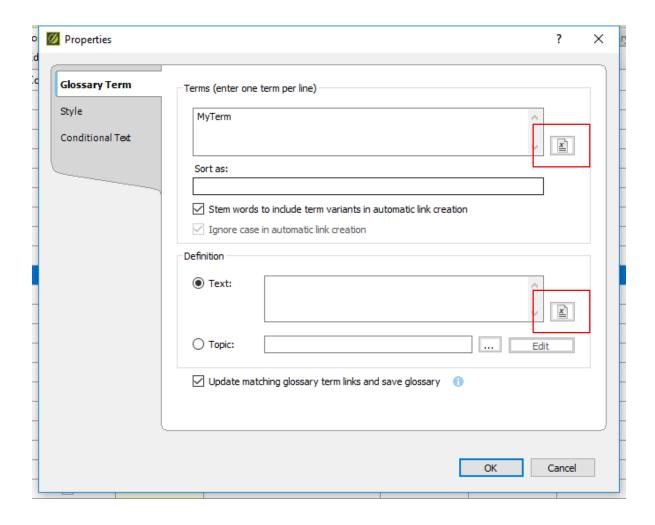
while watching Gidget

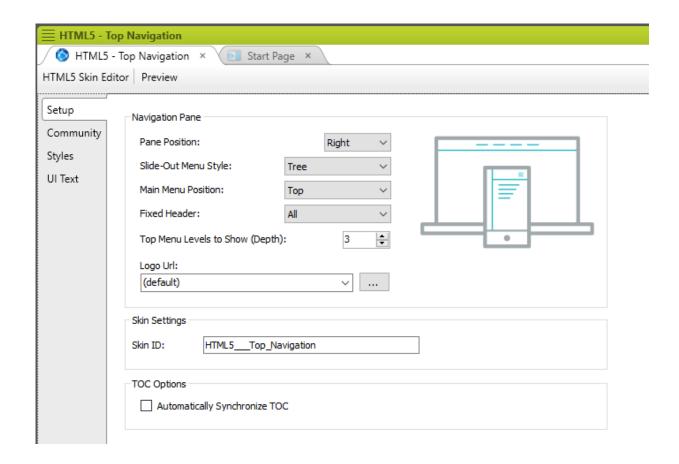
...

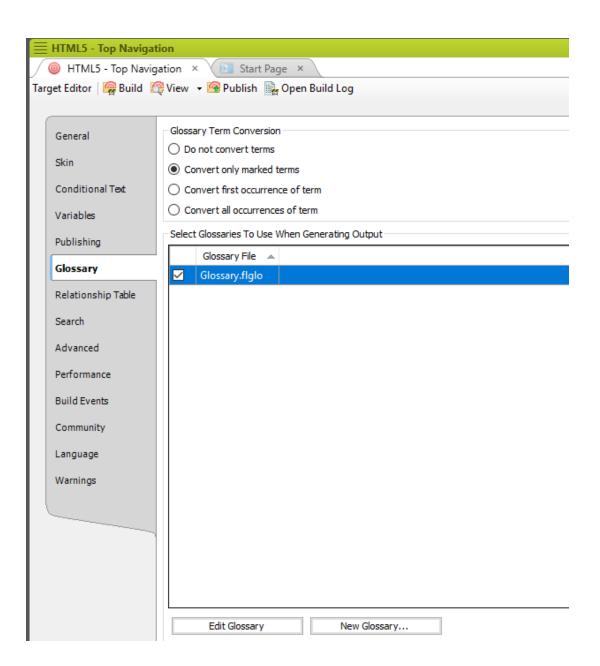
TV show of the 1960s. Sally Field's big break.

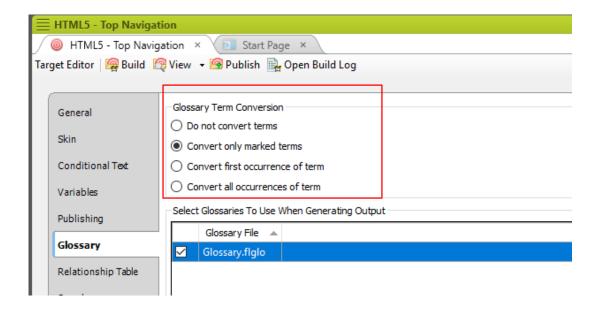


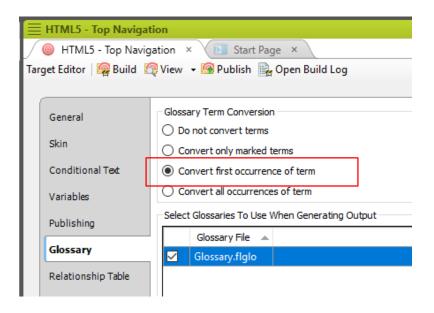


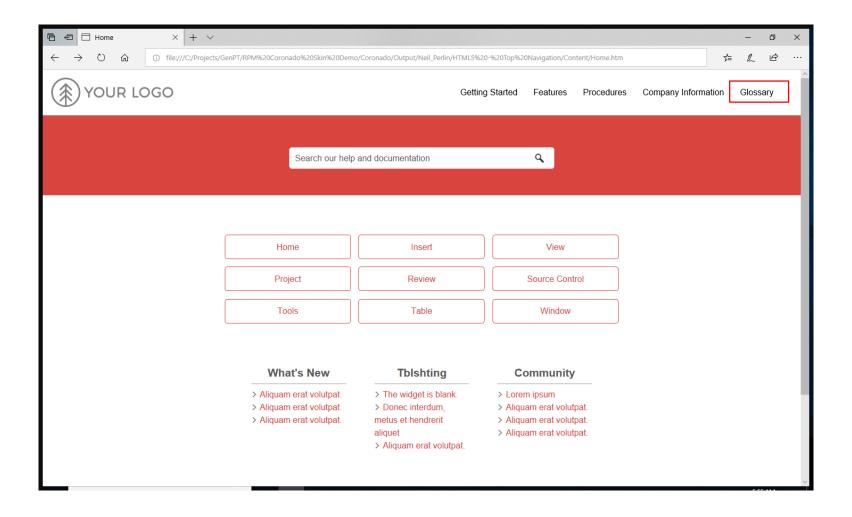












Glossary Entry Demo Topic

I decided to reheat the widget

after starting to fidget

while watching Gidget

.

TV show of the 1960s. Sally Field's big break.

 Θ

Glossary Entry Demo Topic

I decided to reheat the widget ① after starting to fidget ① while watching Gidget ①. And here's another sentence that also uses the words widget ①, fidget ②, and Gidget ②.

And here are widget D, fidget D, and Gidget D again.

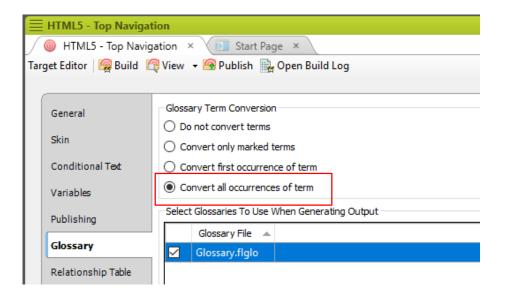


I decided to reheat the widget ① after starting to fidget ① while watching Gidget ①. And here's another sentence that also uses the words widget ②, fidget ②, and Gidget ②.

Here's some plain text just to add some space. And a little more. And so on.

And here are widget D, fidget D, and Gidget D again.

0



Thank you... Questions Later



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Improving Search: Quick Fix Tips

PRESENTED BY

Denise Kadilak, Blackbaud Inc.



RETURNED TO OUR FEEDBACK SERVICE

Click the Search.html link to view search term used

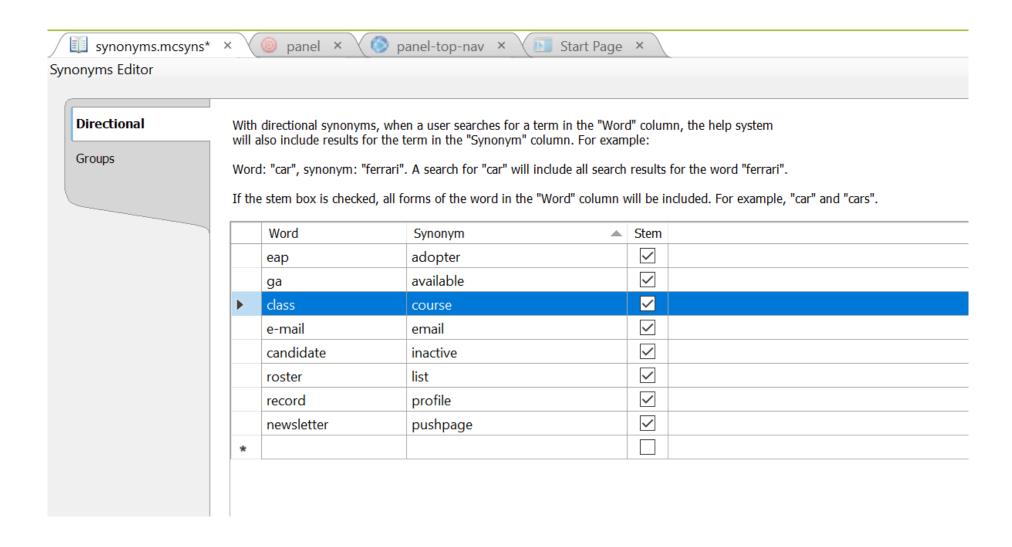
Article	Helpful?	Quick Feedback
Search.html	No	Not relevant
Additional Feedback		

SEARCH TERM

Search term used displays



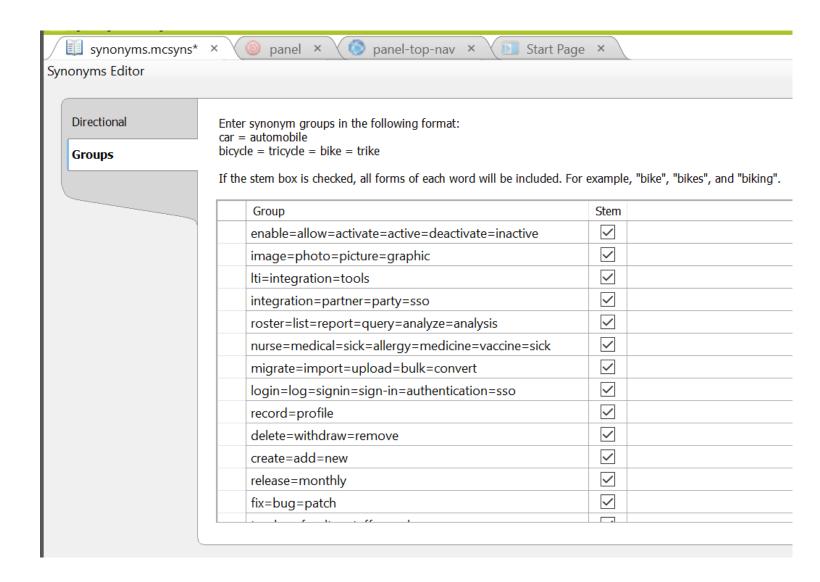
ADD A DIRECTIONAL SYNONYM



IMPROVED SEARCH RESULTS

add class Your search for "add class" returned 165 result(s). Create a Course Section Through Academics, group managers are able to create a course section. Here's how to accomplish that. Ims-create-course-section.html **Departments and Courses** How to manually add departments and courses. bb-core-departments-courses.html **Academic Offer Courses** Step by step instructions on how to offer a course in Academic. lms-offer-courses.html Create Grade Plans Standard and assessment grade plans determine what grades teachers will enter, per grading term. sis-grade-plans.html **Course Request Settings** You must first establish the course request settings before course requests can be made. sis-course-request-settings.html

YOU CAN ALSO CREATE SYNONYM GROUPS!



ADD SYNONYMS TO FLARE PROJECT

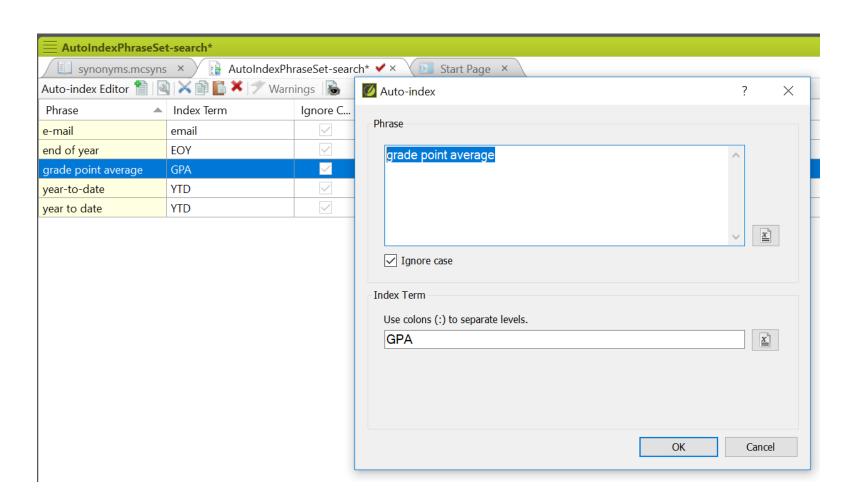
- From Project Organizer in Flare, right-click on the Advanced folder.
- 2. Select Add Synonym File.
- 3. From the Add file screen, select **New from template**, give it a **File name**, and click **Add**.
- 4. The Synonym editor appears, and you can start adding your words or group of words.

ADD SYNONYMS TO FLARE PROJECT

- After you create synonyms in Flare they are automatically applied at the project level.
- All targets incorporate them when you generate and publish new Flare output.
- Merged project synonym files remain separate for example, if you create synonyms in project A but not in project B, only the topics from project A use the synonyms when users perform searches in the output.

ADD PHASES TO SEARCH

- The synonym file can only use a single word to improve your search results
- However, if you create an Auto-index file you can select a phrase to point to an index term, allowing the search to include the phrase in the search process.



ADD PHASES TO SEARCH

- Under the Project Organizer, right-click on the Advanced folder.
- 2. Select Add Auto-index Phrase Set, and create a file.
- 3. You can then create a new phrase set and point it to an index term.

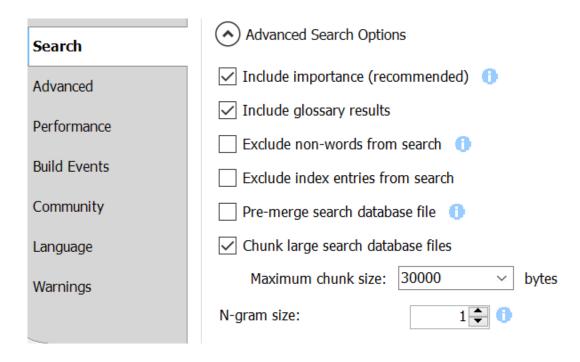
MADCAP SEARCH – OUT OF THE BOX

Looks like this:

General Skin	Search Engine Type: MadCap Search
Conditional Text	Search Results
Variables	Results per page: 20 🖨
Publishing	Abstract character limit: 300
Glossary	Partial word searching
Relationship Table	Minimum word size:
Search	Advanced Search Options
Advanced	Sitemap
Performance	Generate sitemap
Build Events	Web URL:
Community	

MADCAP SEARCH – OUT OF THE BOX

Looks like this:



MADCAP SEARCH – EDITS TO CONSIDER

- Add a Sitemap helps with search engine optimization(SEO), making it easier for search indexing services to find your output, improving results.
 - Sample: https://www.blackbaud.com/files/support/howto/coveo/fenxt/

RESOURCES

- Search Guide PDF
- Customize results page blog post
- About search online help
- denise.kadilak@Blackbaud.com my email



Lightning Talk: Syntax Snippets

PRESENTED BY

Chelsea Santos

GOALS

- Leverage Flare features to improve training
- Round up and consolidate examples from our guides
 - Replace whole-guide examples
 - Supplement Acrolinx and Documentation Bible
- Provide a template written to current standards
 - Cover common examples and use cases
 - Single source of truth for "how to write it"

WHAT ARE SYNTAX SNIPPETS?

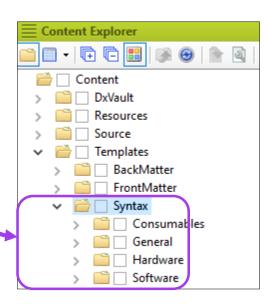
- Templates with preset styles, conditions, and text
- Inline instructions for additional guidance
- In-project help
- Content that is:
 - Recent
 - Usability-tested
 - Reflects where the technology is going

SNIPPETS VS. SYNTAX SNIPPETS

- Functionally the same
 - Both are *.flsnp files
- "Regular" snippets
 - Reside in Resources | Snippets
 - Are used as is
- Syntax snippets
 - Reside in a Templates folder
 - Are customized

EASY ACCESS

- Authored in a master repository
- Accessed in child repositories
- Syntax folder contains four subfolders
- File names start with keywords
 - AirDry.flsnp
 - Reagents_dilute.flsnp
 - Options_pick-one.flsnp
 - Options_pick-any.flsnp



PROMOTING GOOD WRITING

Consistency

- Promotes learning
- Sets expectations
- Reduces ambiguity
- Promotes safe product use
- Is professional

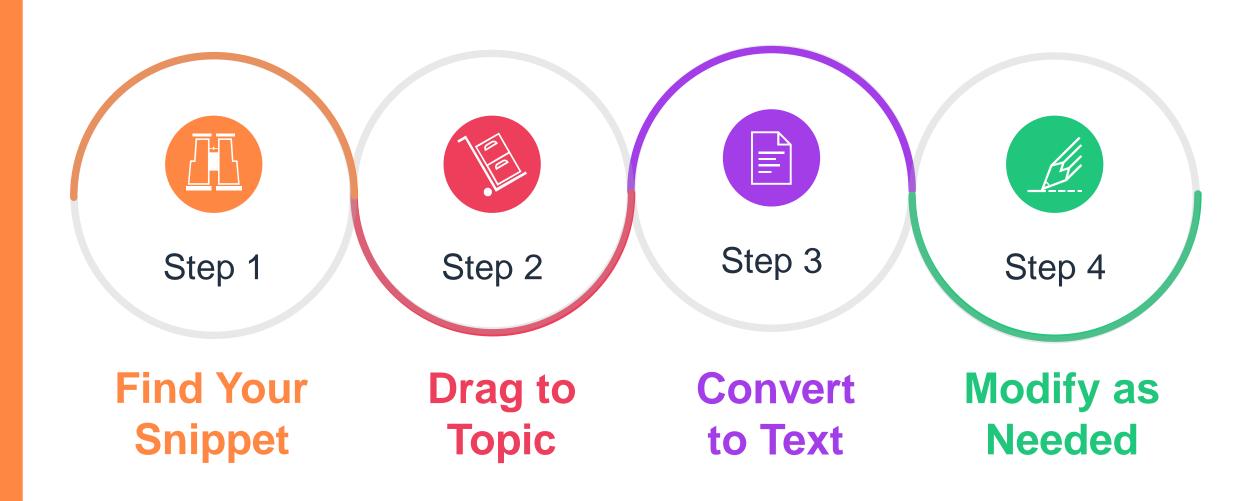
Training

- Closes knowledge gaps
- Efficient (no looking up or maintaining examples)

Values

"We are relentless in the creation of great products"

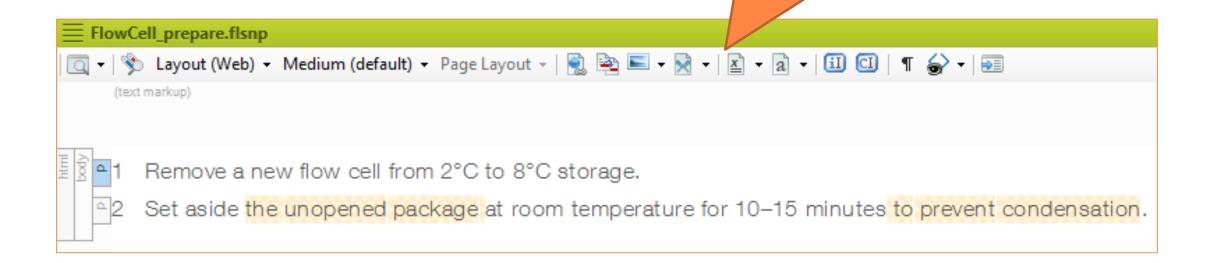
HOW TO USE SYNTAX SNIPPETS



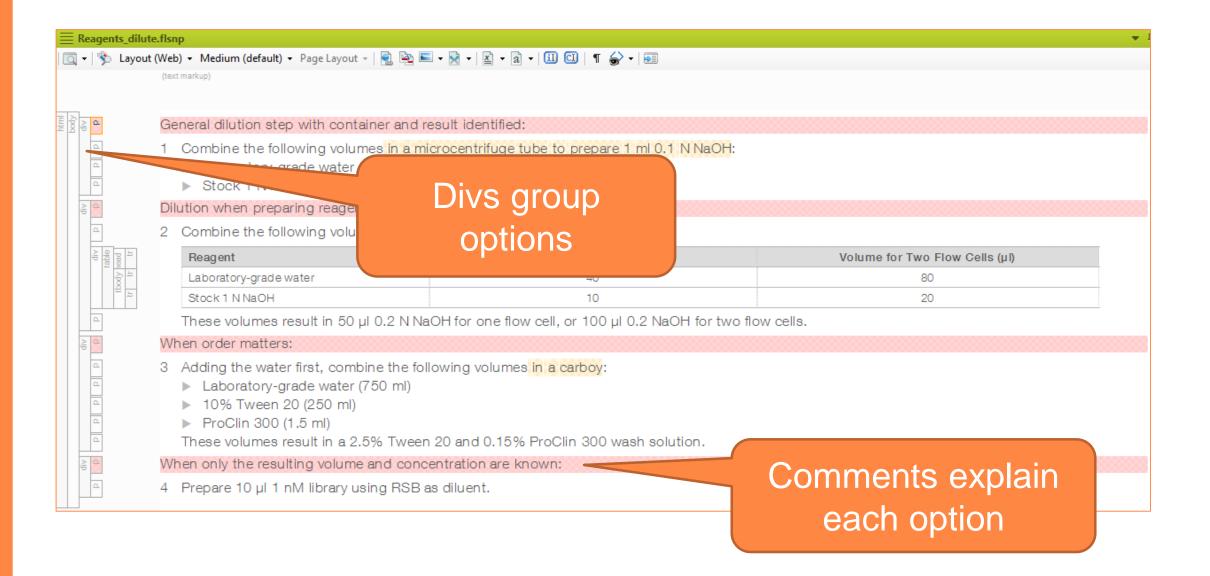
Examples

NOTHING BUT CONTENT

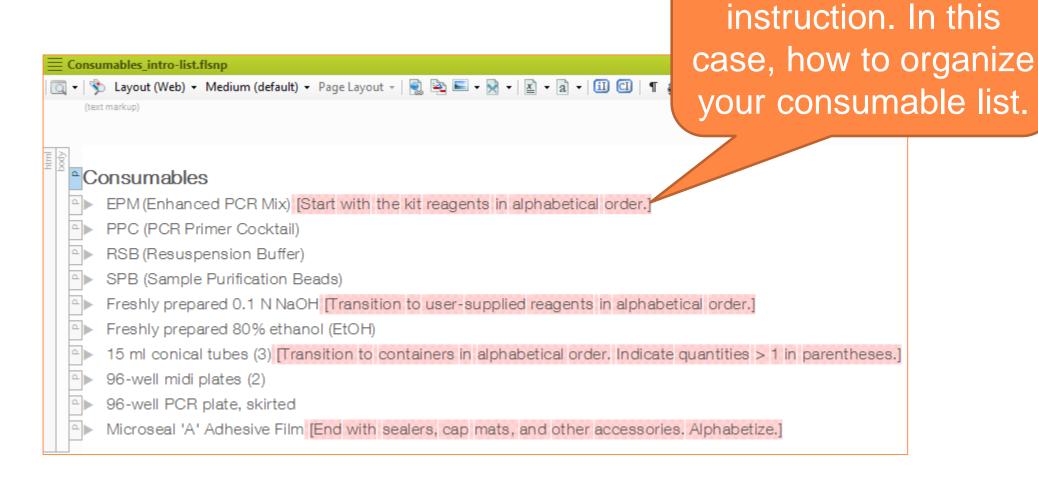
Self-evident snippets like this one do not have instructional text or options



MULTIPLE OPTIONS IN ONE SNIPPET

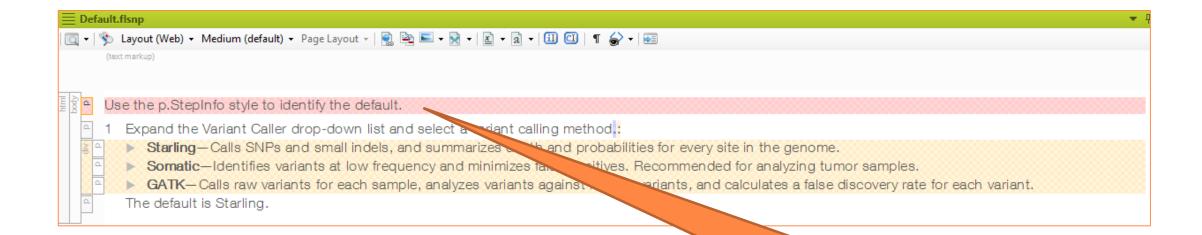


INLINE INSTRUCTION



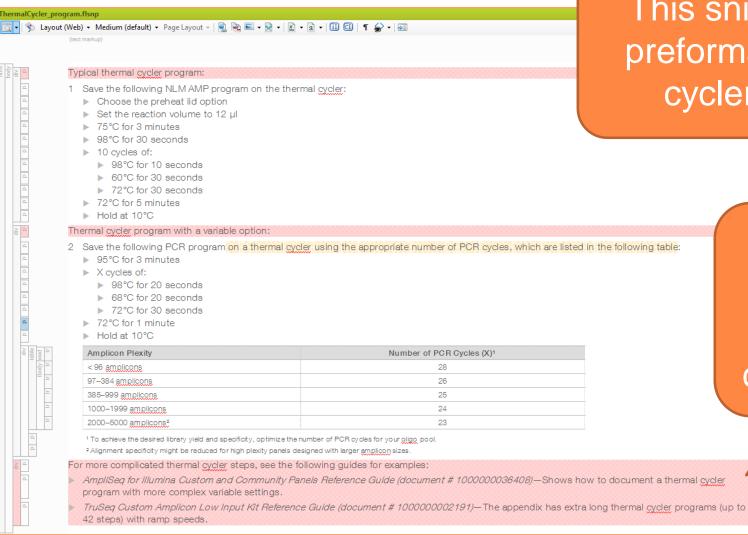
Comments provide

INTRODUCTORY INSTRUCTION



This snippet shows how to write and style default software settings

FURTHER READING



This snippet has two preformatted thermal cycler programs

Comments direct you to examples for less common, more complicated programs

Thank You!

Chelsea Santos, Content Architect, csantos2@illumina.com

Answer Keys for Printed Training Manuals

PRESENTED BY

Sandra Wheeler



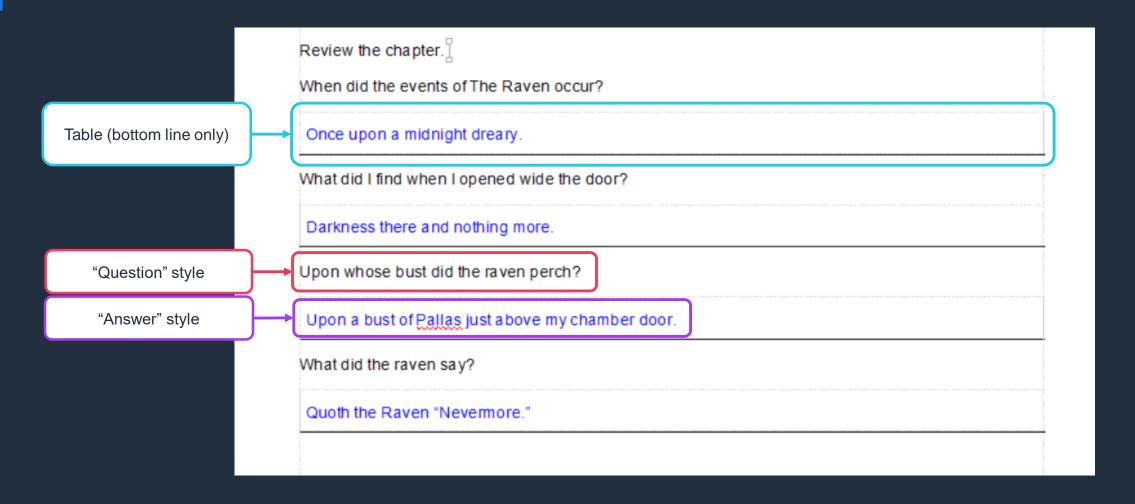
THE SITUATION

- Printed training manuals for a live class.
- Student and Instructor versions share content within the same project file.
- Student book shows blanks, allowing students to write in their answers.
- Instructor book shows all answers throughout the book.
- Both books must include an answer key with all answers.

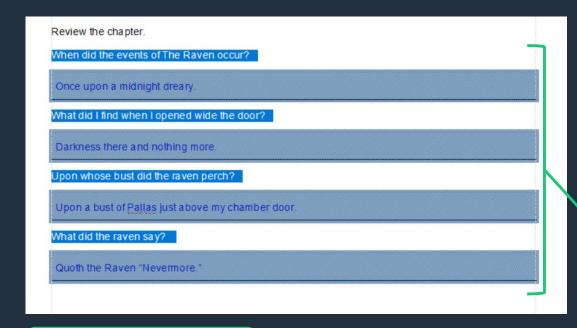
THE CHALLENGE

- The answer key should auto-populate with changes from activities and tests, to minimize maintenance.
- If answers are conditioned out for students, they also disappear in the answer key.

CREATING THE ANSWER KEY



ADD ACTIVITIES TO ANSWER KEY

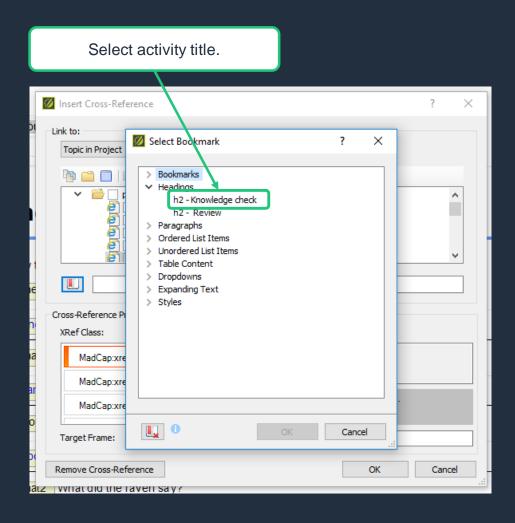


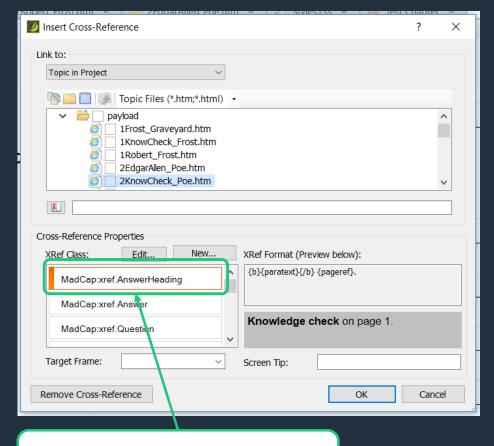
Copy activity from chapter.

Paste into answer key.
This maintains the table layout.



LINK ACTIVITY NAME AND PAGE

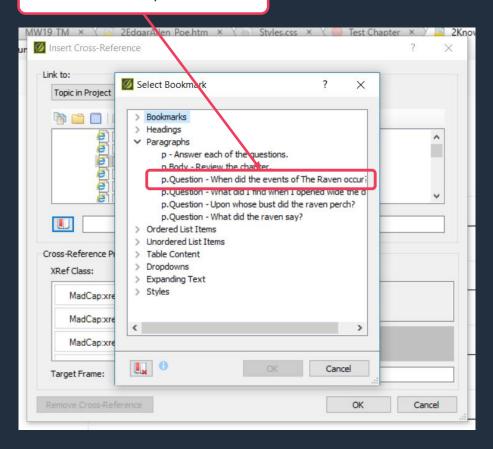


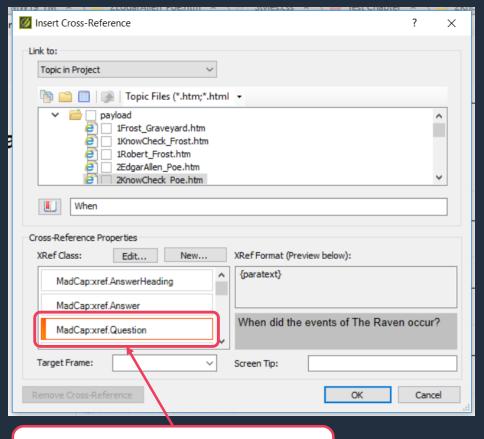


Use cross-reference style to display heading and page number as plain text.

LINK QUESTIONS

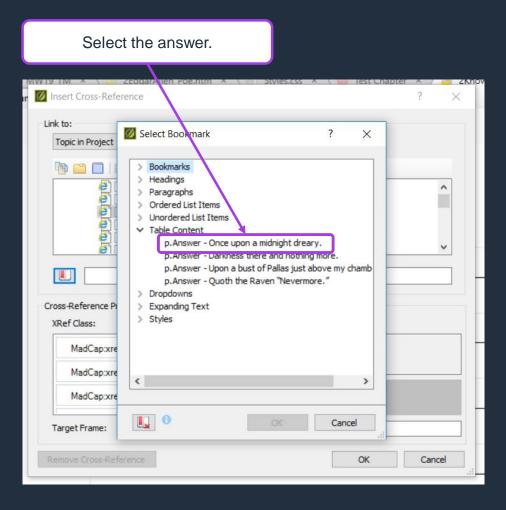
Select the question.

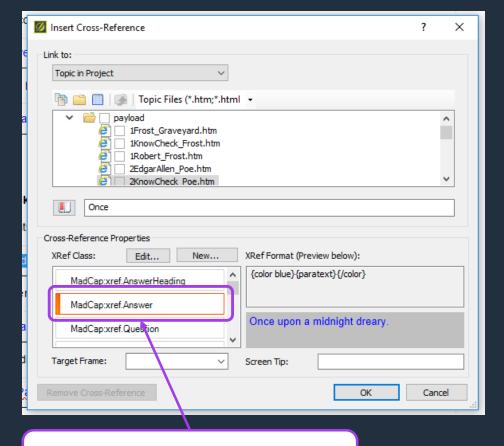




Use cross-reference style to display question as plain text.

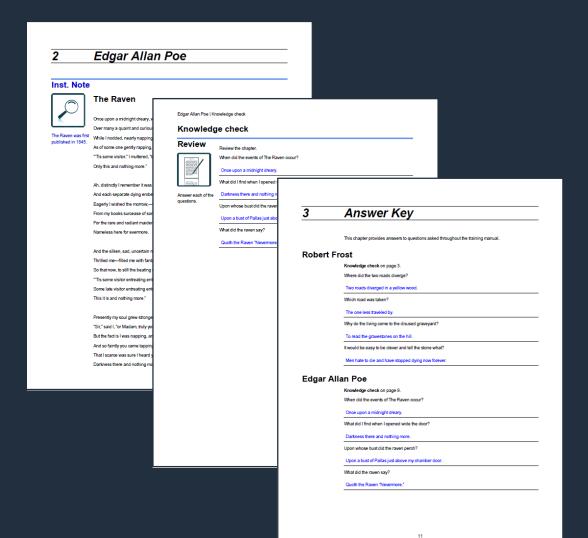
LINK ANSWERS

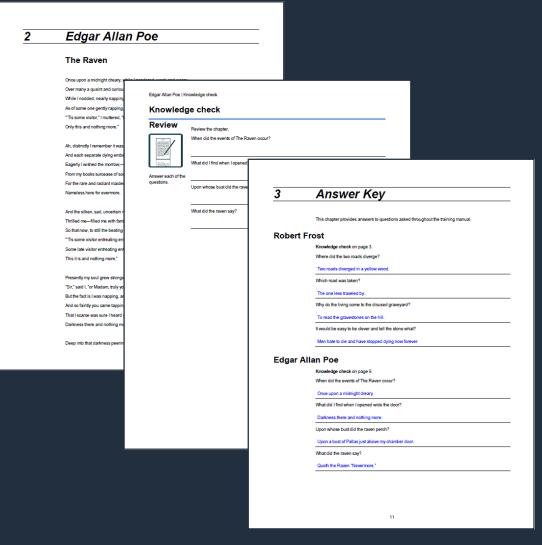




Use cross-reference style to display answer as plain text, colored to stand out.

INSTRUCTOR V. STUDENT BOOKS





SOLUTION

Cross references

 Questions and answers are updated in the chapter and automatically repopulated in the key.

Styles

 The Answer style is changed to appear white for students and blue for instructors. It is always present for cross references.



Zero to 22 Translations

Entering the World of Translated Service Documents



PRESENTED BY

Sandra Wheeler and Trish Edwards

The Project

Requirements

- 22 languages
- Illustrated steps
- Limited page count
- Limited word count

Challenges

- Tight timeline
- No template
- No established LSP relationships

The Approach

To maximize page usage:

- 1. Arrange the illustrated steps in a two-column table.
- 2. Follow the illustrated steps with translated content in a two-column layout.

Page layouts

- Single-frame layout for illustrated steps
- Hybrid layout for transition
- Two-column layout for translations



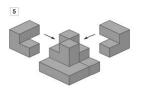
- · Complete the power down sequence.
- · Review all steps before you start
- · Complete the steps in order



- . Translations are found at the end of this









Cube



Complete the power on sequence and proceed to

Прегледайте всички стъпки, преди да започнете

Преводите се намират в края на тази процедура

8. Завършете последователността на зауранването и продължете с тестването.

CS Krychle

1. Dokončete sekvenci vypnutí

Před spuštěním přečtěte všechny kroky.

Postupujte podle pokynů

Překlady naleznete na konci tohoto postupi 8.Dokončete sekvenci napájení a pokračujte v

DA Cube

1 Afeliut etrametyrker

Gennemgå alle trin, før du starter

Oversættelser findes i slutningen af denne procedure 8. Afslut strømmen til sekvens og fortsæt til test.

1 Schließen Sie die Abschaltsequenz ab Überprüfen Sie alle Schritte, bevor Sie beginnen

Führen Sie die Schritte in der angegebenen

Übersetzungen finden Sie am Ende dieses Verfahrens 8 Schließen Sie die Einschaltsequenz ab und fahren Sie mit dem Testen fort.

Κύβος

1. Ολοκληρώστε την ακολουθία διακοπής

Ελένετε όλα τα βήματα ποιν εεκινήσετε

Οι μεταφράσεις βρίσκονται στο τέλος αυτής της

8. Συμπληρώστε την ακολουθία τροφοδοσίας κα προχωρήστε στη δοκιμή.



1 152/5000

Completa la secuencia de apagado

Revise todos los pasos antes de comenza

8. Completar la secuencia de encendido y proceder a



1. Suorita virta pois päältä

Tarkista kaikki vaiheet ennen kuin aloitai

Suorita vaiheet järjestyksessä

Käännökset löytyvät tämän menettelyn lonussa 8. Täydennä sekvenssi ja siimy testaukseen.

FR Cube

1. Terminez la séquence de mise hors tension Passez en revue toutes les étapes avant de

Les traductions se trouvent à la fin de cette procédur 8. Terminez la séquence de mise sous tension et



Dovršite slijed isključivanja

Prijevodi se nalaze na kraju ovog postupka

8. Dovršite redoslijed napajanja i nastavite s testiranjem.

Kocka

1. Végezze el a kikapcsolás sorrendjét

Mielőtt elkezdené, tekintse át az összes lépési

Végezze el a lépéseket a sorrendber

A fordítások az eljárás végén találhatól

8. Végezze el a sorrendben lévő teljesítményt, és

Cubo

1. Completa la seguenza di spegnimento

Rivedi tutti i passaggi prima di iniziare.

Completa i passaggi in ordine. Le traduzioni si trovano alla fine di questa procedura

8. Completa la sequenza di accensione e procedi a

kubas

1. Užbajkite išjungimo seka

Prieš pradėdami peržiūrėkite visus veiksmus

Atlikite nurodytus veiksmus Vertimai nateikiami šios procedūros nabaigoje

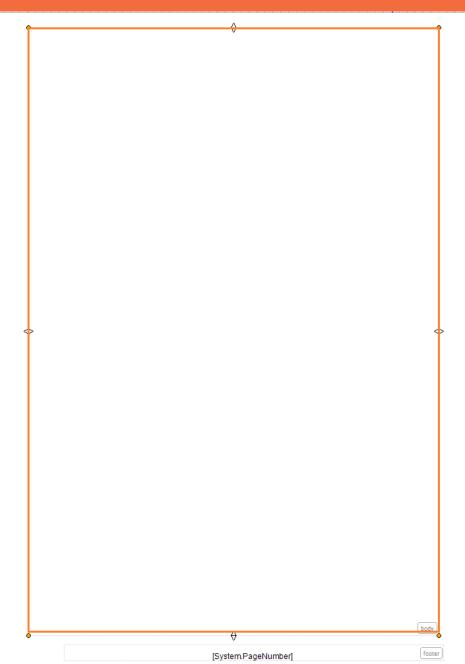
8. Užbaigkite seka ir pereikite prie bandymu

NL Kubus

Voer de stappen in volgorde uit. Vertalingen zijn te vinden aan het einde van deze

8. Voer de opstartprocedure uit en ga door met testen

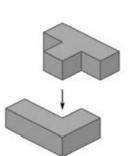
Single-frame page layout



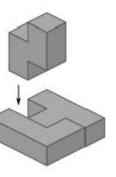


1

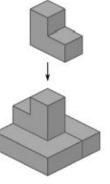
- · Complete the power down sequence.
- · Review all steps before you start.
- Complete the steps in order.
- Translations are found at the end of this procedure.



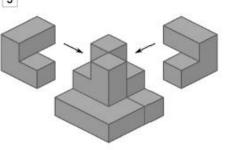




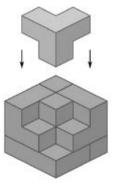




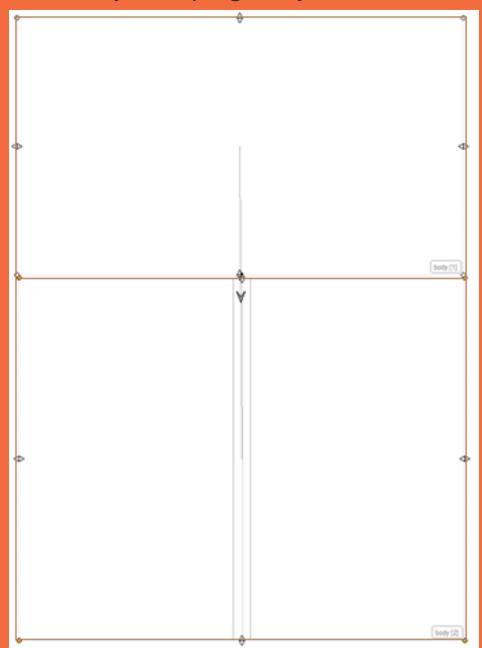






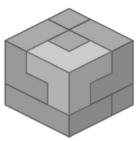


Hybrid page layout





7



8

Complete the power on sequence and proceed to testing



KVΘ

 Попълнете последователността за изключване на захранването.

Прегледайте всички стъпки, преди да започнете.

Завършете стъпките по ред.

Преводите се намират в края на тази процедура.

 Завършете последователността на захранването и продължете с тестването.



Krychle

1. Dokončete sekvenci vypnutí.

Před spuštěním přečtěte všechny kroky.

Postupujte podle pokynů.

Překlady naleznete na konci tohoto postupu

8.Dokončete sekvenci napájení a pokračujte v testování.



Cube

1. Afslut strømstyrken.

Gennemgå alle trin, før du starter.

Udfør trinene i rækkefølge.

Oversættelser findes i slutningen af denne procedure.

8. Afslut strømmen til sekvens og fortsæt til test.



Würfe

1. Schließen Sie die Abschaltsequenz ab.

Überprüfen Sie alle Schritte, bevor Sie beginnen.

Führen Sie die Schritte in der angegebenen Reihenfolge aus.

Übersetzungen finden Sie am Ende dieses Verfahrens.

Schließen Sie die Einschaltsequenz ab und fahren
Sie mit dem Testen fort.



Κύβος

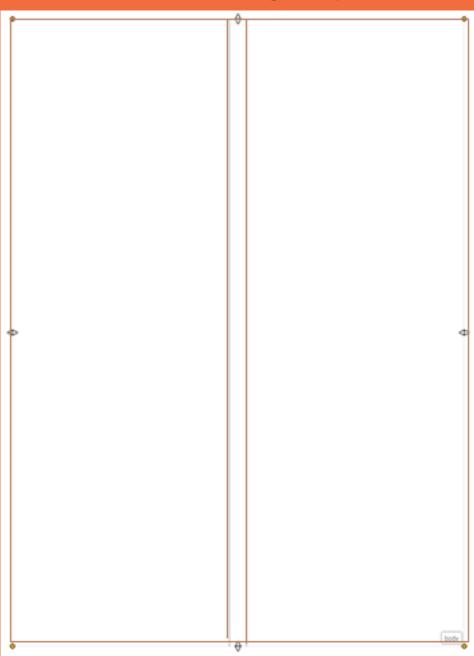
Ολοκληρώστε την ακολουθία διακοπής.

Ελέγξτε όλα τα βήματα πριν ξεκινήσετε.

Ολοκληρώστε τα βήματα με τη σειρά.

Οι μεταφράσεις βρίσκονται στο τέλος αυτής της διαδικασίας.

Two-column page layout



8. Συμπληρώστε την ακολουθία τροφοδοσίας και προχωρήστε στη δοκιμή.



Cubo

1.152/5000

Completa la secuencia de apagado.

Revise todos los pasos antes de comenzar.

Completa los pasos en orden.

Las traducciones se encuentran al final de este procedimiento.

 Completar la secuencia de encendido y proceder a la prueba.



FI Kuutio

Suorita virta pois päältä.

Tarkista kaikki vaiheet ennen kuin aloitat.

Suorita vaiheet järjestyksessä.

Käännökset löytyvät tämän menettelyn lopussa.

8. Täydennä sekvenssi ja siirry testaukseen.



FR Cube

1. Terminez la séquence de mise hors tension.

Passez en revue toutes les étapes avant de commencer.

Terminez les étapes dans l'ordre.

Les traductions se trouvent à la fin de cette procédure.

 Terminez la séquence de mise sous tension et passez aux tests.



R Kocka

1. Dovršite slijed isključivanja.

Pregledajte sve korake prije početka.

Dovršite korake po redu.

Prijevodi se nalaze na kraju ovog postupka.

Dovršite redoslijed napajanja i nastavite s testiranjem.



Kocka

1. Végezze el a kikapcsolás sorrendjét.

Mielőtt elkezdené, tekintse át az összes lépést.

Végezze el a lépéseket a sorrendben.

A fordítások az eljárás végén találhatók.

 Végezze el a sorrendben lévő teljesítményt, és folytassa a tesztelést.



Cubo

1. Completa la sequenza di spegnimento.

Rivedi tutti i passaggi prima di iniziare.

Completa i passaggi in ordine.

Le traduzioni si trovano alla fine di questa procedura.

8. Completa la sequenza di accensione e procedi al test.

Œ

kubas

Užbaikite išjungimo seką.

Prieš pradėdami peržiūrėkite visus veiksmus.

Attikite nurodytus veiksmus.

Vertimai pateikiami šios procedūros pabaigoje.

8. Užbaigkite seką ir pereikite prie bandymų.

NL

NL Kubus

Voltooi de uitschakelprocedure.

Bekijk alle stappen voordat je begint.

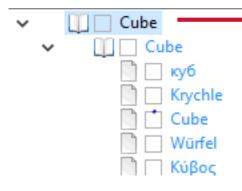
Voer de stappen in volgorde uit.

Vertalingen zijn te vinden aan het einde van deze procedure.

8. Voer de opstartprocedure uit en ga door met testen.

TOC Magic

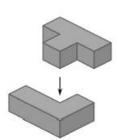
Apply the single-frame layout to the first page.



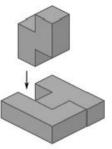


1

- · Complete the power down sequence.
- · Review all steps before you start.
- · Complete the steps in order.
- . Translations are found at the end of this

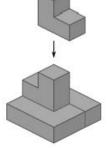


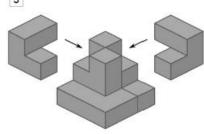
3

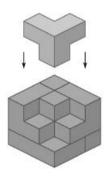




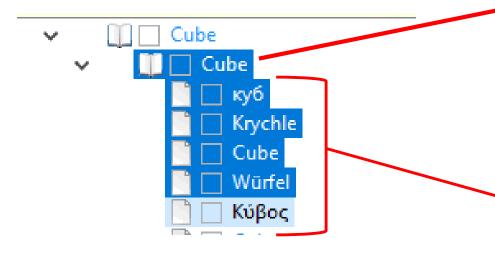
2







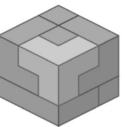
Apply a hybrid layout to the transition page.



Translations flow into the bottom two-column frame.

Cube

7



8

Complete the power on sequence and proceed to

1. Попълнете последователността за изключване на захранването.

Прегледайте всички стъпки, преди да започнете.

Завършете стъпките по ред.

Преводите се намират в края на тази процедура.

8. Завършете последователността на захранването и продължете с тестването.



Krychle

1. Dokončete sekvenci vypnutí.

Před spuštěním přečtěte všechny kroky.

Postupujte podle pokynů.

Překlady naleznete na konci tohoto postupu

 B.Dokončete sekvenci napájení a pokračujte v testování.



1. Afslut strømstyrken.

Gennemgå alle trin, før du starter.

Udfør trinene i rækkefølge.

Oversættelser findes i slutningen af denne procedure.

8. Afslut strømmen til sekvens og fortsæt til test.



Schließen Sie die Abschaltsequenz ab.

Überprüfen Sie alle Schritte, bevor Sie beginnen.

Führen Sie die Schritte in der angegebenen Reihenfolge aus.

Übersetzungen finden Sie am Ende dieses Verfahrens.

8. Schließen Sie die Einschaltsequenz ab und fahren Sie mit dem Testen fort.



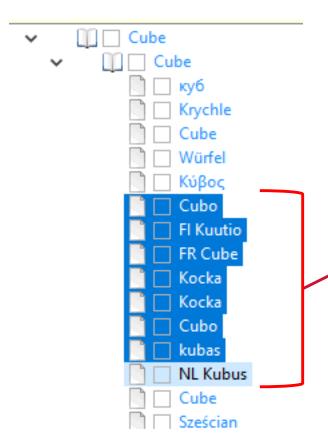
1. Ολοκληρώστε την ακολουθία διακοπής.

Ελέγξτε όλα τα βήματα πριν ξεκινήσετε.

Ολοκληρώστε τα βήματα με τη σειρά.

Οι μεταφράσεις βρίσκονται στο τέλος αυτής της διαδικασίας.

Languages continue to flow into the two-column layout after the transition page.



8. Συμπληρώστε την ακολουθία τροφοδοσίας και προχωρήστε στη δοκιμή.



Cubo

1.152/5000

Completa la secuencia de apagado.

Revise todos los pasos antes de comenzar.

Completa los pasos en orden.

Las traducciones se encuentran al final de este

8. Completar la secuencia de encendido y proceder a la prueba.



FI Kuutio

1. Suorita virta pois päältä.

Tarkista kaikki vaiheet ennen kuin aloitat

Suorita vaiheet järjestyksessä.

Käännökset löytyvät tämän menettelyn lopussa.

8. Täydennä sekvenssi ja siirry testaukseen.

Œ

FR Cube

1. Terminez la séquence de mise hors tension.

Passez en revue toutes les étapes avant de commencer.

Terminez les étapes dans l'ordre.

Les traductions se trouvent à la fin de cette procédure.

8. Terminez la séguence de mise sous tension et passez aux tests.



Kocka

1. Dovršite slijed isključivanja.

Pregledajte sve korake prije početka.

Dovršite korake po redu.

Prijevodi se nalaze na kraju ovog postupka.

8. Dovršite redoslijed napajanja i nastavite s testiraniem.



Kocka

1. Végezze el a kikapcsolás sorrendjét.

Mielőtt elkezdené, tekintse át az összes lépést.

Végezze el a lépéseket a sorrendben.

A fordítások az eljárás végén találhatók.

8. Végezze el a sorrendben lévő teljesítményt, és folytassa a tesztelést.



Completa la seguenza di spegnimento.

Rivedi tutti i passaggi prima di iniziare.

Completa i passaggi in ordine.

Le traduzioni si trovano alla fine di questa procedura.

8. Completa la sequenza di accensione e procedi al

Œ

1. Užbaikite išjungimo seka.

Prieš pradėdami peržiūrėkite visus veiksmus.

Atlikite nurodytus veiksmus.

Vertimai pateikiami šios procedūros pabaigoje.

8. Užbaigkite seką ir pereikite prie bandymų.

NL Kubus

1. Voltooi de uitschakelprocedure.

Bekijk alle stappen voordat je begint.

Voer de stappen in volgorde uit.

Vertalingen zijn te vinden aan het einde van deze

8. Voer de opstartprocedure uit en ga door met testen.

Summary

Flare's innate feature set provided everything we needed to:

- Quickly design a new template
- Meet project requirements
- Prepare for future translation projects