

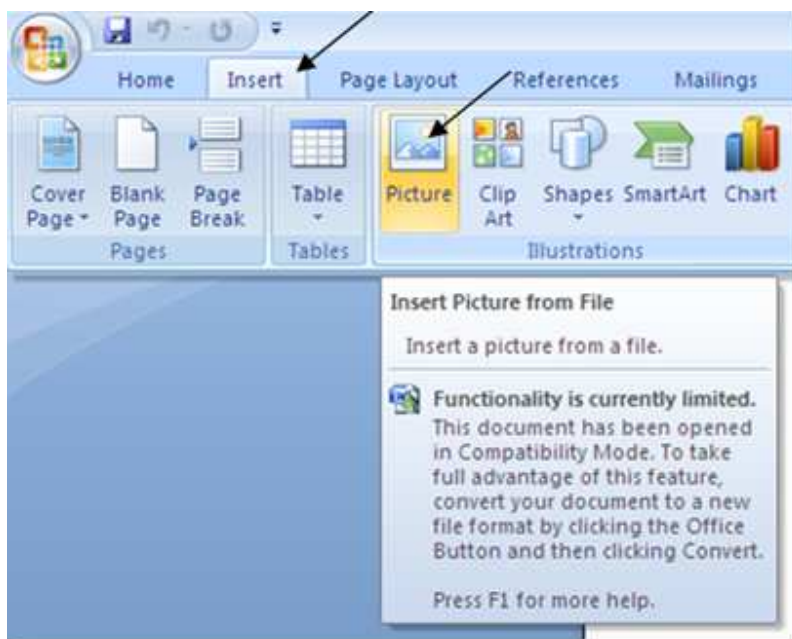
## How to create a simple manual using Microsoft Word

1. Go through the entire process from start to finish, typing up every single step and keeping in mind that you are writing it for someone who has no knowledge of the process. Be as detailed as you can be. I recommend numbering the steps.
2. If you have a point in the process where there are multiple options for a step do as follows:

**Example: (from email or phone conversation with customer about paperless billing)**

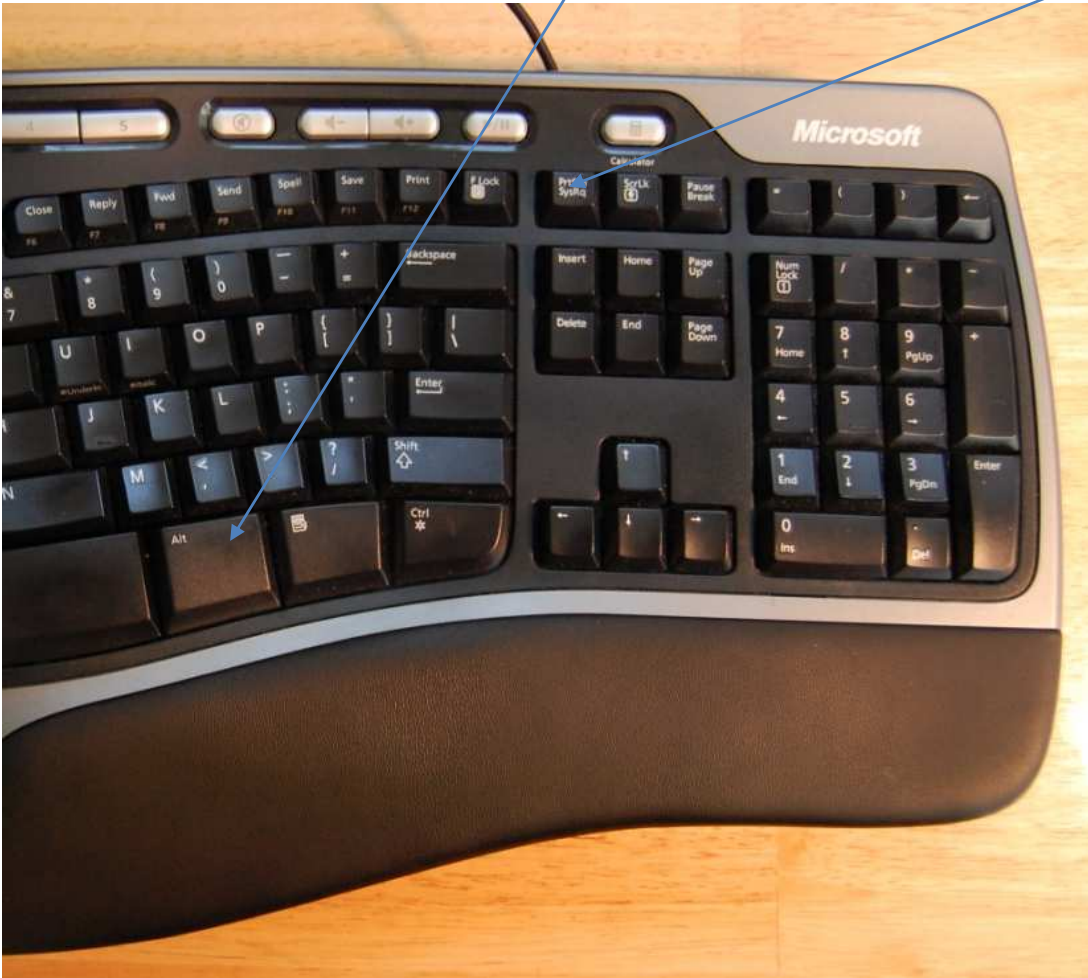
6. If the customer says no to paperless billing, do A. If the customer says yes, do B.
  - A. In the customers record in CLIP, verify that the check box entitled Email Invoice is unchecked.
  - B. In the customers record in CLIP, check off the boxes entitled Email Invoice and Do not Print.

3. If your process involves actions that are not on the computer, take pictures of the process with a digital camera. (Don't worry, you don't need to be a great photographer)
  - a. Upload the pictures onto your computer.
  - b. In your Word document, find the place where the first picture should go then click Insert, then Picture.



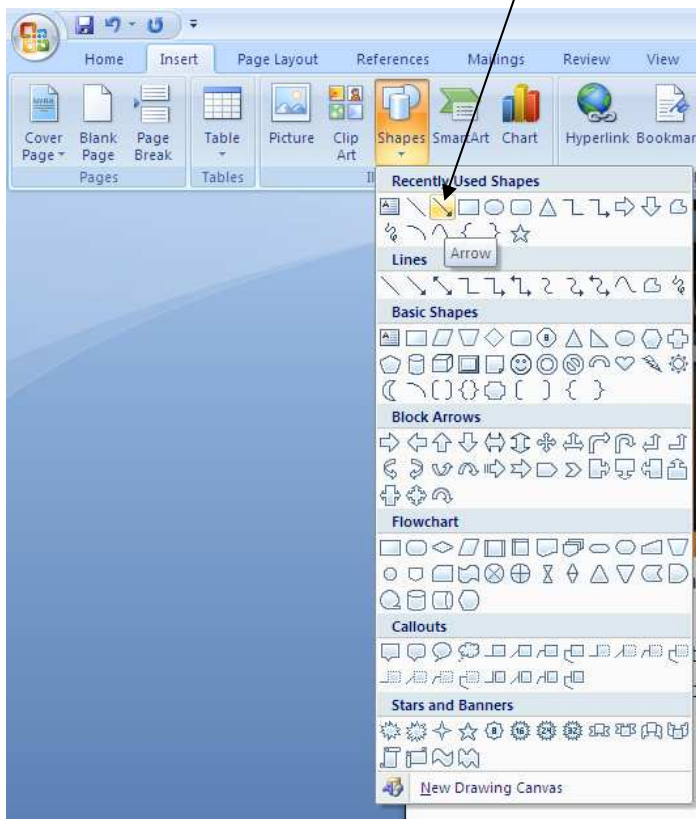
- c. Repeat step B for all pictures.

4. If your process includes steps on the computer, add “screenshots” to your document.
  - a. Go to the screen that you want to take a “shot” of and click the Print Screen button on your keyboard while holding down the Alt Key. This make a copy of that image.



- b. To place this picture in the document, press V while holding CTRL. This pastes the image.

- c. If you want you can add arrows by clicking Insert, then Shape, then selecting the arrow. Click and drag to draw the arrow.



5. The last step is to print the document, give it to someone who doesn't know how to do the process and see if they can complete the process without you saying anything. If you have to say anything, add it to the manual.