

I created the following SharePoint knowledge hub in collaboration with the Engineering, Support, Training, and Implementation teams. The knowledge hub, which was originally intended to be just a knowledge base for Customer Support, quickly expanded to include customer-facing documentation (“knowledge centers”), a training portal, a reference library, and individual team sites, which included style guidelines and processes for the Documentation and Training team.

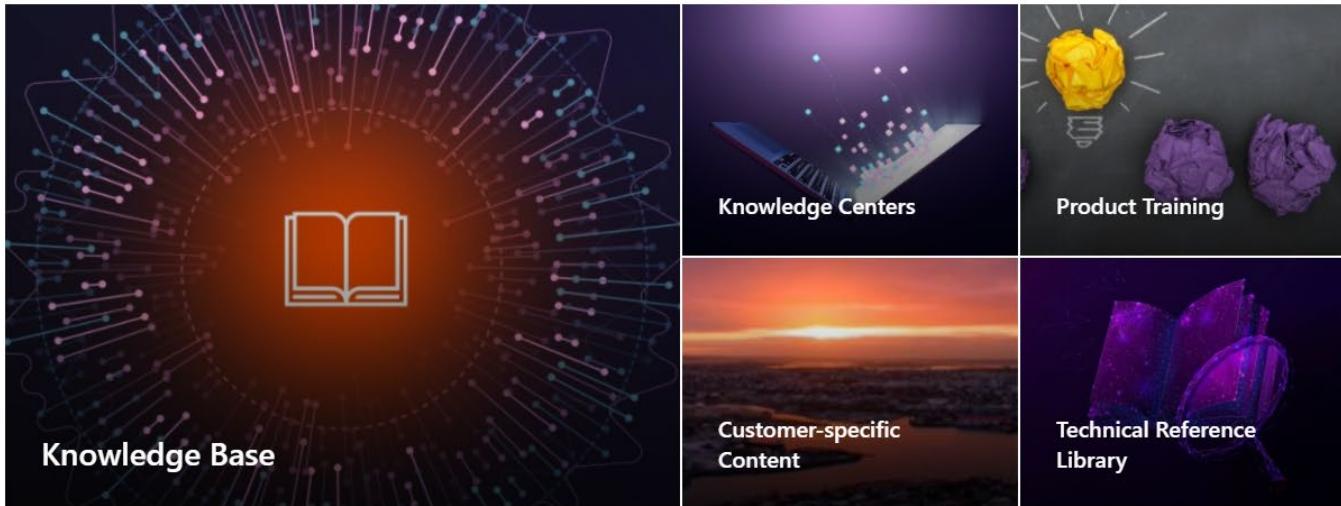
SharePoint Search across sites ? 

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

## Pharmacy Manager Knowledge Hub

Not following Share

+ New Page details Analytics Published 11/10/2021 Edit



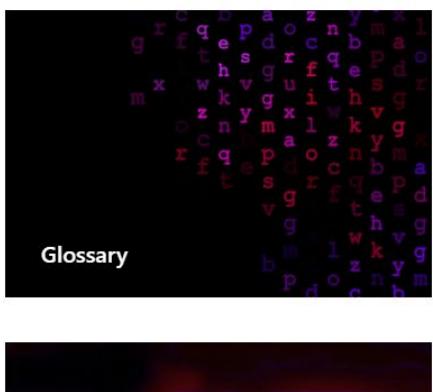
**Knowledge Base** 

**Knowledge Centers** 

**Product Training** 

**Customer-specific Content** 

**Technical Reference Library** 

**Glossary** 

**News** + Add See all

**NEW** 

Pharmacy Manager Knowledge Hub  
New job aid! SAUCE demo: Initial Installation of the...  
This is a demonstration on how to... November 30

 Pharmacy Manager Knowledge Hub  
New TIB: Internal supplier items with "pack" unit of... November 24

**Quick links**

 Knowledge Hub Tips  TIBs  Job Aids: PM 1.5x and 2.0

 Vitality Design...

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

## Knowledge Base for SWApps

Not following Share

Home + New Page details Analytics Published 11/16/2021 Edit ↗

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 All Documents ...

+ New Upload Edit in grid view Sync Export to Excel

Title	Date of publica...
-------	--------------------

Quick links

Knowledge Hub Tips PM Escalation Process Product Training

Customer-Specific...

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

Not following Share

Home TIBs PM Job Aids

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

New Send to Promote Page details Immersive Reader Analytics Pending approval Edit Review approvals

## Knowledge Base for SWApps

### 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	<b>1.5x</b> <b>2.x</b>
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	<b>1.5x</b> <b>2.x</b>
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	<b>1.5x</b> <b>2.x</b>
4 min.	<a href="#">Troubleshooting - HIS Order doesn't appear</a>	Customer reported that HIS orders are not showing up on the	Arun Kumar	<b>1.5x</b> <b>2.x:</b> 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>

SharePoint Search across sites Not following Share

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

## Pharmacy Manager Knowledge Hub

+ New ▾ Send to ▾ Promote Page details Immersive Reader Analytics Published 11/18/2021 Edit

### 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](#)

SharePoint Search across sites ?

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

## Pharmacy Manager Knowledge Hub

Not following Share

+ New Send to Promote Page details Immersive Reader Analytics Published 11/1/2021 Edit

### Training overview PM 1.53

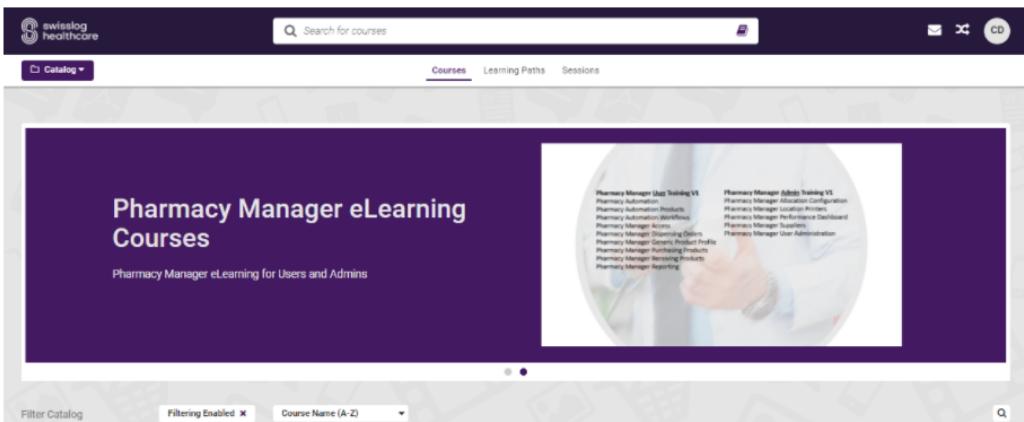
Swisslog Healthcare training is located on our training website, [LearnUpon](#), where you may be prompted to [enroll](#).

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.

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



## Style Guidelines

Home + New Page details Analytics Published 11/10/2021 Edit Share

Not following

Documentation & Training Style Guidelines

This site provides editorial guidance for those who write SWApps technical documentation. Style guidelines ensure that Knowledge Center content is written in one voice with clarity and consistency across products.

Our guidelines represent a collaboration of ideas from well-respected writing resources and style guides. Team members gather ideas, research best practices, and implement guidelines that support our international audiences.

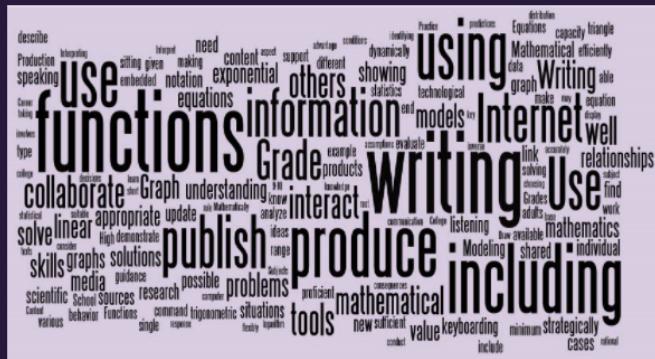
To find guidelines on a specific topic:

- Expand the categories in the left pane.
- Search for a specific topic.

To suggest additions and revisions to guidelines, please enter specific feedback in the Comments field.

### Quick links

[Microsoft Style Guide](#) [Learn about a team site](#) [Chicago Manual of...](#) [Merriam-Webster](#)



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

## Style Guidelines

Not following Share

Home New Send to Promote Page details Immersive Reader Analytics Published 11/9/2021 Edit

### 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

Not following Share

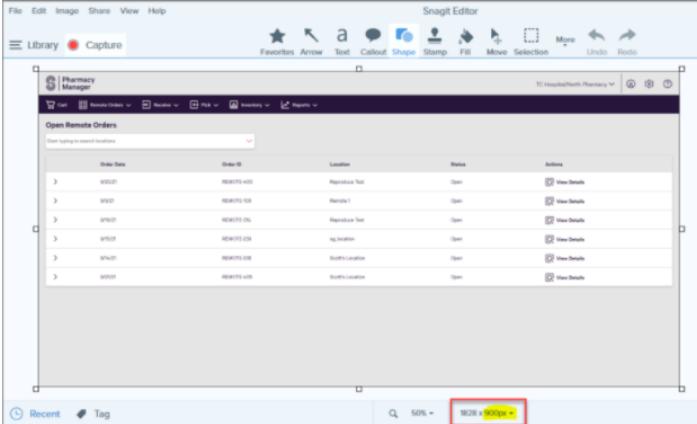
Home General information and ... Editing How do I...? Create a query in Jira Create new project in F... Create screenshots for Knowledge Center content Download clone of SA ... Get a document number Import the SA-Global t... Link your project to SA... Synchronize SA-Global... Request network drive ... Understanding Madcap F... Conditions Content structure Div styles (SA-Global t... File naming conventions Flare global template (... Global template UI/file ... Graphics (screen captu...

+ New Send to Promote Page details Immersive Reader Analytics Published 10/28/2021 Edit Share

# 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.



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.

