

# 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 do learn more about a cretin functionality
- add an overall brief tutorial on running a SilverStripe based web site
- add comments sections do 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 at 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 (a question mark in a blue box) at 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 on the 'Content' tab. A list of six steps is provided, with step 1 mentioning a 'Site Content' icon. Below the list, a note states '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 'Edit Page' interface includes tabs for 'Main', 'Left', 'Right', and 'Meta-data', and a 'STATUS: Saved (update)' indicator.

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...