

User Manual

<Project Name>

<Department Name>

<Version Number>

Document Control

Date	Version	Author	Reviewed by	Approved by	Description

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1. Introduction

1.1 Purpose

<Identify the purpose of the User Manual Document and its intended audience.>

1.2 Organisation of the Manual

<Provide a list of the major sections of the User Documentation and a brief description of what is contained in each section.>

2. General Information

2.1 System Overview

<Explain in general terms the system and the purpose for which it is intended. The description shall include:

- Major functions performed by the system;
- Describe the architecture of the system in non-technical terms, (e.g., client/server, Web based);
- User access mode (e.g. graphical user interface);
- Responsible organisation (indicate an example or some additional info here like above);
- System name or title;
- System code;
- System category:
 - Major application: <performs clearly defined functions for which there is a readily identifiable security consideration and need>;
 - General support system: <provides general ADP or network support for a variety of users and applications>;
- Operational status:
 - Sub-systems which are Operational;
 - Sub-systems under development;
 - Sub-systems undergoing major modification(s);
- General description; and
- System environment or special conditions.>

2.2 Authorised Use Permission

<Provide a warning regarding unauthorised usage of the system and making unauthorised copies of data, "Licensing Issues". Does the system/application have any restriction on the number of concurrent users, software, reports, and documents, if applicable? If waiver use or copy permissions need to be obtained, describe the process.>

2.3 Support & Services

2.3.1 Information

<Provide help desk information including responsible personnel phone numbers for emergency assistance. Provide a list of the points of organisational contact (POCs) that may be needed by the

document user for informational and troubleshooting purposes. Include type of contact, contact name, department, telephone number, and e-mail address (if applicable). Points of contact may include, but are not limited to, help desk POC, development/maintenance POC, and operations POC.>

3. System Summary

<This section provides a general overview of the system written in non-technical terminology. The summary should outline the uses of the system in supporting the activities of the user and staff.>

3.1 System Configuration

<List all the Hardware and Software requirements. Briefly describe and depict graphically the equipment, communications and networks used by the system. Include the type of computer input and output devices.>

3.2 Data Flows

<Briefly describe or depict graphically the overall flow of data in the system. Include a user-oriented description of the method used to store and maintain data.>

3.3 User Access Levels

<Describe the different users and/or user groups and the restrictions placed on system accessibility or use for each.>

3.4 Contingencies and Alternate Modes of Operation

<On a high level explain the continuity of operations in the event of emergency, disaster, or accident. Explain what the effect of degraded performance will have on the user.>

4. Getting Started

<This section provides a general walkthrough of the system from initiation through exit. The logical arrangement of the information shall enable the functional personnel to understand the sequence and flow of the system. Use screen-prints to depict examples of text under each heading.>

4.1 Logging On (If Applicable)

<Describe the procedures necessary to access the system, including how to get a user ID and log on. If applicable, identify job request forms or control statements and the input, frequency, reason, origin, and medium for each type of output.>

4.2 System Menu

<This section describes in general terms the system menu first encountered by the user, as well as the navigation paths to functions noted on the screen.>

4.3 Administrative functionalities

<List the administrative functionalities and describe how to perform each function Describe how the user changes a user ID. Describe the actions a user must take to change a password.>

4.4 Exit System

<Describe the actions necessary to properly exit the system.>

5. Using the System

<This section provides a detailed description of system functions. Each function should be under a separate section header, 4.1 - 4.x, and should correspond sequentially to the system functions (menu items) listed in subsections 3.2.1 - 3.2.x.>

<System Function Name>

<Provide a system function name and identifier here for reference in the remainder of the subsection. Describe the function in detail and depict graphically. Include screen captures and descriptive narrative.>

<System Sub-Function Name>

<This subsection provides a detailed description of system sub-functions. Each sub-function should be under a separate section header, 4.1.1 - 4.x.y. Where applicable, for each sub-function referenced within a section in 5.x describe in detail and depict graphically the sub-function name(s) referenced. Include screen captures and descriptive narrative.>

The numbering of the following three sections will depend on how many system functions there are from 4.1 through 4.x. They are numbered here as 4.2, 4.3, and 4.4 only for the sake of convenience. For example, if system functions run from sections 4.1 through 5.17, then the following three sections would be numbered 5.18, 5.19 and 5.20.>

5.1 Special Instructions for Error Correction

<Describe all recovery and error correction procedures, including error conditions that may be generated and corrective actions that may need to be taken.>

5.2 Caveats and Exceptions

<If there are special actions the user must take to insure that data is properly saved or that some other function executes properly, describe those actions here. Include screen captures and descriptive narratives, if applicable.>

5.3 Input Procedures and Expected Output

<Prepare a detailed series of instructions (in non-technical terms) describing the procedures the user will need to follow to use the system. The following information should be included in these instructions:

- Detailed procedures to initiate system operation, including identification of job request forms or control statements and the input's frequency, reason, origin, and medium for each type of output;
- Illustrations of input formats;
- Descriptions of input preparation rules;

- Descriptions of output procedures identifying output formats and specifying the output's purpose, frequency, options, media, and location; and
- Identification of all codes and abbreviations used in the system's output.>

6. Reporting (If Applicable)

<This section describes and depicts all standard reports that can be generated by the system or internal to the user. Use screen-prints as needed to depict examples of text under each heading.>

6.1 Reporting Capabilities

<Describe all reports available to the end user. Include report format and the meaning of each field shown on the report. If user is creating ad hoc reports with special formats, please describe here. A separate subsection may be used for each report.>

6.2 Report Procedures

<Provide instructions for executing and printing the different reports available. Include descriptions of output procedures identifying output formats and specifying the output's purpose, frequency, options, media, and location.>

7. Glossary & Index

<Either Glossary and Index or any one of them can be provided for easier indexing of data in the documentation.>

8. Project References

<Provide a list of the references that were used in preparation of this document in order of importance to the end user.>