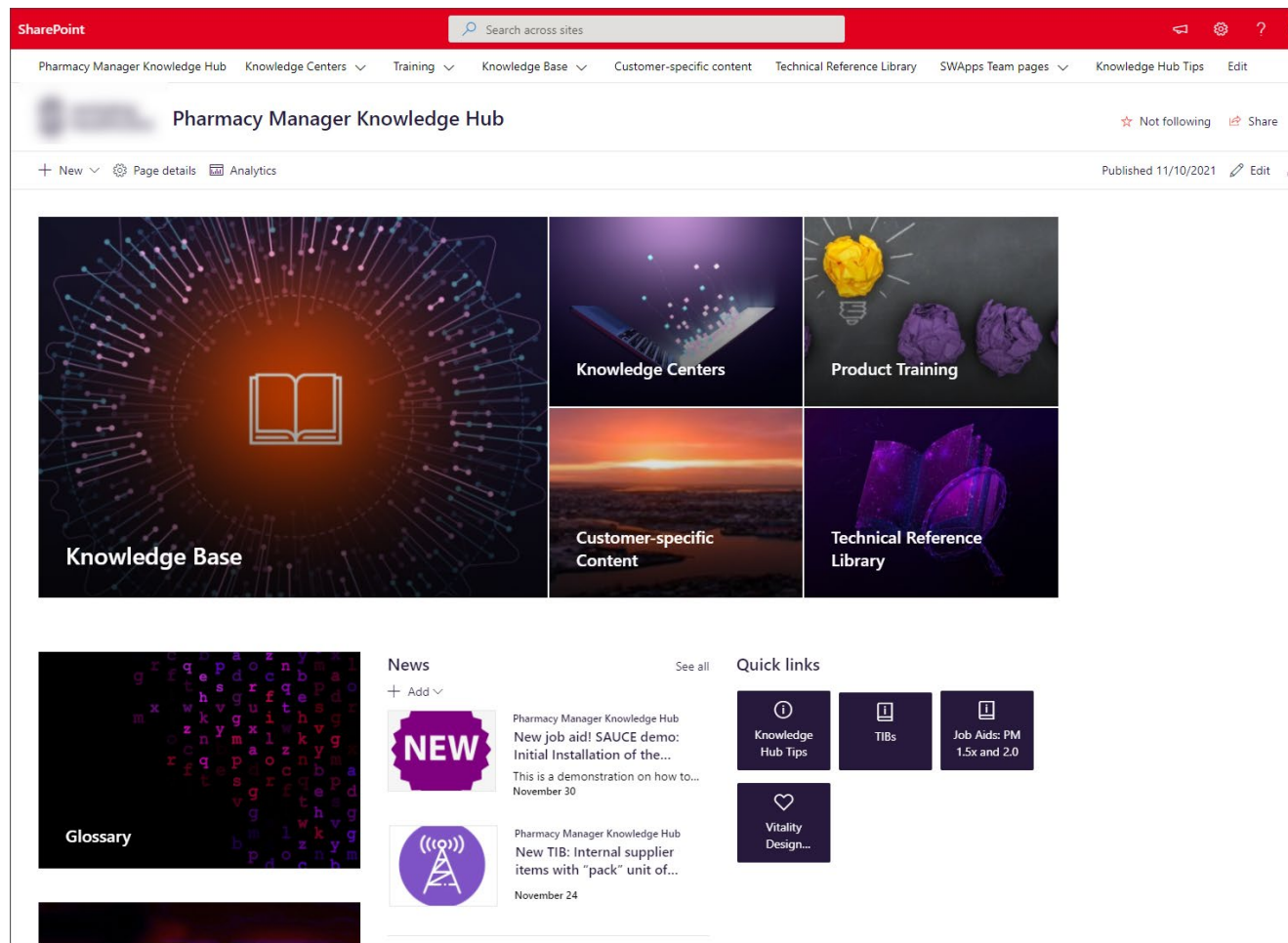


# Swisslog Knowledge Hub

I designed and launched a SharePoint Knowledge Hub for Customer Support articles and internal operational guidance for pharmacy automation software.

Although the original purpose of the hub was to provide a Customer Support knowledge base, it quickly expanded to include a training portal reference library, a Knowledge Center repository for customer-facing product documentation, and individual sites for internal team processes, including robust style guidelines and processes for the Documentation and Training team.



# Knowledge Base for SWApps

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TIBs

PM Job Aids

PM-Scripts

ADMIN troubleshooting

BOXPICKER troubleshoot...

CART troubleshooting

INVENTORY troubleshoot...

MISCELLANEOUS trouble...

PICK troubleshooting

RECEIVE troubleshooting

Concepts

Configuration

Performance-issues

Procedures

Pages

Recycle bin

Edit

## How to use the Knowledge Base (KB)

Find an answer to your question by:

- **Browsing** by category in the left pane.
- **Searching** for a term.
- **Viewing** all articles by clicking **Pages** in the left pane.
- **Browsing** Technical Information Bulletins (TIBs) by clicking **TIBs** in the left pane.

To **create** a knowledge base article:

**Important!** Review the **complete instructions** before creating a new page.

1. Click **New > Page**.
2. Select the **<Name/Issue>** template.
3. Click **Create Page**.



### Technical Information Bulletins (TIBs)

See all

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All Documents ⓘ

Title

Date of publica...

### Quick links

- Knowledge Hub Tips
- PM Escalation Process
- Product Training
- Customer-Specific...

## Knowledge Base for SWApps

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- Home
- TIBs
- PM Job Aids**
- PM-Scripts
- ADMIN troubleshooting
  - Can't log on
  - IUH-Only---Configure...
  - Non-supported device
  - Remote ordering: role ...
- BOXPICKER troubleshooti...
- CART troubleshooting
- INVENTORY troubleshoot...
- MISCELLANEOUS trouble...
- PICK troubleshooting
- RECEIVE troubleshooting
- Concepts
- Configuration
- Performance-issues
- Procedures
- Pages
- Recycle bin

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Pending approval Edit **Review approvals**

# Pharmacy Manager Job Aids

This page contains training videos for Pharmacy Manager 1.5x and 2.x:

- Scenario-based troubleshooting videos
- Procedural demonstration videos
- Architectural demonstration videos

### Scenario-based Troubleshooting Videos

Duration	Video Job Aid	Scenario	Presenter	Comments
6 min.	<a href="#">Troubleshooting - No Labels are Printing.mp4</a>	Customer reported that labels are not printing. The customer IT person did say that the labels stopped printing when they updated the IP address of the network printer.	Arun Kumar	1.5x 2.x
4 min.	<a href="#">Troubleshooting -Submitted PO doesn't appear at Wholesaler's Website.mp4</a>	Customer reported that a PO was submitted, but their wholesaler says that the PO did not appear on their website.	Arun Kumar	1.5x 2.x
5 min.	<a href="#">Troubleshooting - Cart Submitted but Immediately Canceled.mp4</a>	Customer reported that they submitted a Cart, but the PO was immediately canceled.	Arun Kumar	1.5x 2.x
4 min.	<a href="#">Troubleshooting - HIS Order doesn't appear</a>	Customer reported that HIS orders are not showing up on the	Arun Kumar	1.5x 2.x: These <b>updates</b> occurred in PM 2.0: <ul style="list-style-type: none"> <li>• The Pick &gt; New Orders UI now runs on the <b>PM-UI</b> service within the Virtual Appliance.</li> </ul>

## Pharmacy Manager Knowledge Hub

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### Knowledge Centers (customer-facing)

#### Customer-facing content, including:

- [User topics \(help\)](#)
- [Release notes](#)
- [Admin topics](#)
- [Hardware and software requirements](#)

#### Releases:

- [Pharmacy Manager 2.0](#)
- [Pharmacy Manager 1.53](#)
- [Pharmacy Manager 1.21.4](#)

Pharmacy Manager Knowledge Hub Not following Share

# Training overview PM 1.53

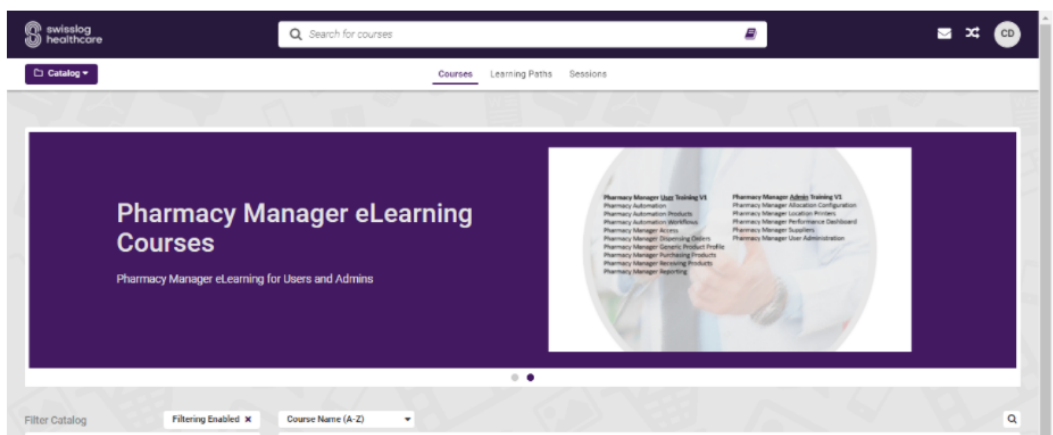
Swisslog Healthcare training is located on our training website, [LearnUpon](#), where you may be prompted to [enroll](#).

See also [Pharmacy Manager Job Aids](#).

## Navigation on LearnUpon

Courses are organized into categories in the LearnUpon catalog. For Pharmacy Manager, you can choose from two types of training.

<p><b>Product Training</b> (see the <b>Pharmacy Manager</b> category)</p>	<p>This category is available to our customers, Swisslog Healthcare field service engineers (FSEs), and system administrators.</p>
<p><b>Internal Training</b> (see the <b>SWApps</b> category)</p>	<p>This category is intended for internal system engineers (SEs) and software system engineers (SSEs).</p>





## Style Guidelines

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Welcome!

Branding, Trademarks, an...

General Writing Style

Abbreviations and acro...

Active versus passive v...

Anthropomorphism

Capitalization

Dates and times

e-words

False subjects

Filenames and extensio...

Gender

**Jargon and technical...**

Latin abbreviations an...

Lists (bulleted and nu...

Measurements

Numbers and percenta...

Parallelism

Special characters

Streamlined content (...)

# Jargon and technical terms

Jargon refers to technical language, including abbreviations and acronyms, that is used by specific audiences. Jargon is not appropriate for all audiences. Technical jargon is sometimes acceptable for programmers and other technical audiences when you can assume a specific background or level of expertise.

Always write with your audience in mind, but be mindful to avoid unnecessary technical jargon that might be difficult to translate. For general audiences, use technical language only when necessary and always introduce and explain technical terms upon the first usage.

Avoid jargon when:

- You can use a more familiar term.
- The term is familiar to only a subset of your audience.
- The term obscures rather than clarifies the meaning of the text.

Additional guidelines for using jargon:

- When in doubt, verify with your subject matter experts.
- Identify alternative terms when reviewers question a term.
- Consider a term acceptable if it is used in mainstream documentation

Jargon	More familiar alternatives
Leverage available resources	Use available resource
Peripheral hardware	Additional devices
Utilize accessible materials	Use existing materials

### Keywords

technical language, buzz words, audience



SharePoint Search this site

Pharmacy Manager Knowledge Hub Knowledge Centers Training Knowledge Base Customer-specific content Technical Reference Library SWApps Team pages Knowledge Hub Tips

## Documentation and Training Processes

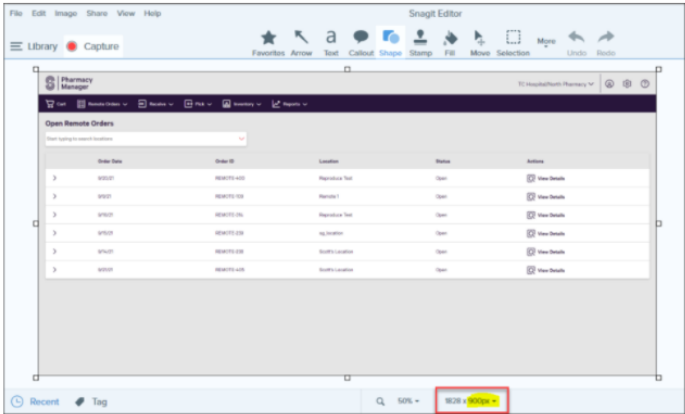
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### Create screenshots for Knowledge Center content

Use the following procedure to capture a screenshot and add it to your project.

1. Use Snagit and Snagit Editor to capture and edit screenshots.
2. Capture the screenshot and use the drop-down arrow in **Resize Image** section to change the height of the image to 500 pixels.



Order Date	Order ID	Location	Status	Action
3/1/2021	HK4970-400	Alpharetta Test	Open	View Details
3/1/2021	HK4970-004	Atlanta 1	Open	View Details
3/1/2021	HK4970-005	Alpharetta Test	Open	View Details
3/1/2021	HK4970-006	Big Brother	Open	View Details
3/1/2021	HK4970-008	South Location	Open	View Details
3/1/2021	HK4970-009	South Location	Open	View Details

3. Save the screenshot as a **.png** file to the appropriate location in your local Flare project.
4. In Flare, open the topic and import the image.
5. Right-click the image and open **Image Properties**.
6. Go to **Size** and set the **Width: Length** to **65%** and click **OK**. Verify that the setting is saved as a percentage.

