

User Manual

[Product name], for [who uses it], covering version [x.x]

Product	[Product name and edition]	Product version	[e.g. 3.2]
Manual version	[1.0]	Last updated	[YYYY-MM-DD]
Written for	[Role or type of user]	Manual owner	[Role, then name]
Status	[Draft / In review / Published]	Next review	[Date, or the next release]

1. About this manual

Say who the manual is for, what it covers and what it leaves out, so a reader can tell at once whether they have the right document.

- **Who it is for:** [the people who use the product, and what they already know]
- **What it covers:** [product, version, platform, for example: version 3.2 in a desktop browser]
- **What it does not cover:** [related features or products that have their own manual]
- **Conventions:** [for example: bold text is a button, menu or field name exactly as it appears on screen]

2. Before you start

Everything a reader needs before the first task: supported browsers or devices, the account and role each task needs, and what to have ready.

Requirement	Details
[Browser, operating system or device]	
[Account and sign-in]	
[Role or permission]	
[Data or files to have ready]	

3. Getting started

The shortest path to a first success: sign in, finish first-time setup and learn the main screen. Keep it to one or two pages.

3.1 [Sign in for the first time]

Step	Do this	You should see
1		
2		
3		
4		

3.2 [The main screen]

Area	What it is for
[Area, for example: left menu]	
[Area]	
[Area]	

4. Tasks

One subsection per job a user comes to do, titled with a verb: *Invite a teammate*, not *Team settings*. Give each task a goal, what to have ready, numbered steps with the result to check, and a screenshot or video.

4.1 [Task name, starting with a verb]

- **Goal:** [what the user will have done when they finish]
- **Before you start:** [the role, data or earlier task this one needs]
- **Screenshot or video:** [an image of the key step, or a link to a short video of the whole task]

Step	Do this	You should see
1		
2		
3		
4		
5		
6		

4.2 [Next task]

[Copy the block above for every task.]

5. Settings and administration

Changes only some users can make. Name the role that can make each one and say what changes for everyone else.

Setting	Who can change it	What it does	Default

6. Troubleshooting

Start from what the user sees, not from the cause. Order the fixes from quickest and safest to slowest, and say when to stop and contact support.

What you see	Likely cause	What to do

7. Frequently asked questions

Real questions from support tickets, sales calls and onboarding sessions, answered in two or three sentences. Link to the task that has the full steps.

- **[Question?]** [Answer.]
- **[Question?]** [Answer.]

8. Glossary

Product terms, and everyday words the product uses in a special sense. Delete this section if there are none.

Term	Meaning

9. Getting help

Where to go when the manual does not answer the question, and what to include so support can help on the first reply.

- **In the product:** [help menu, search or chat, and when it is staffed]
- **Support:** [email address or portal]
- **Include in your message:** [account or workspace name, the page you were on, what you expected, what happened, a screenshot or screen recording]

10. Revision history

One row per release of the manual, with the product version it matches. Keep older manuals where users on older releases can still find them.

Manual version	Date	Product version	What changed
1.0	[YYYY-MM-DD]	[x.x]	First version

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