Self-Help Guide

Self-Help Guides: Organize & Construct a Self-Help Guide

This self-help guide will guide you through the process of preparing your content and constructing a self-help guide.

Prepare

Self-Help Guide Overview

What is a Self-Help Guide?

A Self-Help Guide provides the context and step-by-step instructions needed to learn about and complete specific tasks. Users can either start from the beginning of a self-help guide and follow it to the end, or they can jump in at any point to find the help that is most needed at the moment.

Understand the Structure

A Self-Help Guide (SHG) can be laid out in one to three columns depending on the scope of the content.
Organize the Content

Analyze the Content

Provide a Clear Focus
/services-technologies/how-tos/self-help-guides-provide-clear-focus
Use Rapid Task Analysis (RTA)
/services-technologies/how-tos/self-help-guides-use-rapid-task-analysis

Assemble the Content

Curate Existing Content
/services-technologies/how-tos/servicenow-knowledge-use-curated-content
This article was written for knowledge base articles but also applies to content for self-help guides.
Write for an Online Audience
https://docs.google.com/document/d/11aXEd46KHFY7dGgSN16l184C0QSaFDA2P90mjZ3qOks
This guide was written for knowledge base articles but also applies to content for self-help guides.
Determine Where to Store your Content
/services-technologies/how-tos/self-help-guides-determine-where-store
Use a Spreadsheet to Track your Content
/services-technologies/how-tos/self-help-guides-use-spreadsheet-track

Build

Turn on Self-Help Guides in Your Site

Activate and Customize the Settings

Activate the Self-Help Guide Module
/services-technologies/how-tos/self-help-guides-activate-self-help
Set the Column Colors
/services-technologies/how-tos/self-help-guides-set-column-colors-your
Enable "Read/Watch" Icons
Create a New Self-Help Guide

Create Self-Help Guide Pages and Columns


Create a Self-Help Guide Column
/services-technologies/how-tos/self-help-guides-create-column-self-help
Create a Self-Help Guide Page

Work with Self-Help Guide Columns

Work with Main Categories

Create a New Main Category in a Column
/services-technologies/how-tos/self-help-guides-create-new-main
Reorder Main Categories in a Column
/services-technologies/how-tos/self-help-guides-reorder-main-categories
Delete a Main Category in a Column
/services-technologies/how-tos/self-help-guides-delete-main-category-in

Work with Subcategories

Create a New Subcategory in a Main Category
/services-technologies/how-tos/self-help-guides-create-new-subcategory
Reorder Subcategories in a Main Category
/services-technologies/how-tos/self-help-guides-reorder-subcategories
Delete a Subcategory in a Main Category
/services-technologies/how-tos/self-help-guides-delete-subcategory-in
Work with Links to Resources

Add a Link to a Resource on Another Website
/services-technologies/how-tos/self-help-guides-add-link-resource
Add a Link to a Resource on the Same Website as the Self-help Guide
/services-technologies/how-tos/self-help-guides-add-link-resource-same
Add a Resource to Display Inline
/services-technologies/how-tos/self-help-guides-add-resource-display
Reorder Links in a Subcategory
/services-technologies/how-tos/self-help-guides-reorder-links-in
Delete a Link to a Resource
/services-technologies/how-tos/self-help-guides-delete-link-resource

Sustain

Plan Your Content Lifecycle

Define Ongoing Workflow

Get Your Content Strategy Out of the Drawer with Governance
http://uxmag.com/articles/get-your-content-strategy-out-of-the-drawer-with-gove...
Content Lifecycle: Closing the Loop in Content Strategy
http://johnnyholland.org/2010/10/content-lifecycle-closing-the-loop-in-content-...

Create a Maintenance Plan

How to Put Together an Editorial Calendar for Content Marketing
http://contentmarketinginstitute.com/2010/08/content-marketing-editorial-calend...
Archiving Web Content

Maintain Quality Control

Quality Content Checklist
http://content-science.com/products/content-quality-checklist/