

SilverStripe User Help



The plan of updating and extending
the user help

Analysis – current state

The screenshot shows a user help page for SilverStripe. The page title is "Uploading files and images" and it is part of the "Files and images" section. The page contains a table of contents on the left, a main content area with a list of steps, and a screenshot of the SilverStripe interface showing the "Files & Images" window and the "Folder contents" pane. The "Folder contents" pane shows a list of files with columns for "Title" and "Filename".


silverstripe user help ?

Files and images » Uploading files and images Search Go

Uploading files and images

«Previous | Next»

Before you can access and incorporate files and images in your web pages, you need to upload them to the web server. The files and images are arranged in a series of folders and subfolders, enabling you to store them logically and therefore to locate them easily.

1. Click on the **Files & Images** icon  to display the **Files Images** window

Before you can upload files or images, you need to select the folder where it will be stored...

2. Locate or create the required folder (for more information, refer to [Creating Folders to Organise Files](#))
3. Click on the folder to display the contents in the **Folder contents** pane
4. Click on the **Files** tab to display the files contained in the selected folder

The selected folder displays the items that have already been uploaded. There are two other tabs available in this pane: "Details" and "Upload"...

Files & Images Delete files Move files... Save

Create Delete Reorganise

http://www.your-site.com/assets

- MorePhotos
- MyImages
 - Staff
 - Photos
 - Uploads

Folder contents

Name

Files **Details** **Upload**

Displaying 1 to 10 of 12

	Title	Filename	
<input type="checkbox"/>	BrianCalhoun.png	BrianCalhoun.png	
<input type="checkbox"/>	HaydenSmith.png	HaydenSmith.png	
<input type="checkbox"/>	IngoSchommer.png	IngoSchommer.png	
<input type="checkbox"/>	MattPeel.png	MattPeel.png	
<input type="checkbox"/>	MichaelAndrewartha.png	MichaelAndrewartha.png	

Currently the user help is an typical reference manual describing the CMS's functionality and giving basic examples on how to use them.

Analysis – current state

As a reference manual it has some typical advantages:

- its content is well structured in to sections and subsections
- you can easily look in to a certain functionality without having to read the rest of the manual
- examples are very straightforward

But beside this we have some facts like:

- learning from reference manuals is ineffective as people prefer do view web casts and read tutorials even if they only want to see a cretin functionality
- reference manuals don't give you an overall view on how to use the software
- lack of more complex examples and tips prevent you from using the softwares full potential

Analysis – conclusion

**Combine the structured hierarchy of a reference manual
with the content presentation benefits of an web cast
and a quick start tutorial**

Analysis – tech. issues

Beside the new learning concept we also have some technical issues to overcome:

- current screen shots and some texts are out of date
- lack of internationalization capabilities
- lack of a distributable package of the web site version of the user help (prevents building custom user helps)

Project – main learning goals

- add a web cast to every basic example
- add more complex examples and tips for users that want to learn more about a certain functionality
- add an overall brief tutorial on running a SilverStripe based web site
- add comments sections to every page so users can interact with each other

Project – main tech. goals

- update the manuals content
- add internationalization
- make a distributable web site package

Project - time line

Phase A:

- 1) update content
- 2) add web casts to most crucial examples
- 3) add comments sections
- 4) add internationalization

Phase B:

- 5) add quick start tutorial
- 6) add more web casts and complex examples
- 7) make distributable package

Project – new elements in UI

The screenshot shows the 'silverstripe user help' interface. The breadcrumb trail is 'The content editor > Working with pages > Adding a heading'. A search bar is located in the top right. A left-hand navigation menu lists various help topics, with 'Adding a heading' highlighted. The main content area is titled 'Adding a heading' and includes a 'Language chooser' icon in the top right. Below the title is a navigation link '«Previous | Next»'. The text explains that headings are added by entering text into the 'Content' field and applying a style. A numbered list of six steps is provided, with step 1 pointing to a 'Site Content' icon. Below the list is a note: 'The "Main" sub-tab is located on the "Content" page...'. At the bottom, there is an inset screenshot of the 'Edit Page' interface, showing the 'Content' field circled in red. The bottom of the page features a 'User comments section'.

Language chooser

Web cast presenting the material described below

Tips and reference to more complex examples

User comments section

New menu with the quick start tutorial

More details in the storyboard...