

# [Product name] user manual

Replace every text in [brackets] and delete these grey hints when done. Heading 1 is a part or chapter, Heading 2 a task, Heading 3 a part of a task. Keep the styles: the contents below is built from them.

|                         |                                                              |
|-------------------------|--------------------------------------------------------------|
| Product and version     | [Product name, version the manual describes]                 |
| Manual version and date | [1.0, date]                                                  |
| Written for             | [Who uses the product, and what they already know]           |
| Owner                   | [One name and team per chapter, or one for the whole manual] |

## Important notices

[Anything that loses data or money, or can hurt someone, goes here first and is repeated in the task where it happens. Delete the part if there is nothing.]

[Notice]

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[The contents is a field built from the headings. After editing headings, right-click it and choose Update Field (Word) or Update Index (LibreOffice).]

## 1 Overview

### What [product] does

[Two or three sentences: the job the product does and for whom.]

### Who this manual is for

[Roles that use it. What they do not need to know.]

### What this version covers

[Product version, the parts covered and the parts left out.]

[Write the overview last, when the tasks are done.]

## 2 Setup

### Requirements

[Browser or operating system, hardware, network, anything to install.]

### Account, roles and permissions

| Role | What it can do |
|------|----------------|
| [ ]  | [ ]            |
| [ ]  | [ ]            |

### First sign-in

[What a new account needs, in numbered steps, written like a task below.]

*[Optional, for a physical product: What is in the box, Installation. Product information goes in Appendix A.]*

## 3 [Chapter: an area of work, for example Invoices]

[One sentence: what the user gets done in this chapter.]

### 3.1 [Goal, verb first: Void an unpaid invoice]

*[Copy this task block once per goal. Title in the same form for every task.]*

[One line: when to do this.]

#### Before you start

[Role or permission, the data needed (for example the invoice number), the state the record must be in.]

#### Steps

| # | Step                                                                                                                                                                                                                             |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | [Location first, then one action, exact labels in bold: In <b>Search invoices</b> , type ...]<br><i>[Screenshot only where the screen changes or the target is hard to find. Cropped to the area, one marker on the target.]</i> |
| 2 | [ ]<br><i>[Screenshot]</i>                                                                                                                                                                                                       |
| 3 | [ ]<br><i>[Screenshot]</i>                                                                                                                                                                                                       |

#### Result

[What the user sees when it worked: the message, the new status.]

#### If it goes wrong

[The error message, and a pointer to its entry in Troubleshooting.]

### 3.2 [Goal]

*[Copy the task block above.]*

## 4 Troubleshooting

| Symptom (the exact message) | Cause | What to do |
|-----------------------------|-------|------------|
|-----------------------------|-------|------------|

|     |     |     |
|-----|-----|-----|
| [ ] | [ ] | [ ] |
| [ ] | [ ] | [ ] |

## 5 Glossary

| Term, as the screen shows it | What it means |
|------------------------------|---------------|
| [ ]                          | [ ]           |
| [ ]                          | [ ]           |

## Appendix A Product information

*[Optional, for a physical product; delete it for software. IEC/IEEE 82079-1:2019 lists these topics in its clause 7, Content of information for use. Safety warnings also go in Important notices and in the task where the hazard occurs.]*

|                                |                                                              |
|--------------------------------|--------------------------------------------------------------|
| <b>Intended use</b>            | [What the product is for, and uses to avoid]                 |
| <b>Safety warnings</b>         | [Hazard, what can happen, how to avoid it]                   |
| <b>Model and serial number</b> | [Where they are printed on the product]                      |
| <b>Specifications</b>          | [Power, dimensions, weight, operating conditions]            |
| <b>Maintenance</b>             | [What the user cleans, checks or replaces, and how often]    |
| <b>Disposal</b>                | [How to dispose of or recycle the product and its batteries] |
| <b>Support and warranty</b>    | [Supplier name, address and contact; warranty terms]         |

## Change list

| Date | Manual version | Product version | What changed |
|------|----------------|-----------------|--------------|
| [ ]  | [ ]            | [ ]             | [ ]          |