

Sample of Instruction Writing for Windows-Based Computer Software

User Level = “High Computer Literacy”

(Programmers, System Administrators, Advanced Non-Technical Users)

Summary and Background of this Sample Excerpt

Important Note: If any terms used in this sample are not known, you may find suitable “business level” (non technical) definitions for most of these in a “computer basics for business” glossary I put together at:

http://www.standardtech.biz/REF_PRO_GEN.0G.html

Any words or phrases not found in the above glossary may be found on the “OneLook.com” web site (<http://www.onelook.com/>) – but be aware that not all definitions found will be at “business level”.

The READERS of the instructions from which this excerpt was taken, would either know most of these basic computer terms (like “[client program](#)” or “[database](#)”), or have access to the above glossary.

Assumptions & Background:

The instructions that follow were written for experienced business users of desktop [PC](#) software at the Leasing & Financial Services division of a major corporation. In particular, these procedures were written as part of a large-scale software TESTING effort performed by both technical and non-technical (but well trained) staff.

Although some of the programs used on their desktop workstations were for local tasks (like word processing, spread sheets, etc.), most of their day-to-day computer access involved communication and interaction with a proprietary, enterprise-wide Lease Management system on a large-scale [mainframe computer](#), in particular, a Unisys (similar to IBM).

Most mainframe computers were not designed originally to communicate with desktop personal computers. Instead, “[terminals](#)” were provided by the computer manufacturer that were designed for use only with their computers. (The sole purpose of a “terminal” was to communicate with a large computer.)

Since most corporations no longer use these old-style terminals, but rather employ desktop personal computers as [workstations](#), companies like **Info Connect** have written [client](#) programs such as **Accessory Manager**. This program basically emulates (acts like) a hardware terminal, in essence allowing one’s PC workstation to replace the old style communications equipment.

Accessory Manager has the capability to emulate many different types of computer terminals. Therefore, to use the program effectively, one must configure the program to “define by name” each type of terminal that the user’s desktop PC workstation should emulate.

In the environment to which this instruction excerpt applies, the company’s Unisys mainframe was divided into sections, or “**applications**” in Unisys terminology. For example, one “application”, or “**APP**”, was for accessing “production” (live) business information and processes, and other **APP**’s were used for various testing regions available on the same computer system.

In the excerpt that follows, you will see the term “**APP7**” (“Application 7”). This refers to the “application” (section) of their Unisys mainframe that was setup and reserved for large-scale TESTING only.

The purpose of the original procedure write-up was to show experienced users of the **Accessory Manager** program how to setup and save a pre-defined set of “session/path” settings, which would later be called-up and employed to access this new testing region (of the Unisys computer system) known as “**APP7**”.

The **excerpt itself** only shows the beginning of the procedure, just enough to give you the reader the style and format of how I write “*do this, do that, you get this result*” instructions related to computer software. (You can also use this introductory piece as a sample of general or “summary” technical writing.)

The complete procedure, from which the following excerpt was taken, involves a considerable number of steps and different online screens, and is over 25 pages in length because of all the screen captures inserted into the material to make it easier to follow.

Those who used this procedure over a 2 year period from these instructions were able to configure their software correctly and had little or no complaint about the instructional write-up.

This write up was designed to be **printed** and inserted into a ring-binder. The overall procedure was **Subject** (section) “**07**” of a complete **APP7** Test Region User Manual that filled an entire ring binder.

The excerpt begins on the following page...

Setting Up the Info-Connect “Accessory Manager” to Access the APP7 Test Region “Online”

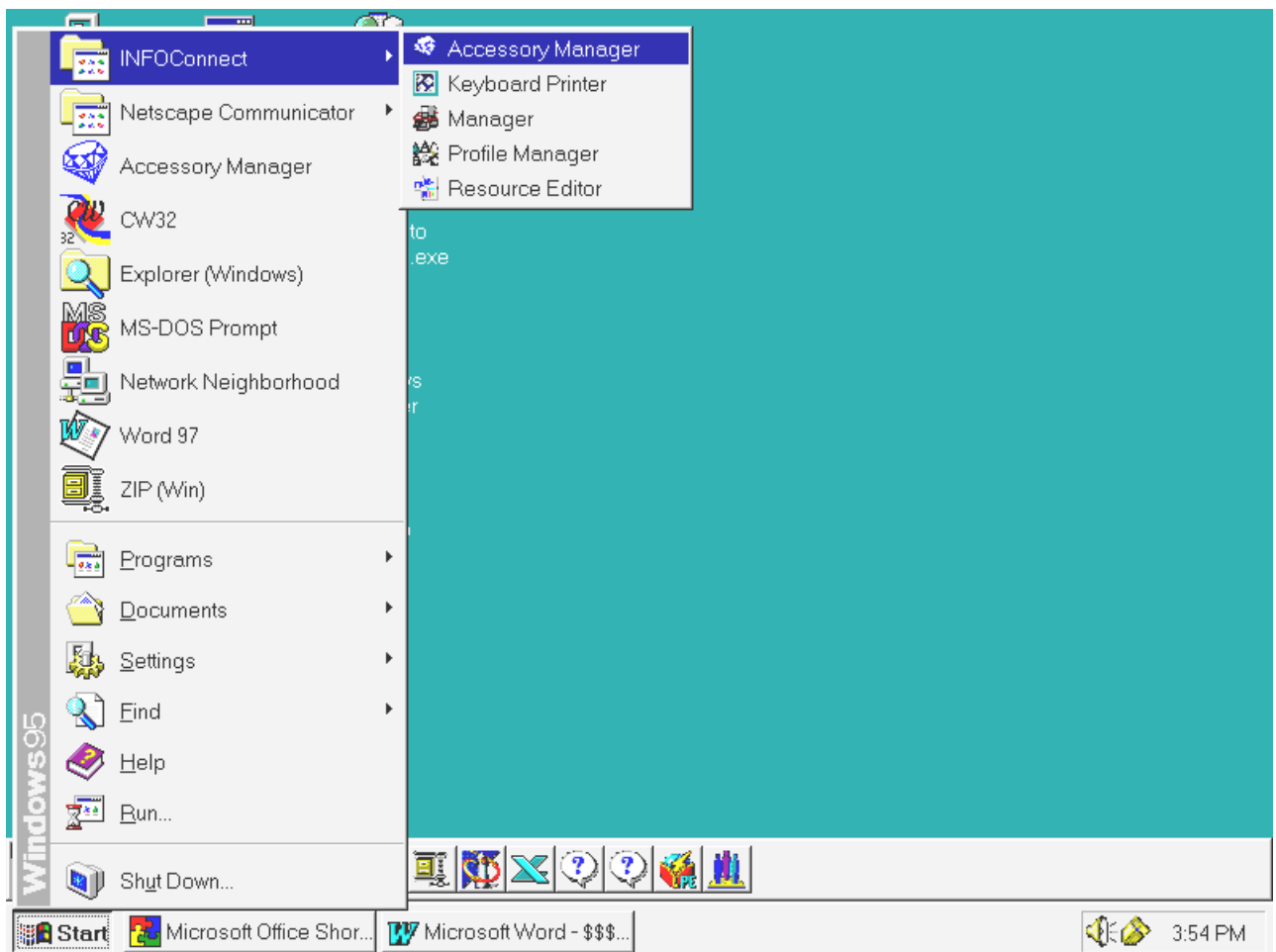
In order to be able to run “online” applications through the APP7 test region, one must of course have Unisys mainframe access through the INFO-Connect Accessory Manager client program. (If not, get I/T to install this on your PC setup.) However, one must also have an “APP7 session” path defined and configured for the Unisys “online” APP7 test region.

Provided one has INFO-Connect Accessory Manager installed, one can setup an APP7 session path on one’s own, by following the steps outlined below.

Using the “INFO-Connect Manager” to Create and Configure An “Online Session Path” to the Unisys APP7 Test Region

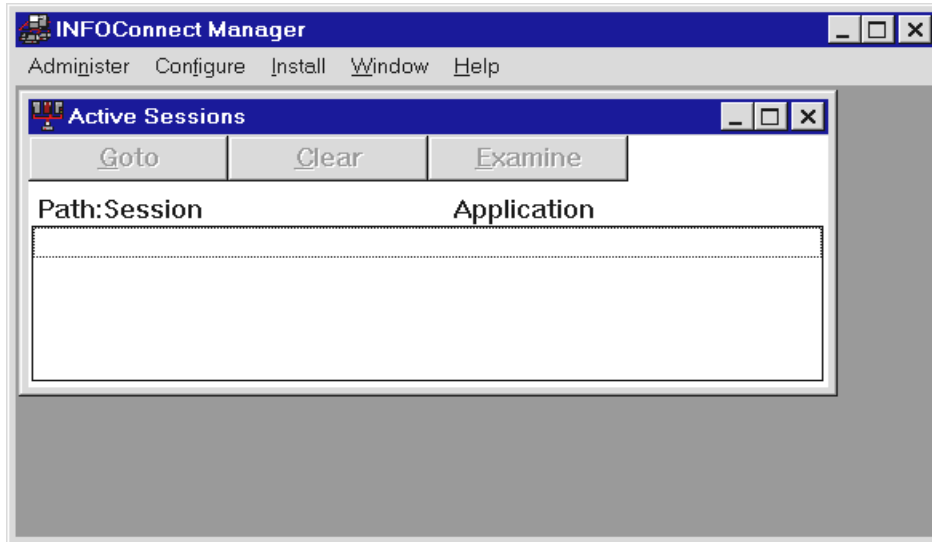
First, one has to display the INFO-Connect Start Menu, as shown below, then select **Manager**. How one gets into INFO-Connect depends upon one’s PC setup; it can be via the **START** menu directly (as shown below), through the “Programs” item on the **START** menu, through an **ICON** on the **Desktop**, or in any number of ways one can find on Windows.

The key is that one sees some version of the **INFO-Connect Start Menu** illustrated below, and that it has the **Manager** choice on it (see below).

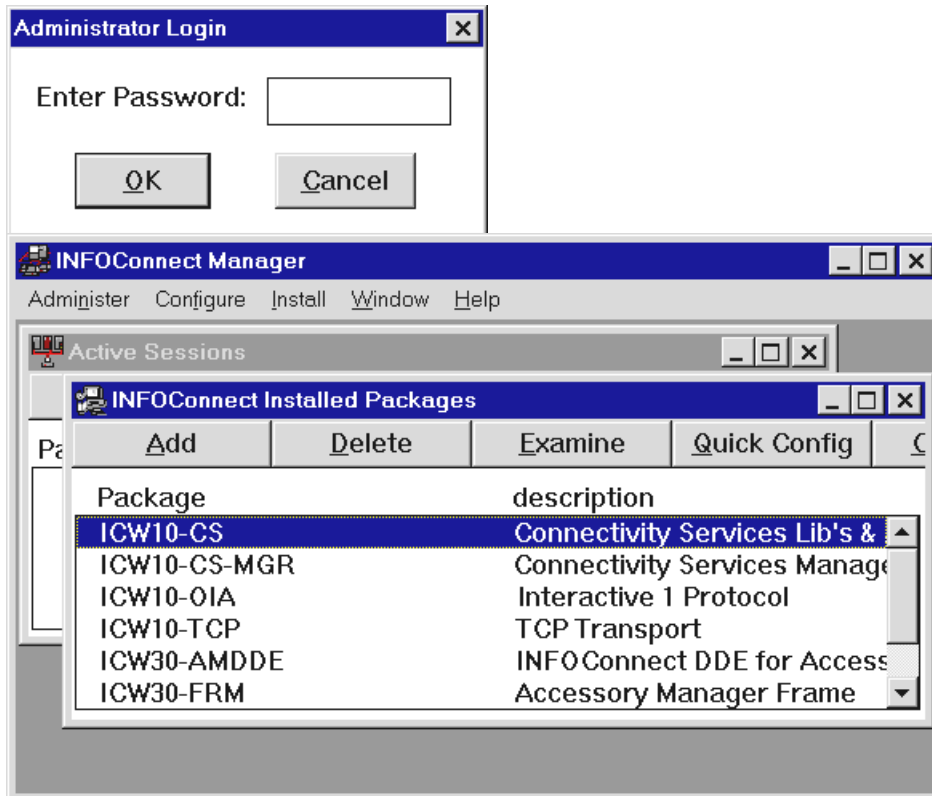


Task	Mouse Procedure	Keyboard Procedure	Results
Select “ Manager ”.	Click “ Manager ”.	Hit “ M ” (case ignored).	“ INFO-Connect Manager ” window appears with an “ Active Sessions ” window over it. (See next page.)

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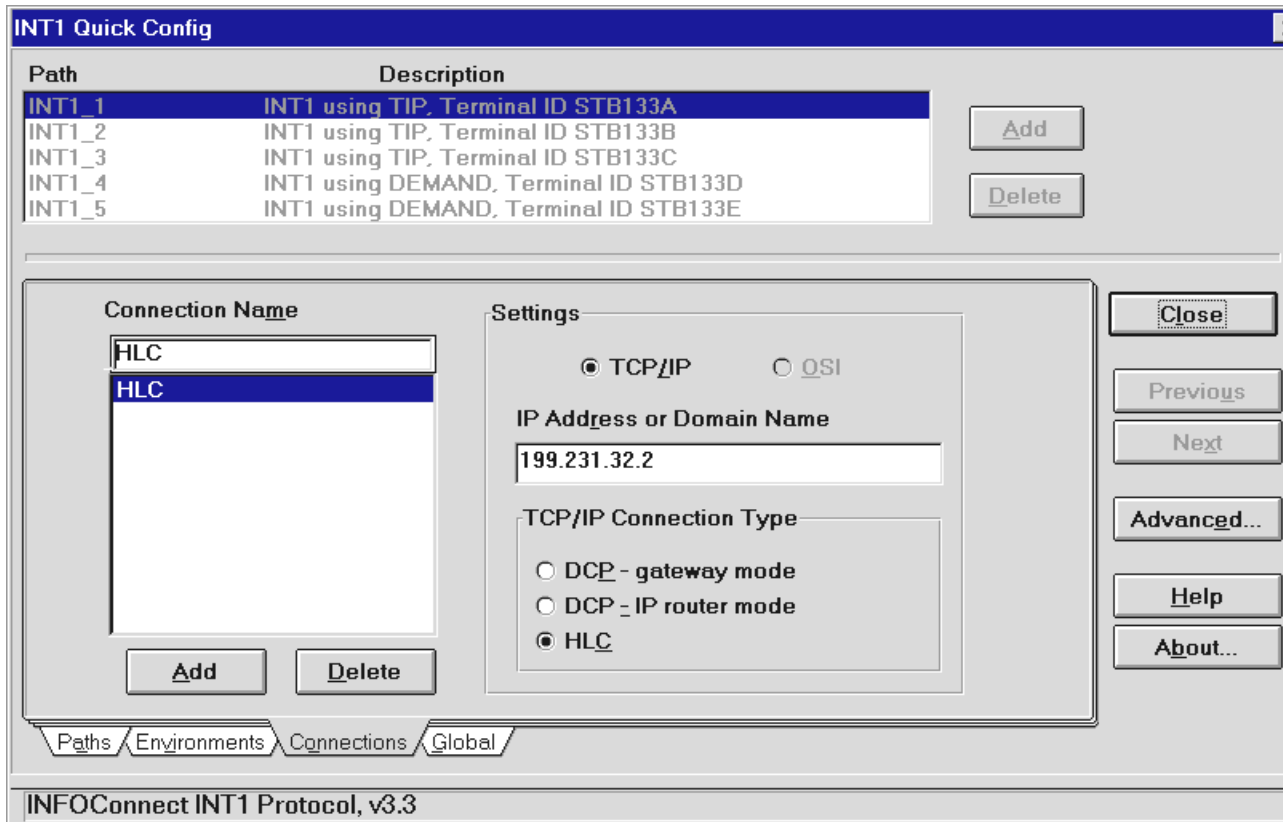


Task	Mouse Procedure	Keyboard Procedure	Results
Select “ A DMINISTER”.	Click “ A DMINISTER”.	Hit [ALT][N].	“ADMINISTER” Menu appears.
Select “ A DMINISTER L OGIN” on menu.	Click “ A DMINISTER L OGIN”.	Hit [ALT][A].	“ADMINISTER LOGIN” window appears (sample below).
Ignore “ P ASSWORD” field and select “ O K”.	Click “ O K”.	Hit [ENTER] key.	“ADMINISTER LOGIN” window disappears again
On “ I NFO-Connect M ANAGER” window, select “ C ONFIGURE”, then select “ P ACKAGES” on menu.	On “ I NFO-Connect M ANAGER” window, click on “ C ONFIGURE”, then click “ P ACKAGES”.	Hit [ALT][F][K] (case ignored on letter keys).	“ I NFO-Connect I NSTALLED P ACKAGES” window appears over “ A CTIVE S ESIONS” window (see sample below).



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Task	Mouse Procedure	Keyboard Procedure	Results
On “ INFO-Connect Installed Packages ” window (previous page), always select package “ ICW10-01A ” on list.	Click on scroll buttons (if necessary) until the “ ICW10-01A ” item appears on list, then click on it.	Hit arrow up/down keys (if necessary) until the “ ICW10-01A ” item appears on list, and is “ highlighted ”.	Installed package “ ICW10-01A ” is now selected (same window).
On “ INFO-Connect Installed Packages ” window (previous page), select “ Quick Config ”.	Click “ Quick Config ” box on window.	Hold [ALT][Q] keys.	“ INIT1 Quick Config ” window appears with “ C onnections” tab format displayed (see below).
On “ INIT1 Quick Config ” window, select “ E nvironments” tab.	Click “ E nvironment” tab near <u>bottom</u> of window.	Hold [ALT][V] keys.	“ INIT1 Quick Config ” window re-appears with “ E nvironments” tab format displayed (see <u>next</u> page).



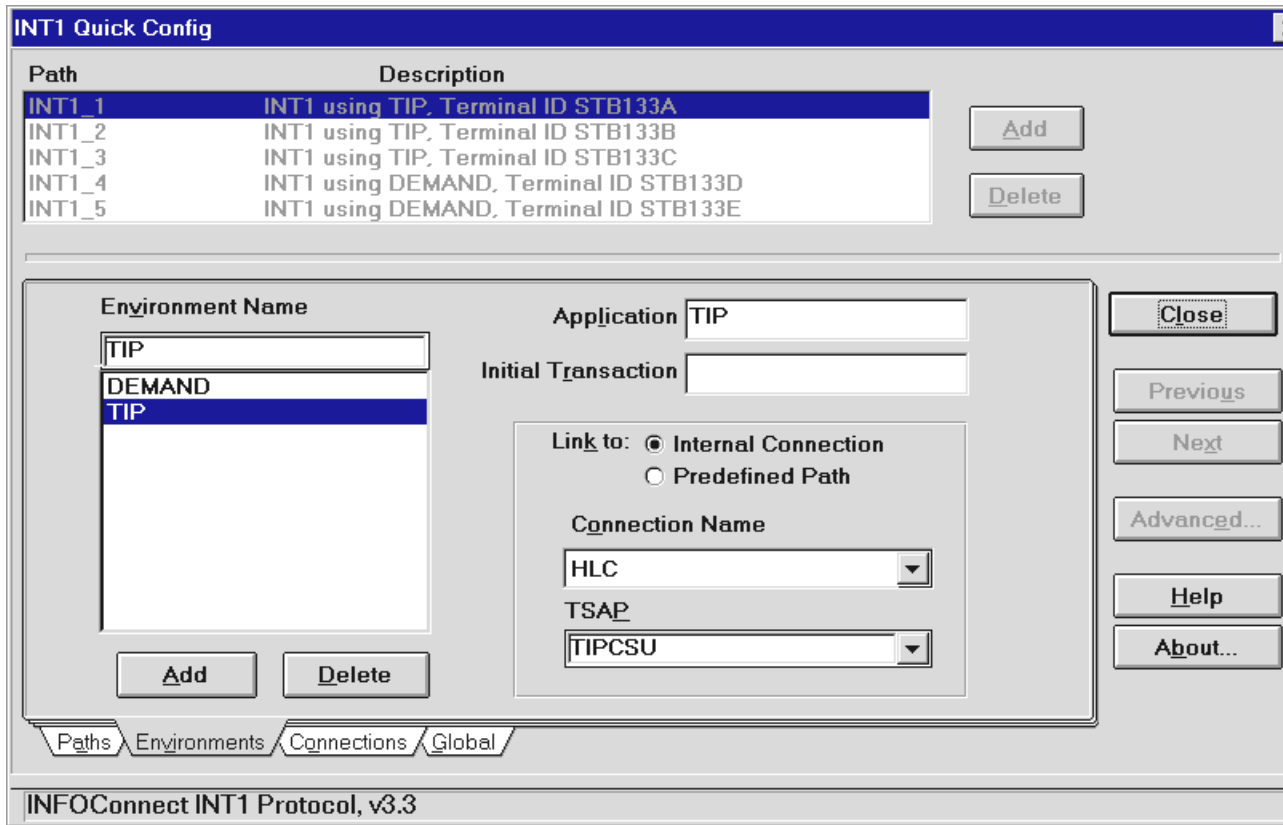
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Tabs at Bottom of Window

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Setting Up the Info-Connect “Accessory Manager” to Access the APP7 Test Region “Online”

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Task	Mouse Procedure	Keyboard Procedure	Results
Under “ Environment Name ” field, <u>select</u> the “ TIP ” item.	Under “ Environment Name ” field item list, use scroll buttons (if necessary) until “ TIP ” item displayed, then <u>click</u> on it to select.	<u>Hold</u> [ALT][V] to select “ Environment Name ” field box and list, then use up/down arrow keys until “ TIP ” item is “highlighted”.	Item “ TIP ” is selected and displays as “highlighted”, and top “input” box shows “ TIP ” as well. (Note – other fields on the window will show the values <u>already</u> stored for “ TIP ” (which we will be copying for the new item we are adding below).
Overtyping the contents of the <u>top</u> input box under the “ Environment Name ” field column to be “ APP7 ” (from “ TIP ”).	Use keyboard. →	Type APP7 on keyboard.	Typed letters should “overtyping” the previous contents, leaving a display of “ APP7 ” in the top input box (and the other field values should stay the <u>same</u> as they were already).
Select “ Application ” field and change value to “ APP7 ” (from “ TIP ”).	Click in “ Application ” field box, use [←backspace] key to erase previous contents, then type APP7 on keyboard.	Hit [ALT][L] to select “ Application ” field box, then <u>overtyping</u> value to be APP7 (from value TIP).	“ Application ” field box now shows value “ APP7 ” in input box, and “ Save ” button appears on right side of window. <i>(See sample, next page top.)</i>
Select “ Add ” option to create and configure the new item “ APP7 ” by copying “ TIP ” settings.	Click on “ Add ” button.	<u>Hold</u> [ALT][A] keys.	“ Add ” button appears “depressed”. <i>(See sample, next page, bottom.)</i>
“Save” settings (which initiates “ Add ” option).	Click on “ Save ” button on right side.	<u>Hold</u> [ALT][S] keys.	“ Save ” button appears “depressed”, and new “ APP7 ” application environment has been “added”.

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Setting Up the Info-Connect “Accessory Manager” to Access the APP7 Test Region “Online”

(Continued)

INT1 Quick Config

Path	Description
INT1_1	INT1 using TIP, Terminal ID STB133A
INT1_2	INT1 using TIP, Terminal ID STB133B
INT1_3	INT1 using TIP, Terminal ID STB133C
INT1_4	INT1 using DEMAND, Terminal ID STB133D
INT1_5	INT1 using DEMAND, Terminal ID STB133E

Environment Name: APP7, DEMAND, TIP

Application: APP7

Initial Transaction:

Link to: Internal Connection Predefined Path

Connection Name: HLC

TSAP: TIPCSU

Buttons: Add, Delete, Close, Save, Cancel, Advanced..., Help, About...

Paths / **Environments** / Connections / Global

Modifying path INT1_1

INT1 Quick Config

Path	Description
INT1_1	INT1 using TIP, Terminal ID STB133A
INT1_2	INT1 using TIP, Terminal ID STB133B
INT1_3	INT1 using TIP, Terminal ID STB133C
INT1_4	INT1 using DEMAND, Terminal ID STB133D
INT1_5	INT1 using DEMAND, Terminal ID STB133E

Environment Name: APP7, APP7, DEMAND, TIP

Application: APP7

Initial Transaction:

Link to: Internal Connection Predefined Path

Connection Name: HLC

TSAP: TIPCSU

Buttons: Add, Delete, Close, Save, Cancel, Advanced..., Help, About...

Paths / **Environments** / Connections / Global

Modifying path INT1_1

[End of Excerpt]