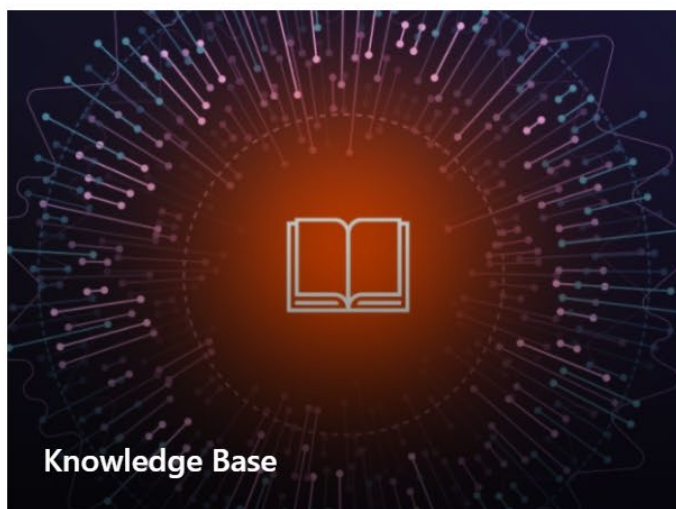
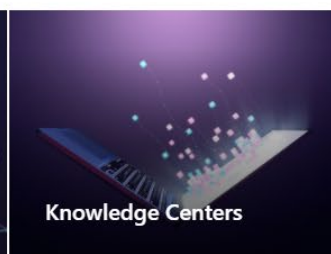
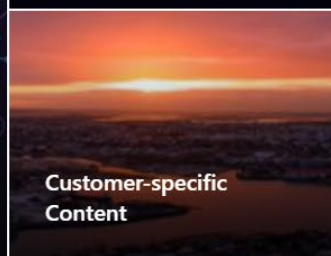


I created the following SharePoint knowledge hub in collaboration with the Engineering, Support, Training, and Implementation teams. The knowledge hub, which was originally intended to be just a knowledge base for Customer Support, quickly expanded to include customer-facing documentation (“knowledge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

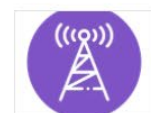
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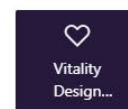
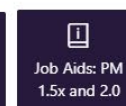
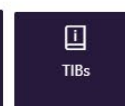
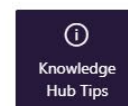
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New job aid! SAUCE demo:
Initial Installation of the...
This is a demonstration on how to...
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How to use the Knowledge Base (KB)

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.

- Click **New** > **Page**.
- Select the **<Name/Issue>** template.
- Click **Create Page**.

Technical Information Bulletins (TIBs)

See all

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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.	Troubleshooting - No Labels are Printing.mp4	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.	Troubleshooting -Submitted PO doesn't appear at Wholesaler's Website.mp4	Customer reported that a PO was submitted, but their wholesaler says that the PO did not appearing on their website.	Arun Kumar	1.5x 2.x
5 min.	Troubleshooting - Cart Submitted but Immediately Canceled.mp4	Customer reported that they submitted a Cart, but the PO was immediately canceled.	Arun Kumar	1.5x 2.x
4 min.	Troubleshooting - HIS Order doesn't appear	Customer reported that HIS orders are not showing up on the	Arun Kumar	1.5x 2.x: These updates occurred in PM 2.0: <ul style="list-style-type: none">The Pick > New Orders UI now runs on the PM-UI service within the Virtual Appliance.


SharePoint

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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](#)

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Training overview PM 1.53

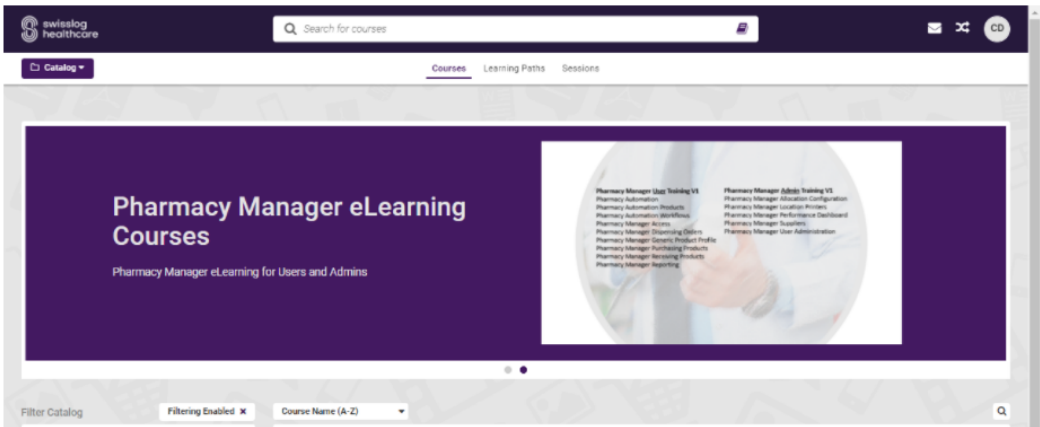
Swisslog Healthcare training is located on our training website, [LearnUpon](#), where you may be prompted to [enroll](#).

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.

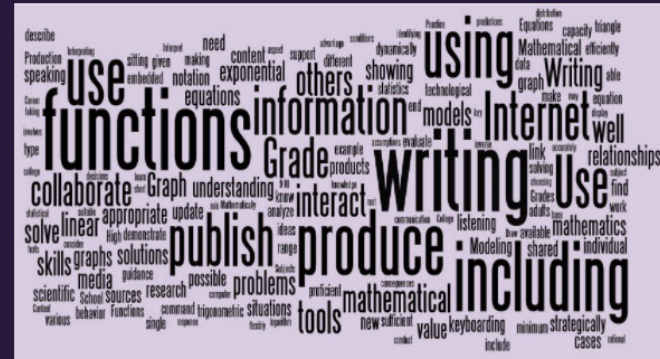
Product Training (see the Pharmacy Manager category)	This category is available to our customers, Swisslog Healthcare field service engineers (FSEs), and system administrators.
Internal Training (see the SWApps category)	This category is intended for internal system engineers (SEs) and software system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



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.

- 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.



- Microsoft Style Guide
- Learn about a team site
- Chicago Manual of...
- Merriam-Webster

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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

This site provides helpful information about authoring tools and processes for the SWApps Documentation and Training team.

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

[illegible]

SharePoint

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Understanding Madcap F...

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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.

File Edit Image Share View Help

Snagit Editor

Library Capture

Star Arrow Text Callout Shape Stamp Fill Move Selection Merge Undo Redo

Pharmacy Manager

TC KnowledgeHub Pharmacy

Open Remote Orders

Start typing to search locations

Order Date	Order ID	Location	Status	Actions
10/20/21	MS00170-400	Replicate Test	Open	View Details
10/20/21	MS00170-100	Replicate T	Open	View Details
10/20/21	MS00170-050	Replicate Test	Open	View Details
10/20/21	MS00170-020	Replicate Test	Open	View Details
10/20/21	MS00170-010	Replicate Test	Open	View Details
10/20/21	MS00170-000	Replicate Test	Open	View Details

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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.

Image Properties

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✕