

Migrating a Help Site from Salesforce to MadCap Flare

Presented By: Jessica Kuras | fitbit

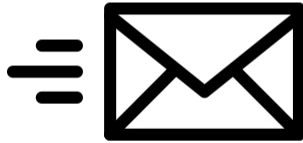


MADWORLD

WEBINAR SERIES



Before We Get Started...



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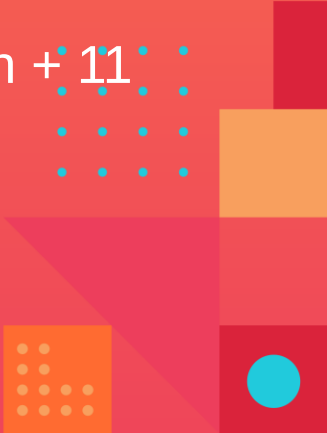


Introduction

Me:

- Tech writer at Fitbit (now part of Google)
- Little to no experience with HTML, CSS, and Javascript
- Learned on the job and now work as the publishing tech lead for my team

My site:

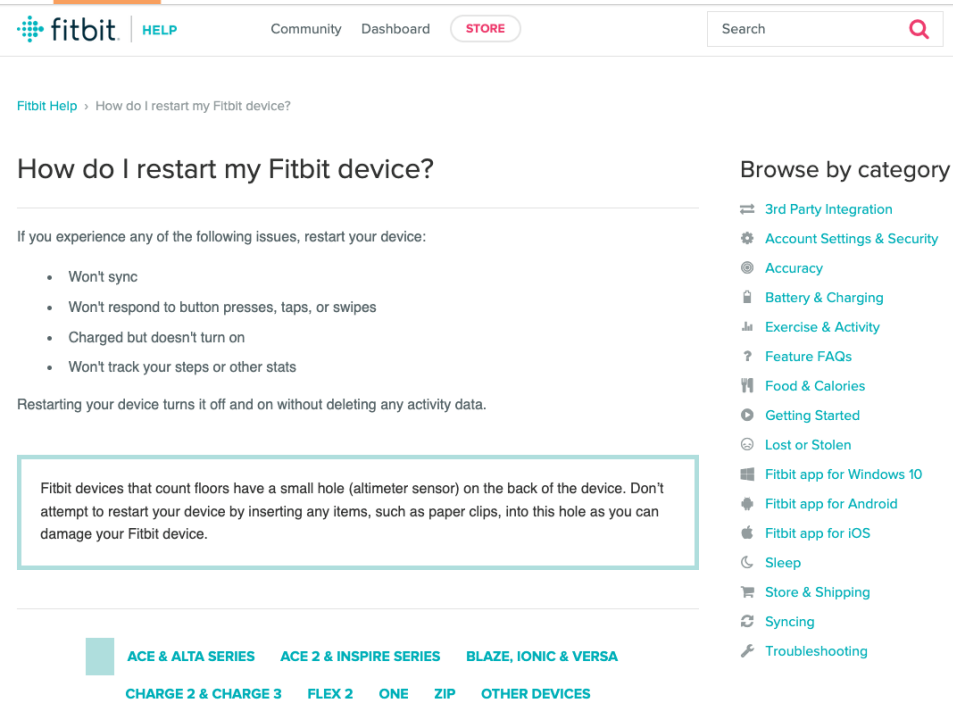
- Fitbit customer help site
 - Receives around 5-10,000,000 views per month
 - Made up of 130+ articles designed to allow customers self-help
 - Currently have English + 11 other languages
- 

Why move from Salesforce to MadCap Flare?

- Zero single-sourcing
- Very little control over the formatting of the page
- No way to quickly spin up new sites as needed
- Salesforce plugin for localization broke often
- Prepping for new releases was problematic and prone to error
- PDF manuals were time-consuming to create



Before



- Help site was hosted and published through Salesforce
- Manuals were created with MS Word
- Redirects were handled by another team
- Analytics were provided through Google Analytics
- No single-sourcing

After

 [HELP](#)

MANUALS

Search

Expand all

How do I restart my Fitbit device?

If you experience any of the following issues and you've checked your settings, restart your device:

- Won't sync
- Won't respond to taps, swipes, or button press
- Won't track steps or other data
- Won't show notifications or reminders

Restarting your device turns it off and on without deleting any activity data.

Some Fitbit devices have small holes for sensors such as the microphone or altimeter. Don't attempt to restart your device by inserting any items, such as paper clips, into these holes as you can damage your Fitbit device.

✓

 Ace and Alta series

✓

 Ace 2, Ace 3, and Inspire series

✓

 Charge 3 and Charge 4

✓

 Charge 5 and Luxe

✓

 Ionic, Sense, and Versa series

✓

Other devices

If you need additional help, contact Customer Support.

Was this information helpful?

☐ Yes

☐ No

Comment

Submit

Can't find what you are looking for?

CONTACT SUPPORT

Journey of how we got there:

A series of challenges and solutions

- 1) Accessing MadCap Flare on a Mac
- 2) Migrating the content
- 3) Attaching localizations
- 4) Testing the site
- 5) URLs and redirects
- 6) Meeting accessibility requirements
- 7) Gathering analytics and feedback

Challenge 1: Accessing MadCap Flare on a Mac

- First solution: virtual Windows desktop
 - Con: Too slow on older Macs
- Second solution: shared remote Windows desktop
 - Con: Not available when we moved to Google tools
- Third solution: individual Google Cloudtop virtual desktops
 - Con: Slightly slower than the remote desktop when building projects and had to create new workflows for localization

Google Cloudtop

The screenshot displays a remote desktop session titled "jesskuras" with a browser address bar showing the URL: `remotedesktop.corp.google.com/access/session/a6af3dcd-566d-4fe2-a617-dbfa60aeb3d5`. The application window is "Fitbit.flprj - MadCap Flare 2021 r3". The interface includes a menu bar (File, Home, Insert, View, Project, Analysis, Review, Tools, Source Control, Table, eLearning, Window, Help) and a toolbar with icons for Cut, Copy, Paste, Delete, and various text formatting options. The left sidebar shows the "Content Explorer" with a tree view of content items: Content, Archived, fonts, Help_article, manuals, Resources, Test pages, guides.htm, manuals.htm, and previous-manuals.htm. The main workspace displays the "Help site - Jess" target editor. The "General" tab is active, showing settings for Output Type (HTML5), Skin, Comment (New Target), Startup Topic (default), Primary TOC (Help Site), Browse Sequence (default), and Primary Stylesheet (default). There are checkboxes for "Allow local stylesheets", "Automatically get latest version of all files before generating the target", and "Disable auto-sync of all import files". The bottom status bar shows the system clock as 11:47 AM and the weather as 57°F Partly sun...

Challenge 2: Migrating the content

- First solution: Salesforce Connect
 - Con: We didn't want to keep paying for our Salesforce licenses and the plugin didn't see/attach to our localized articles in Salesforce
- Second solution: automatically import content
 - Con: We had a lot of customized javascript in Salesforce that didn't automatically work in Flare
- Third solution: manually move content
 - Con: Very time-consuming, but worth it

One article = one topic

The screenshot displays a web browser interface with a sidebar on the left and a main content area on the right. The sidebar, titled 'Content Explorer', shows a list of HTML files under the 'Help_article' folder. The files are numbered from 1126.htm to 1392.htm, with 1130.htm selected. The main content area shows the article 'About Fitbit purchases and shipping'. The article text includes a paragraph about purchasing and tracking a Fitbit device, a highlighted box with information about shipping delays due to COVID-19, and a link to a page titled 'How can I track my Fitbit order?'. The browser's address bar shows the URL '1130.htm'.

Content Explorer

- Help_article
 - 1126.htm
 - 1130.htm
 - 1133.htm
 - 1136.htm
 - 1139.htm
 - 1141.htm
 - 1155.htm
 - 1158.htm
 - 1167.htm
 - 1171.htm
 - 1176.htm
 - 1186.htm
 - 1188.htm
 - 1190.htm
 - 1257.htm
 - 1285.htm
 - 1294.htm
 - 1306.htm
 - 1314.htm
 - 1362.htm
 - 1372.htm
 - 1375.htm
 - 1379.htm
 - 1392.htm

1130 Chrome HTML Document Date modified: 12/3... Size: 32.0...

Content Explorer

Backups

About Fitbit purchases and shipping

This article provides everything you need to know about purchasing a Fitbit device and tracking your order.

Due to high volumes and issues caused by COVID-19, many shipping carriers are delayed in delivering packages. Check your tracking information to see the delivery status of your new Fitbit device.

For a complete list of regions where we sell Fitbit products, visit fitbit.com/countries.

How can I track my Fitbit order?

When you place an order through fitbit.com, you receive an email with your

User manuals – variables and conditions make creating new manuals easy

The screenshot displays a web browser window with the title 'Adjust settings.htm'. The left sidebar shows a 'Content Explorer' with a tree structure of folders and files. The main content area is titled 'Adjust settings' and contains text instructions for managing basic settings, including heart rate and phone GPS. A table lists various settings and their descriptions. The bottom status bar shows 'Words: 862' and 'Font Scale: 100%'.

Content Explorer Sidebar:

- Search.htm
- manuals
 - html
 - Topics
 - Activity and Wellness
 - Apps and Clock Faces
 - Basics
 - Access Fitbit Premium.htm
 - Adjust always-on display.htm
 - Adjust settings.htm
 - Basics.htm
 - Check battery level.htm
 - Navigate Device.htm
 - Set up device lock.htm
 - Turn off the screen.htm
 - Use widgets.htm
 - Exercise and Heart Health
 - Fitbit Wallet
 - General Info and Specifications
 - Get Started
 - Lifestyle
 - MedReg
 - Music and Podcasts
 - Notifications

Main Content Area:

Adjust settings

Manage basic settings including heart rate and phone GPS directly on your `[DeviceType: tracker]`.

Open the Settings app  and tap a setting to adjust it. Swipe up to see the full list of settings.

Manage basic settings in the Settings app .

Manage basic settings in the Settings app . Swipe down from the clock screen and tap the Settings app  to open it. Tap a setting to adjust it. Swipe to see the full list of settings.

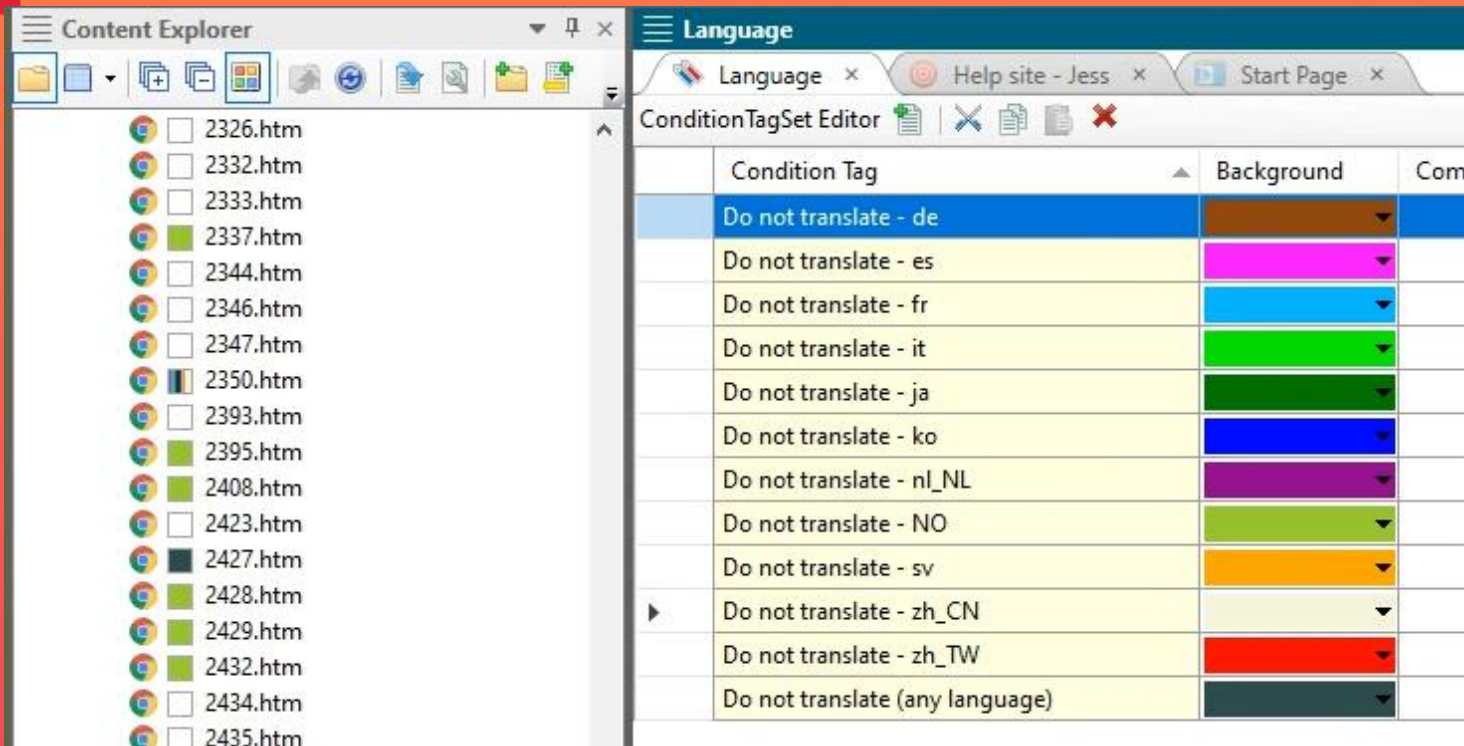
Active Zone Minutes Notifications	Turn on or off the Active Zone Minutes notifications you receive during everyday activity. For more information, see the related help article .
Active Zone Minutes	Turn Active Zone Minutes weekly goal notifications on or off.
Alexa	Turn Alexa notifications on or off.
Always-On Display	Adjust Always-On Display settings, including the information you see on the clock face.
Bluetooth	Manage connected Bluetooth devices.
Brightness	Change the screen's brightness.
Button Lock	Turn on Button Lock to prevent the buttons on your tracker from activating while your screen is off. To turn Button Lock on or off, tap the setting > tap  to confirm.

Words: 862 | Font Scale: 100%

Challenge 3: Attaching localizations

- Needed a way to allow users to switch languages
 - Use MadCap Lingo to send new content for loc and update localized projects
1. Update Flare project in English
 2. Push updates to Central
 3. Localization manger pulls updates to her copy of Flare
 4. Update Lingo project
 5. Send out bundles
 6. Merge completed bundles back into Lingo
 7. Export new localized Flare projects
 8. Publish site

Conditions to choose languages



The screenshot displays two side-by-side windows from a web application. The left window, titled 'Content Explorer', shows a list of files with checkboxes and file icons. The right window, titled 'Language', shows a 'ConditionTagSet Editor' with a table of language conditions.

Content Explorer

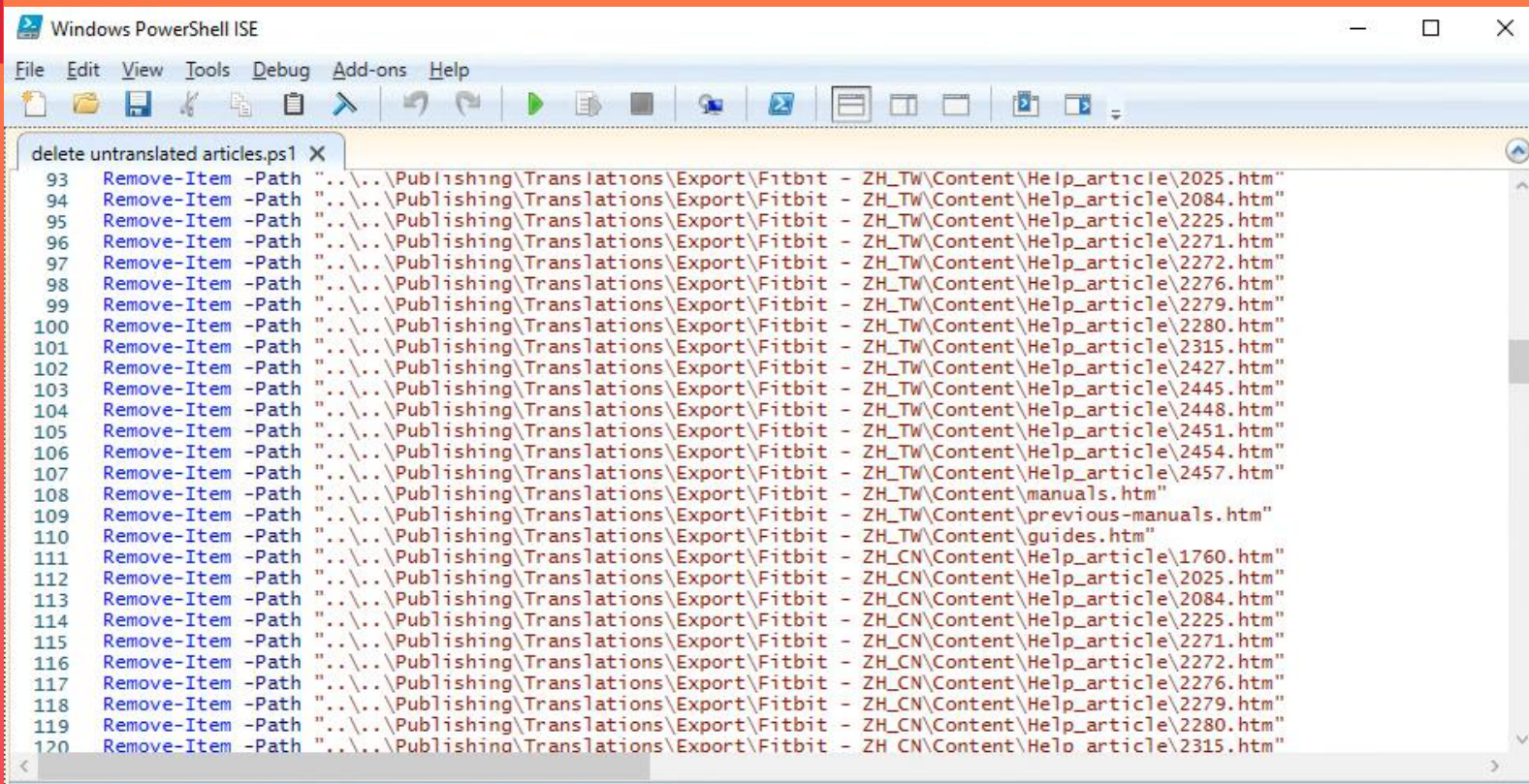
File Name	Selected
2326.htm	☐
2332.htm	☐
2333.htm	☐
2337.htm	☒
2344.htm	☐
2346.htm	☐
2347.htm	☐
2350.htm	☒
2393.htm	☐
2395.htm	☒
2408.htm	☒
2423.htm	☐
2427.htm	☒
2428.htm	☒
2429.htm	☒
2432.htm	☒
2434.htm	☐
2435.htm	☐

Language

ConditionTagSet Editor

Condition Tag	Background	Com
Do not translate - de	Brown	
Do not translate - es	Magenta	
Do not translate - fr	Blue	
Do not translate - it	Green	
Do not translate - ja	Dark Green	
Do not translate - ko	Blue	
Do not translate - nl_NL	Purple	
Do not translate - NO	Light Green	
Do not translate - sv	Orange	
Do not translate - zh_CN	Light Yellow	
Do not translate - zh_TW	Red	
Do not translate (any language)	Dark Grey	

Script to delete untranslated articles



The screenshot shows a Windows PowerShell ISE window with a menu bar (File, Edit, View, Tools, Debug, Add-ons, Help) and a toolbar. The script file is named 'delete untranslated articles.ps1'. The script contains 20 lines of 'Remove-Item' commands, each targeting a specific file path and name. The paths are organized by region: ZH_TW and ZH_CN. The files listed include various help articles and manuals.

```
delete untranslated articles.ps1 X
93 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_TW\Content\Help_article\2025.htm"
94 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_TW\Content\Help_article\2084.htm"
95 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_TW\Content\Help_article\2225.htm"
96 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_TW\Content\Help_article\2271.htm"
97 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_TW\Content\Help_article\2272.htm"
98 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_TW\Content\Help_article\2276.htm"
99 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_TW\Content\Help_article\2279.htm"
100 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_TW\Content\Help_article\2280.htm"
101 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_TW\Content\Help_article\2315.htm"
102 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_TW\Content\Help_article\2427.htm"
103 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_TW\Content\Help_article\2445.htm"
104 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_TW\Content\Help_article\2448.htm"
105 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_TW\Content\Help_article\2451.htm"
106 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_TW\Content\Help_article\2454.htm"
107 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_TW\Content\Help_article\2457.htm"
108 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_TW\Content\manuals.htm"
109 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_TW\Content\previous-manuals.htm"
110 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_TW\Content\guides.htm"
111 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_CN\Content\Help_article\1760.htm"
112 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_CN\Content\Help_article\2025.htm"
113 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_CN\Content\Help_article\2084.htm"
114 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_CN\Content\Help_article\2225.htm"
115 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_CN\Content\Help_article\2271.htm"
116 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_CN\Content\Help_article\2272.htm"
117 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_CN\Content\Help_article\2276.htm"
118 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_CN\Content\Help_article\2279.htm"
119 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_CN\Content\Help_article\2280.htm"
120 Remove-Item -Path "...Publishing\Translations\Export\Fitbit - ZH_CN\Content\Help_article\2315.htm"
```

Challenge 4: Testing the site

- We publish to an AWS S3 bucket, so tested using a private, unlisted bucket
 - Publish files locally, then use a script to upload to the bucket
- For subsequent sites, we used MadCap Central to create a login-required test site
 - Allows us to control who can see the content and quickly update content and test scripts



Challenge 5: URLs and redirects

- Wanted to match our original URL scheme as closely as possible
 - e.g. https://help.fitbit.com/articles/en_US/Help_article/2472
- Two problems:
 1. Flare uses a different language abbreviation: en-us
 2. Flare automatically puts a .htm at the end of each topic

Rename folders before uploading

```
$folders = ls . -Directory  
[int]$syncfolder = Read-Host -Prompt "Enter No. of Project You want to sync to S3 Bucket"  
$syncfolder = $syncfolder-1  
$s3folder = $folders[$syncfolder].Name  
  
Move-Item -Path .\$s3folder\articles\en -Destination .\$s3folder\articles\en_US  
Move-Item -Path .\$s3folder\articles\nl -Destination .\$s3folder\articles\nl_NL  
Move-Item -Path .\$s3folder\articles\zh-cn -Destination .\$s3folder\articles\zh_CN  
Move-Item -Path .\$s3folder\articles\zh-tw -Destination .\$s3folder\articles\zh_TW
```

In the script that uploads files to the bucket, we included a line to rename each language folder name before it's uploaded and published



Set up redirects to solve the .htm issue

1. Create a CSV file with the requested redirect

```
File Edit Format View Help
Source,Target
fitbit-help-site/articles/zh_CN/Help_article/2256,/articles/zh_CN/Help_article/2256.htm
fitbit-help-site/articles/zh_TW/Help_article/2256,/articles/zh_TW/Help_article/2256.htm
fitbit-help-site/articles/ko/Help_article/2256,/articles/ko/Help_article/2256.htm
fitbit-help-site/articles/ja/Help_article/2256,/articles/ja/Help_article/2256.htm
fitbit-help-site/articles/fr/Help_article/2256,/articles/fr/Help_article/2256.htm
fitbit-help-site/articles/it/Help_article/2256,/articles/it/Help_article/2256.htm
fitbit-help-site/articles/de/Help_article/2256,/articles/de/Help_article/2256.htm
fitbit-help-site/articles/es/Help_article/2256,/articles/es/Help_article/2256.htm
fitbit-help-site/articles/sv/Help_article/2256,/articles/sv/Help_article/2256.htm
```

2. Run a series of scripts to create the redirect files locally, upload them to the bucket, then point to the new URL

We use this same solution for archiving articles, vanity links, and untranslated articles!

Adding a redirect: Three scripts

1. First script reads the CSV and creates local files
2. Second script uploads the 0kb files to the bucket
3. Third script adds metadata to the file to redirect users to the target URL when they land on the source URL

```
[int]$csvfile = Read-Host -Prompt "Enter No. of CSV file where all files need to be created are in"
$csvfile = $csvfile -1
$redirectfile = $file[$csvfile].Name
$redirectfile = Import-Csv $redirectfile

foreach($line in $redirectfile)
{
    $properties = $line | Get-Member -MemberType Properties
    for($i=0; $i -lt $properties.Count;$i++)
    {
        $column0 = $properties[0]
        $columnvalue0 = $line | Select -ExpandProperty $column0.Name
        if ((Test-Path $columnvalue0) -eq $false)
        {
            New-Item .\$columnvalue0 -ItemType "file" -Force | Out-Null
        }
    }
}

Write-Host "
#####
#Folders are Created#
#####"
```

```
Move-Item -Path .\$s3folder\articles\de -Destination .\$s3folder\articles\de-de
Move-Item -Path .\$s3folder\articles\en_US -Destination .\$s3folder\articles\en-us
Move-Item -Path .\$s3folder\articles\es -Destination .\$s3folder\articles\es-es
Move-Item -Path .\$s3folder\articles\fr -Destination .\$s3folder\articles\fr-fr
Move-Item -Path .\$s3folder\articles\it -Destination .\$s3folder\articles\it-it
Move-Item -Path .\$s3folder\articles\nl_NL -Destination .\$s3folder\articles\nl-nl
Move-Item -Path .\$s3folder\articles\sv -Destination .\$s3folder\articles\sv-se
Move-Item -Path .\$s3folder\articles\zh_CN -Destination .\$s3folder\articles\zh-cn
Move-Item -Path .\$s3folder\articles\zh_TW -Destination .\$s3folder\articles\zh-tw
```

```
#loop for adding metadata
foreach($line in $redirectfile)
{
    $properties = $line | Get-Member -MemberType Properties
    for($i=0; $i -lt $properties.Count;$i++)
    {
        $column0 = $properties[0]
        $columnvalue0 = $line | Select -ExpandProperty $column0.Name
        $column1 = $properties[1]
        $columnvalue1 = $line | Select -ExpandProperty $column1.Name
        aws s3api copy-object --bucket $awsbucket --copy-source $awsbucket/$columnvalue0 --key $columnvalue0 --
        metadata-directive REPLACE --website-redirect-location=$columnvalue1
    }
}
```

Challenge 6: Meeting accessibility requirements

- Using Flare's built-in accessibility suggestions, I added alt text to all images. However, a few tips:
 - All images should have an alt tag, even if it's blank.
 - Don't include things like "Image of," "Illustration of," or "Picture of."
 - Don't include quote marks in your alt text. It converts to code and causes issues for localization.
 - Avoid using icons instead of text. For example:
 - **Bad:** Tap the  icon next to the stat you want to log.
 - **Good:** Tap the plus icon  next to the stat you want to log.

Challenge 6: Meeting accessibility requirements

- One of the biggest alt text changes was changing how we write instructions:
 - Old: Tap your name > View All Friends > Add Friends.
In this example, screen readers read the > as “greater than.”
 - New: Tap your name ➤ View All Friends ➤ Add Friends.
Now, the symbol is an image which we can insert alt text for.
- Because we use this method of writing instructions hundreds of times, we set up a macro in Flare to automatically insert the image AND the associated alt text!

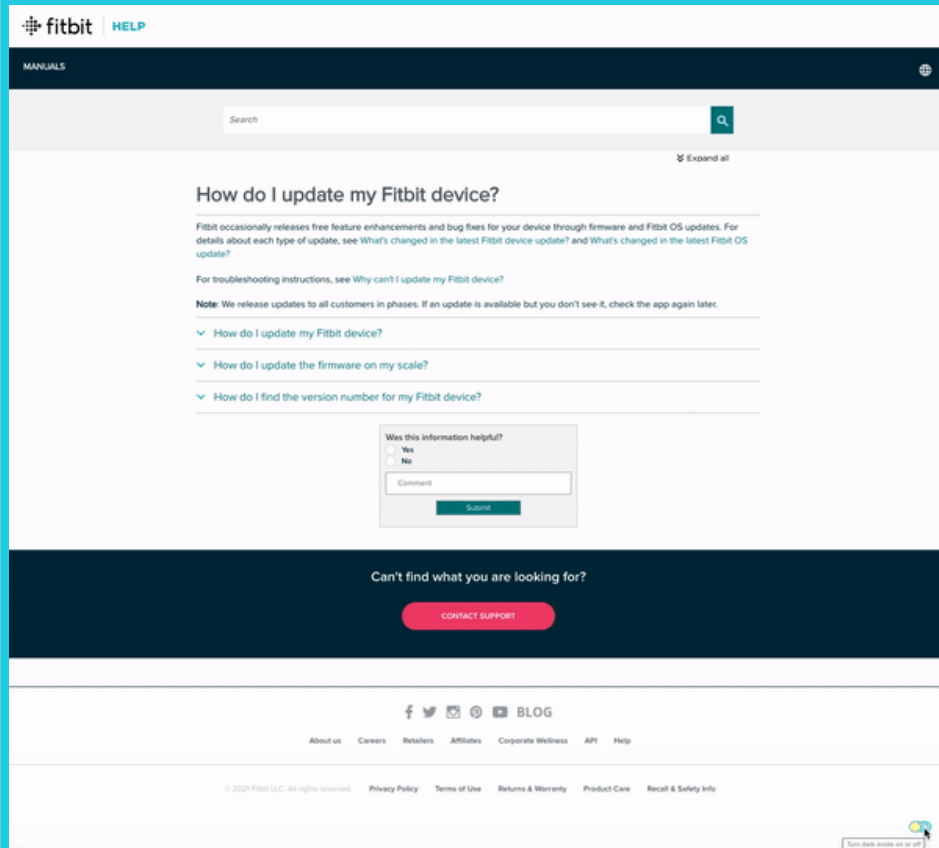
Another accessibility feature I added was dark mode, which uses CSS variables to swap between themes.

```
root{
  --body-background: #fefefe;
  --body-color: #404040;
  --banner-background: #f5f5f5;
  --search-background: #ffffff;
  --search-color: #687274;
  --heading: #576569;
  --p: #002a3a;
  --a: #007b81;
  --footer-background: #ffffff;
  --footer-border: #d5d5d5;
  --footer-links: #576569;
  --copyright: #c3c8c9;
  --logo: #000000;
  /** sunny side **/
  --blue-border: #72cce3;
  --blue-color: #96dcee;
  --yellow-background: #ffffaa;
  --yellow-border: #f5eb71;
  /** dark side **/
  --indigo-border: #5d6baa;
  --indigo-color: #6b7abb;
  --gray-border: #e8e8ea;
  --gray-dots: #e8e8ea;
  /** general **/
  --white: #fff;
}
```

```
[data-theme="dark"] {
  --body-background: #202124;
  --body-color: #d4d4d4;
  --banner-background: #26282c;
  --search-background: #3c4043;
  --search-color: #aeb3b6;
  --heading: #d4d4d4;
  --p: #d4d4d4;
  --a: #008080;
  --footer-background: #202124;
  --footer-border: #002b3d;
  --footer-links: #a9b5b7;
  --copyright: #8c8f97;
  --logo: invert(100%);
}
```

You can even use this method to change the color of logos and other images:

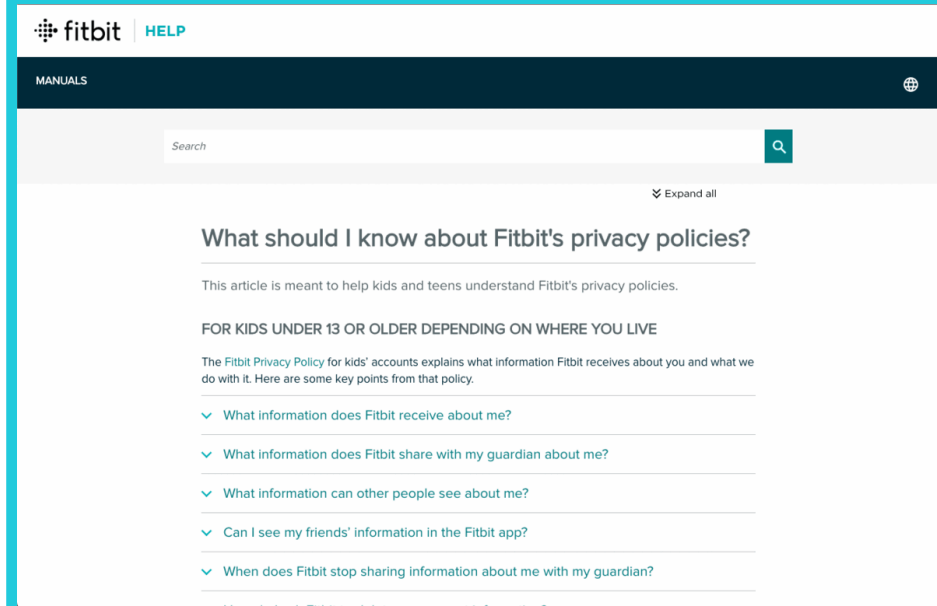
```
.fitbit-logo
{
  height: 35px;
  width: 144px;
  padding-right: 5px;
  color: white;
  backdrop-filter: invert(1);
  -webkit-backdrop-filter: invert(1);
  filter: var(--logo) invert(1);
  -webkit-mask-image: url('../Images/Masterpage/fitbit-logo.svg');
  mask-image: url('../Images/Masterpage/fitbit-logo.svg');
  -webkit-mask-repeat: no-repeat;
  mask-repeat: no-repeat;
}
```



Also added a “skip to main content” link in my masterpage for keyboard users.

```
#skip a
{
  position: absolute;
  left: -1000px;
  top: auto;
  width: 1px;
  height: 1px;
  overflow: hidden;
}

#skip a:focus
{
  position: static;
  width: auto;
  height: auto;
}
```



Challenge 7: Gathering analytics and feedback

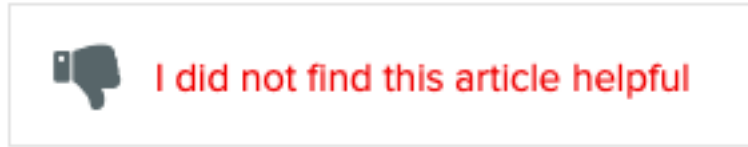
- Use a combination of Google Analytics and MadCap Central to gather analytics
 - Google Analytics: easier to differentiate between unique users and overall views, plus see flow through site
 - Madcap Central: great for checking search terms and easy-to-understand graphs
- However, needed a way to gather user feedback



Old feedback form:



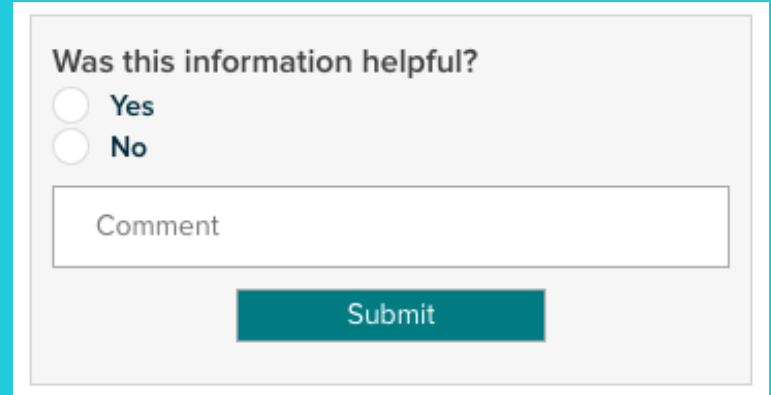
 I found this article helpful



 I did not find this article helpful

Built in Salesforce and votes were sent directly to Google Analytics for each article using an event that voted either 0 or 1 – also had the option to leave a comment.

New feedback form:



Was this information helpful?

☐ Yes

☐ No

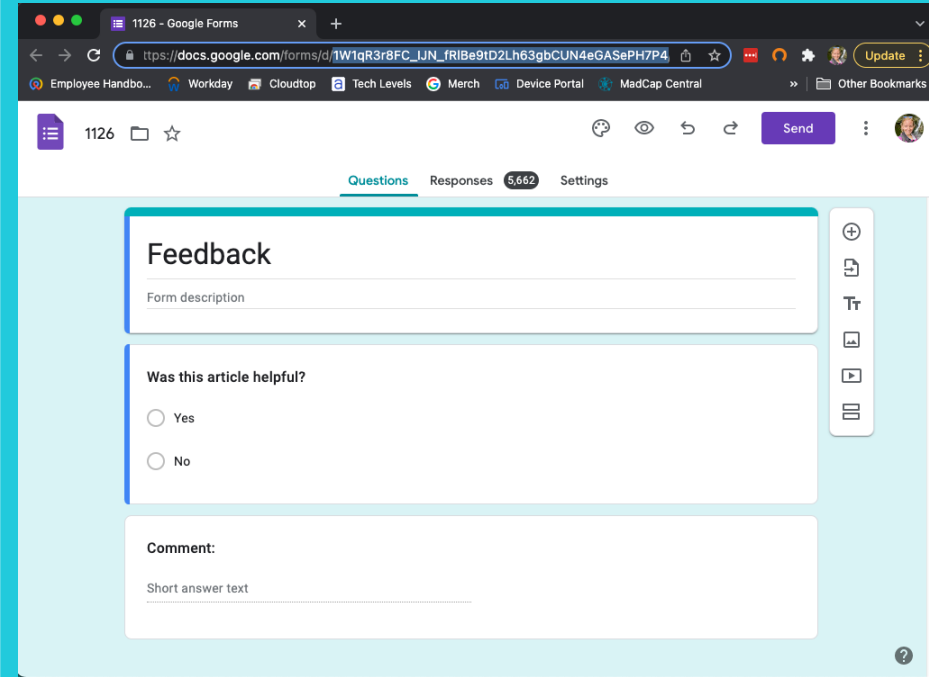
Comment

Submit

Built in Google Forms, using CSS and Javascript to customize the look. Data is sent to Google Forms, then imported to a Google Sheet, where we run analytics on the data.

Setting up a Google Form for feedback

1. Create a new Google Form and grab the ID from the URL.



The screenshot shows a Google Form titled "Feedback" in a web browser. The browser's address bar displays the URL: https://docs.google.com/forms/d/1W1qR3r8FC_UJN_fRIBe9tD2Lh63gbCUN4eGASePH7P4. The form has a title "Feedback" and a description field labeled "Form description". Below the description is a question "Was this article helpful?" with two radio button options: "Yes" and "No". At the bottom of the form is a "Comment:" section with a "Short answer text" input field. The browser's top bar shows the tab "1126 - Google Forms" and the "Update" button. The form's interface includes tabs for "Questions", "Responses" (showing 5,662), and "Settings". A sidebar on the right contains icons for adding questions, duplicating, deleting, and other actions.

Setting up a Google Form for feedback

1. Create a new Google Form and grab the ID from the URL.
2. Insert the ID into the HTML and Javascript on the page you want to collect data from.

```
<section>
  <div class="radio-toolbar" id="feedback-question">
    <h4>Was this information helpful?</h4>
    <form method="post" id="form" action="https://docs.google.com/forms/d/1W1qR3r8FC_I3N_fR1Be9tD2Lh63gbCUN4eGASepH7P4/formResponse">
      <input type="radio" class="container" name="entry.1293652802" id="yes" value="Yes" />
      <label for="yes">Yes</label>
      <input type="radio" class="container" name="entry.1293652802" id="no" value="No" />
      <label for="no">No</label>
      <input type="text" name="entry.395204964" id="comment" placeholder="Comment" />
      <input type="submit" value="Submit" />
    </form>
  </div>
  <div id="feedback-reason" style="display:none">
    <h4>Thanks for your feedback.</h4>
  </div>
</section>
<script>
  $('#form').submit(function(e) {
    e.preventDefault();
    $.ajax({
      url: "https://docs.google.com/forms/d/1W1qR3r8FC_I3N_fR1Be9tD2Lh63gbCUN4eGASepH7P4/formResponse",
      data: $(this).serialize(),
      type: "POST",
      dataType: "xml",
      success: function(data) {
        console.log('Submission successful');
      },
      error: function(xhr, status, error) {
        console.log('Submission failed: ' + error);
      }
    });
  });
</script>
<script>
  $(document).ready(function() {
    $('#form').submit(function(e) {
      e.preventDefault();
      $('#feedback-question').hide();
      $('#feedback-reason').show();
    });
  });
</script>
```

Setting up a Google Form for feedback

1. Create a new Google Form and grab the ID from the URL.
2. Insert the ID into the HTML and Javascript on the page you want to collect data from.
3. Use CSS to adjust the design of the feedback form.

```
div#feedback-reason
{
    display: none;
    border: 1px solid lightgray;
    padding: 10px;
    margin-right: auto;
    margin-left: auto;
    margin-top: 20px;
    background: var(--banner-background);
    width: 340px;
}

div#feedback-question
{
    border: 1px solid lightgray;
    padding: 10px;
    margin-right: auto;
    margin-left: auto;
    margin-top: 20px;
    background: var(--banner-background);
    width: 90%;
    max-width: 350px;
}

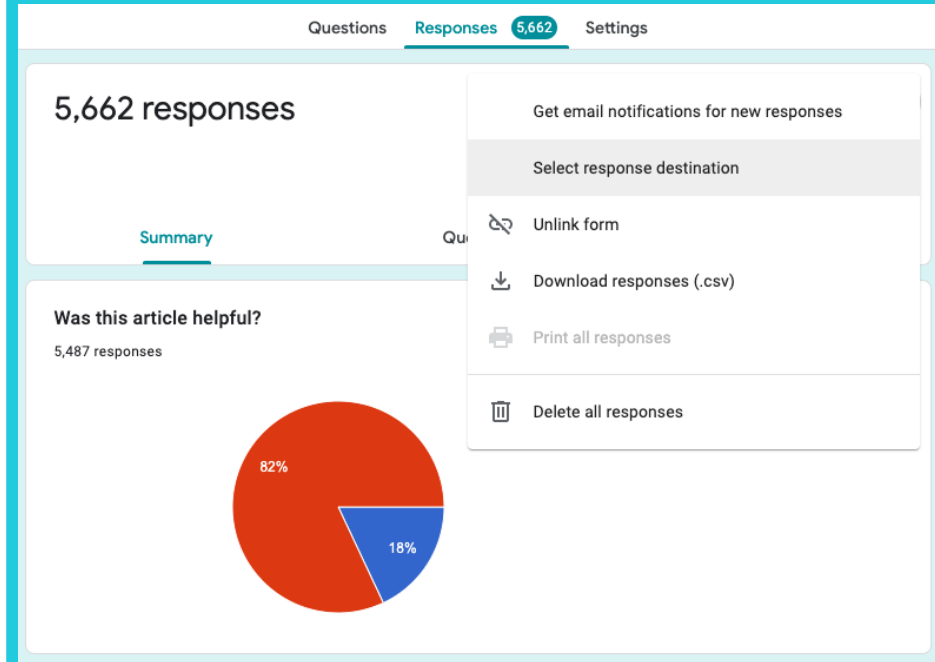
[type="radio"]:checked,
[type="radio"]:not(:checked) {
    position: absolute;
    left: -9999px;
}

[type="radio"]:checked + label,
[type="radio"]:not(:checked) + label
{
    position: relative;
    padding-left: 28px;
    cursor: pointer;
    line-height: 20px;
    display: block;
    color: var(--p);
    font-size: 14px;
    font-family: 'ProximaNova-Semibold', Helvetica, Arial, sans-serif;
}

[type="radio"]:checked + label:before,
[type="radio"]:not(:checked) + label:before {
    content: '';
    position: absolute;
    left: 0;
    top: 0;
    width: 18px;
    height: 18px;
```

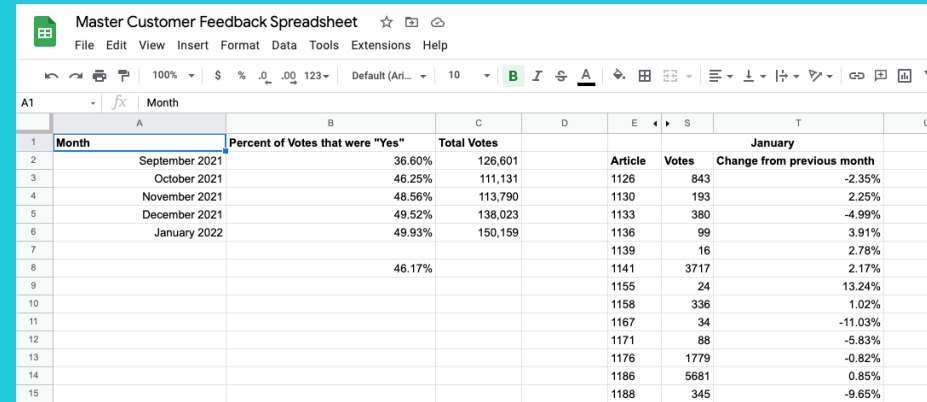
Setting up a Google Form for feedback

1. Create a new Google Form and grab the ID from the URL.
2. Insert the ID into the HTML and Javascript on the page you want to collect data from.
3. Use CSS to adjust the design of the feedback form.
4. In the Google Form settings, select a Google Sheet as the response destination.



Setting up a Google Form for feedback

1. Create a new Google Form and grab the ID from the URL.
2. Insert the ID into the HTML and Javascript on the page you want to collect data from.
3. Use CSS to adjust the design of the feedback form.
4. In the Google Form settings, select a Google Sheet as the response destination.
5. In the Google Sheet, perform any analytics across sheets.

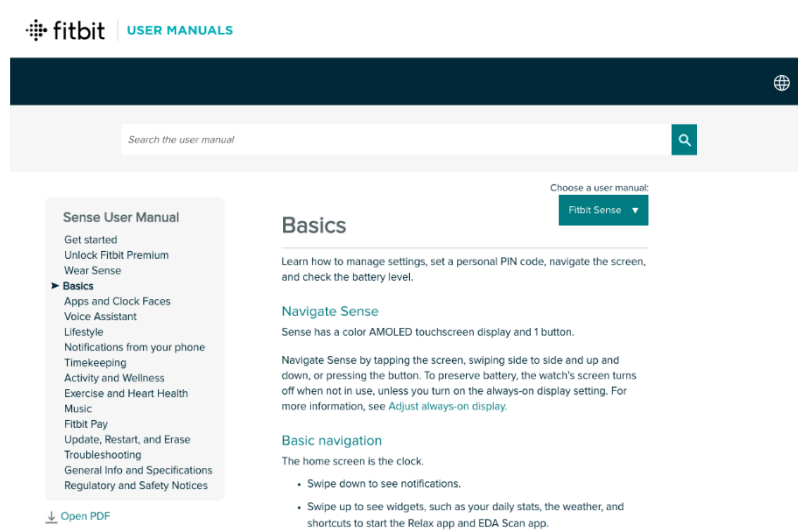
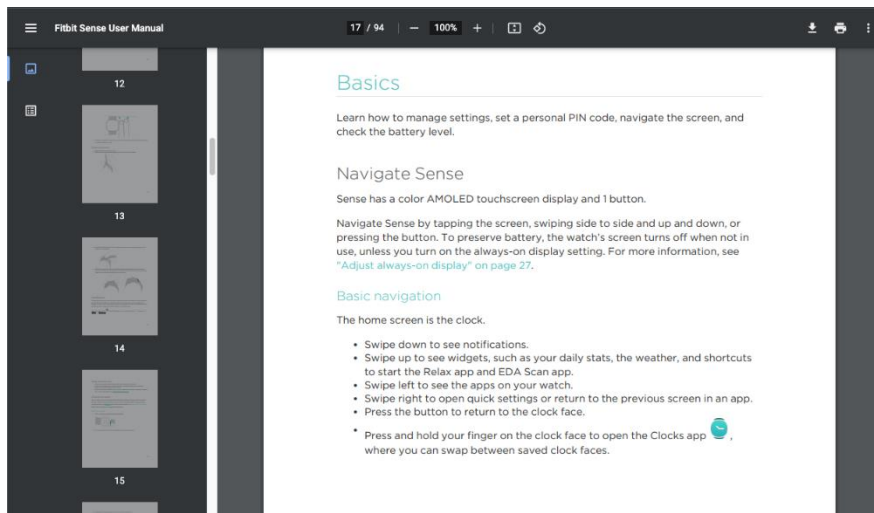


Master Customer Feedback Spreadsheet					
File Edit View Insert Format Data Tools Extensions Help					
100% \$ % .00 123 Default (Arial) 10 B I A					
A1 - fx Month					
Month	Percent of Votes that were "Yes"	Total Votes		Article	Votes
September 2021	36.60%	126,601			
October 2021	46.25%	111,131		1126	843
November 2021	48.56%	113,790		1130	193
December 2021	49.52%	138,023		1133	380
January 2022	49.93%	150,159		1136	99
				1139	16
				1141	3717
	46.17%			1155	24
				1158	336
				1167	34
				1171	88
				1176	1779
				1186	5681
				1188	345

For a full tutorial, see bit.ly/3cWNscf

Improvements possible by using Flare

- HTML manuals – use batch publishing to generate PDF and HTML manuals at the same time



Improvements possible by using Flare

- MadCap Central allows us to work on our individual Cloudtops, but stay in sync (and keep track of what each person is committing)

The screenshot displays the MadCap Central interface, divided into two main panels. The left panel, titled 'Commits', shows a list of recent commits with details such as the commit message, the commit hash, the time since the commit, and the user's name. The right panel, titled 'Commit', shows the details of a specific commit, including the commit message, the commit hash, the time since the commit, and the user's name. Below this, it indicates '1 File Changed' and shows a diff view for the file 'Content/Help_article/2025.htm'. The diff view highlights changes in the code, with green lines indicating additions and red lines indicating deletions. The code is HTML, showing a dropdown menu structure with version information and release dates.

Commits

- Merge branch 'master' of https://git...
9ca069ec 4 days ago by Jess Kuras
- Commit of Content/Help_article/247...
e5360433 4 days ago by Jess Kuras
- merged 2016 into 1372
cb73dd01 4 days ago by Alyssa Higgins
- Again updated versa 2/3 premium su...
35de880a 4 days ago by Alyssa Higgins
- Merge branch 'master' of https://git...
1722fe49 4 days ago by Alyssa Higgins
- Commit of Content/Help_article/244...
6b0b25b7 4 days ago by Alyssa Higgins
- Commit of Content/Help_article/247...
ba2489af 4 days ago by Jess Kuras

Commit

AH android 3.56 release notes
5b0fbdd by Alyssa Higgins committed 5 days ago

1 File Changed

Content/Help_article/2025.htm **CHANGED**

```
@@ -13,8 +13,10 @@
13 13 </MadCap:dropDownHead>
14 14 <MadCap:dropDownBody>
15 15 <p class="note">If you experience an app crash or issues with notifications or connected GPS, update the F
16 - </p>
17 + <p>This section lists the major versions of the Fitbit app for iPhones and iPads that were released to cus
18 + <h2 MadCap:conditions="Not ready to publish.Do not publish">Version 3.56</h2>
19 + <p MadCap:conditions="Not ready to publish.Do not publish">Released: March 25, 2022</p>
20 20 <h2>Version 3.55</h2>
21 21 <p>Released: March 3, 2022</p>
22 22 <p>We fixed some bugs and made stability improvements.</p>
@@ -52,15 +54,18 @@
52 54 <p class="note">If you experience issues with notifications, remove the Fitbit app from your phone and rei
53 55 <p>This section lists the major versions of the Fitbit app for Android that were released to customers dur
54 56 <MadCap:snippetBlock src="../../Resources/Snippets/Android - China availability.flisnp" />
57 + <h2>Version 3.56</h2>
58 + <p>Released: March 22, 2022</p>
59 + <ul>
60 + <li>We improved the on-wrist call setup screens. For more information about on-wrist calls, see <MadCap
61 + </li>
```

Improvements possible by using Flare

- We also use Central to give different users access and visibility to each project.

All Projects 🔄 📁 ✉️ 🗑️ ⚙️							Storage: 1.98 GB / 10.00 GB	
☐	Name 🔍	Teams	Users	Status	🔍	Last Built		
☐	 Fitbit Ionic Recall			Active		Mar 03, 2022 12:30 PM		
☐	 Newsletter		  	Active		Mar 05, 2021 10:15 AM		
☐	 MadCap Documentation		    	Active		Nov 11, 2021 11:03 AM		
☐	 Flare Guide			Active				
☐	 Fitbit Old Manuals			Active				
☐	 IKB		  	Active				
☐	 Fitbit Style Guide		  	Active		Feb 09, 2022 2:16 PM		
☐	 Fitbit Troubleshooting Guide		  	Active		Mar 12, 2019 3:15 PM		
☐	 Fitbit Plus		   	Active		Feb 11, 2020 1:23 PM		
☐	 Fitbit External		    	Active		Dec 28, 2021 3:36 PM		

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Questions?



LIVE WEBINAR

Thank You