

# **Developing Online Help in Lotus Notes**



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# Objectives



- Create an effective Lotus Notes help system
- Plan a numbering system for help topic levels
- Design a help form
- Create & edit help topics
- Use links, hotspots, & collapsible sections

# Objectives



- Attach supporting documents
- Create or capture graphics for a Notes help system
- Create a view
- Create effective navigation (graphical vs. text)
- Make the help context sensitive (pros & cons)

# Create an effective help system in Lotus Notes



- Good help system development principles apply to Notes help systems, too
  - Know your audience
  - Understand the project scope
  - Prepare a topic outline
  - Plan your navigation scheme (jumps, links, popups)

# Plan a numbering system for help topic levels

- Why do I need a numbering system?
- Can I create a Notes help system without a numbering system?
- Can I change the system once the database is populated?
- Exercise 1—Planning the numbering system

# Design a help form



- What is a help form?
- Why do I need it?
- What should it contain?
- Exercise 2—Designing & creating a help form

# Create & edit help topics



- How do I create a help topic?
- How can I edit an existing help topic?
- What is the easiest way to add a topic to an existing help system?
- Exercise 3—Creating & editing a help topic

# Links, hotspots, & collapsible sections



- What are they?
- When should I use them?
- Exercise 4—Creating a link, a hotspot, and a collapsible section

# Attach supporting documents



- Why would I do this?
- What types of documents can I attach?
- Is there a limit to the number of documents I can attach?
- Demonstration—Attaching a document

# Create or capture graphics for a Notes help system



- Are there any special considerations or limitations to be aware of?
- What is the best type of graphic file to use?
- Demonstration—Adding graphics to the help system

# Create a view



- Why do I need a view?
- What can I do in a view?
- Demonstration—Creating the help view and adding a help button to the Notes action bar

# Create effective navigation



- When should I use a graphical navigation system?
- When should I use a text navigation system?
- Demonstration—Creating a navigation system

# Make the help system context sensitive



- How do I do this?
- What are the pros & cons?
- Demonstration—Creating links and views to make a help system context sensitive

# Advanced application...



- You can also launch a WinHelp file from a Notes database
- If your database is web-enabled, you can view your Notes help database through a web browser

# Questions & Answers

