

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.

Understand the Structure

</services-technologies/how-tos/self-help-guides-understand-structure>

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/11aXEd46KHIFY7dGgSN16l184C0QSaFDA2P90mjZ3qOk>

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

</self-help-guides-enable-readwatch-icons>

Create a New Self-Help Guide

Create Self-Help Guide Pages and Columns

The Self-Help Guide Module comes with two content types. Use the "Self-Help Guide Column" to create the individual columns for the self-help guide. Use the "Self-Help Guide Page" to create the master document that pulls together the individual columns of the self-help guide.

Create a Self-Help Guide Column

</services-technologies/how-tos/self-help-guides-create-column-self-help>

Create a Self-Help Guide Page

</services-technologies/how-tos/self-help-guides-create-self-help-guide>

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

http://blogs.ec.europa.eu/waltzing_matilda/archiving-web-content/

Maintain Quality Control

Quality Content Checklist

<http://content-science.com/products/content-quality-checklist/>