

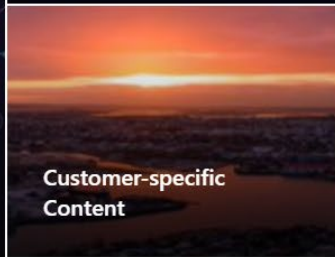
I created the following SharePoint knowledge hub in partnership with one other person. The knowledge hub, which was originally intended to be just a knowledge base for Customer Support, quickly expanded to include customer-facing documentation (“knowledge centers”), a training portal, a reference library, and individual team sites, which currently include style guidelines and processes for the Documentation and Training team.

Pharmacy Manager Knowledge Hub

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News

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Pharmacy Manager Knowledge Hub
 New job aid! SAUCE demo:
 Initial Installation of the...
 This is a demonstration on how to...
 November 30



Pharmacy Manager Knowledge Hub
 New TIB: Internal supplier
 items with "pack" unit of...
 November 24

See all

Quick links

- Knowledge Hub Tips
- TIBs
- Job Aids: PM 1.5x and 2.0
- Vitality Design...

Knowledge Base for SWApps

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TIBs

PM Job Aids

PM-Scripts

ADMIN troubleshooting

BOXPICKER troubleshoot...

CART troubleshooting

INVENTORY troubleshoot...

MISCELLANEOUS trouble...

PICK troubleshooting

RECEIVE troubleshooting

Concepts

Configuration

Performance-issues

Procedures

Pages

Recycle bin

Edit

How to use the Knowledge Base (KB)

Find an answer to your question by:

- **Browsing** by category in the left pane.
- **Searching** for a term.
- **Viewing** all articles by clicking **Pages** in the left pane.
- **Browsing** Technical Information Bulletins (TIBs) by clicking **TIBs** in the left pane.

To **create** a knowledge base article:

Important! Review the [complete instructions](#) before creating a new page.

1. Click **New** > **Page**.
2. Select the **<Name/Issue>** template.
3. Click **Create Page**.



Technical Information Bulletins (TIBs)

See all

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All Documents ⓘ

Title	Date of publica...

Quick links

Knowledge Hub Tips

PM Escalation Process

Product Training

Customer-Specific...

Knowledge Base for SWApps

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📄 Review approvals

TIBs

PM Job Aids

Pharmacy Manager Job Aids

This page contains training videos for Pharmacy Manager 1.5x and 2.x:

- Scenario-based troubleshooting videos
- Procedural demonstration videos
- Architectural demonstration videos

Scenario-based Troubleshooting Videos

Duration	Video Job Aid	Scenario	Presenter	Comments
6 min.	Troubleshooting - No Labels are Printing.mp4	Customer reported that labels are not printing. The customer IT person did say that the labels stopped printing when they updated the IP address of the network printer.	Arun Kumar	1.5x 2.x
4 min.	Troubleshooting -Submitted PO doesn't appear at Wholesaler's Website.mp4	Customer reported that a PO was submitted, but their wholesaler says that the PO did not appear on their website.	Arun Kumar	1.5x 2.x
5 min.	Troubleshooting - Cart Submitted but Immediately Canceled.mp4	Customer reported that they submitted a Cart, but the PO was immediately canceled.	Arun Kumar	1.5x 2.x
4 min.	Troubleshooting - HIS Order doesn't appear	Customer reported that HIS orders are not showing up on the	Arun Kumar	1.5x 2.x: These updates occurred in PM 2.0: <ul style="list-style-type: none"> • The Pick > New Orders UI now runs on the PM-UI service within the Virtual Appliance.

- PM-Scripts
- ADMIN troubleshooting
 - Can't log on
 - IUH-Only---Configure-...
 - Non-supported device
 - Remote ordering: role ...
- BOXPICKER troubleshooti...
- CART troubleshooting
- INVENTORY troubleshoot...
- MISCELLANEOUS trouble...
- PICK troubleshooting
- RECEIVE troubleshooting
- Concepts
- Configuration
- Performance-issues
- Procedures
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Pharmacy Manager Knowledge Hub

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Knowledge Centers (customer-facing)

Customer-facing content, including:

- [User topics \(help\)](#)
- [Release notes](#)
- [Admin topics](#)
- [Hardware and software requirements](#)

Releases:

- [Pharmacy Manager 2.0](#)
- [Pharmacy Manager 1.53](#)
- [Pharmacy Manager 1.21.4](#)

Pharmacy Manager Knowledge Hub

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Training overview PM 1.53

Swisslog Healthcare training is located on our training website, [LearnUpon](#), where you may be prompted to [enroll](#).

See also [Pharmacy Manager Job Aids](#).

Navigation on LearnUpon

Courses are organized into categories in the LearnUpon catalog. For Pharmacy Manager, you can choose from two types of training.

Product Training (see the Pharmacy Manager category)	This category is available to our customers, Swisslog Healthcare field service engineers (FSEs), and system administrators.
Internal Training (see the SWApps category)	This category is intended for internal system engineers (SEs) and software system engineers (SSEs).

swisslog healthcare

Search for courses

Catalog Learning Paths Sessions

Pharmacy Manager eLearning Courses

Pharmacy Manager eLearning for Users and Admins

- Pharmacy Manager User Training V4
- Pharmacy Manager Admins
- Pharmacy Manager Reporting Orders
- Pharmacy Manager Service Product Profile
- Pharmacy Manager Purchasing Products
- Pharmacy Manager Reporting Products
- Pharmacy Manager Reporting
- Pharmacy Manager Admins Training V3
- Pharmacy Manager Allocation Configuration
- Pharmacy Manager Location Profiles
- Pharmacy Manager Performance Dashboard
- Pharmacy Manager Scheduling
- Pharmacy Manager User Administration

Filter Catalog Filtering Enabled Course Name (A-Z)

- Home
- ✓ Welcome!
- ✓ Branding, Trademarks, an...
- ✓ General Writing Style
- ✓ Grammar
- ✓ Medical Conventions
- ✓ Punctuation
- ✓ Screen Captures and Tables
- ✓ User-Centered Strategies
- ✓ User Interface
- ✓ Word Usage and Convent...
- Pages
- Notebook
- Documents
- Site contents
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- Edit

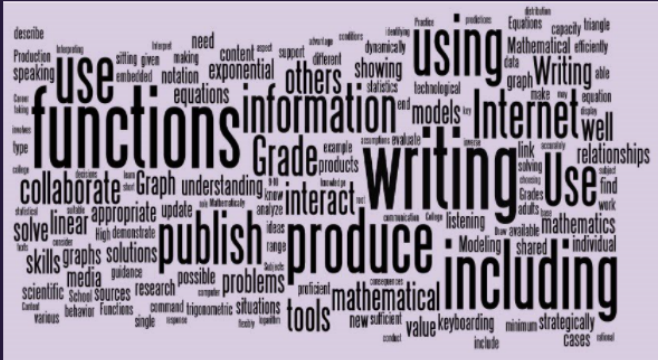
Documentation & Training Style Guidelines

This site provides editorial guidance for those who write SWApps technical documentation. Style guidelines ensure that Knowledge Center content is written in one voice with clarity and consistency across products.

Our guidelines represent a collaboration of ideas from well-respected writing resources and style guides. Team members gather ideas, research best practices, and implement guidelines that support our international audiences.

- To find guidelines on a specific topic:
- Expand the categories in the left pane.
 - Search for a specific topic.

To suggest additions and revisions to guidelines, please enter specific feedback in the Comments field.



Quick links

 Microsoft Style Guide	 Learn about a team site	 Chicago Manual of...	 Merriam-Webster
--	--	---	--

Style Guidelines

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Home

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Welcome!

Branding, Trademarks, an...

General Writing Style

Abbreviations and acro...

Active versus passive v...

Anthropomorphism

Capitalization

Dates and times

e-words

False subjects

Filenames and extensio...

Gender

Jargon and technical-...

Latin abbreviations an...

Lists (bulleted and nu...

Measurements

Numbers and percenta...

Parallelism

Special characters

Streamlined content (...)

Jargon and technical terms

Jargon refers to technical language, including abbreviations and acronyms, that is used by specific audiences. Jargon is not appropriate for all audiences. Technical jargon is sometimes acceptable for programmers and other technical audiences when you can assume a specific background or level of expertise.

Always write with your audience in mind, but be mindful to avoid unnecessary technical jargon that might be difficult to translate. For general audiences, use technical language only when necessary and always introduce and explain technical terms upon the first usage.

Avoid jargon when:

- You can use a more familiar term.
- The term is familiar to only a subset of your audience.
- The term obscures rather than clarifies the meaning of the text.

Additional guidelines for using jargon:

- When in doubt, verify with your subject matter experts.
- Identify alternative terms when reviewers question a term.
- Consider a term acceptable if it is used in mainstream documentation

Jargon	More familiar alternatives
Leverage available resources	Use available resource
Peripheral hardware	Additional devices
Utilize accessible materials	Use existing materials

Keywords

technical language, buzz words, audience

- Home
- General information and ...
- Editing
- How do I...?
- Understanding Madcap F...
- Knowledge Hub Administr...
- Notebook
- Documents
- Pages
- Latest updates to Docum...
- Site contents
- Recycle bin
- Edit

+ New Page details Analytics

Published 12/13/2021 Edit

Documentation & Training Processes

This site provides helpful information about authoring tools and processes for the SWApps Documentation and Training team.

Step-by-step processes are vetted by team members and updated on a just-in-time basis.









To find information on a specific topic:

- Expand the categories in the left pane.
- Search for a specific topic.

To suggest additions and revisions to information on this site, please enter specific feedback in the Comments field.



Quick links

 CSS Tutorial	 Corporate Design Manual	 RGB to Hex Color...	 Hex to RGB Color...	 Trademarks, Service Marks..	 Terms & Acronyms
 JavaScript Tutorial	 Royalty Free Flaticons -...				

SharePoint Search this site

Pharmacy Manager Knowledge Hub Knowledge Centers Training Knowledge Base Customer-specific content Technical Reference Library SWApps Team pages Knowledge Hub Tips

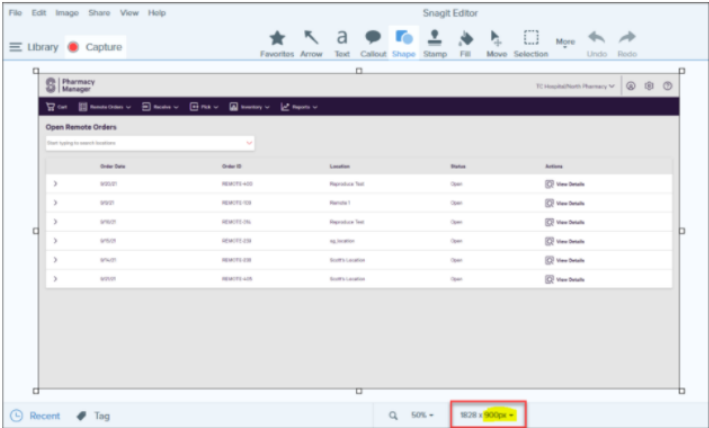
Documentation and Training Processes Not following Share

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Create screenshots for Knowledge Center content

Use the following procedure to capture a screenshot and add it to your project.

1. Use Snagit and Snagit Editor to capture and edit screenshots.
2. Capture the screenshot and use the drop-down arrow in **Resize Image** section to change the height of the image to 500 pixels.




3. Save the screenshot as a **.png** file to the appropriate location in your local Flare project.

4. In Flare, open the topic and import the image.

5. Right-click the image and open **Image Properties**.

6. Go to **Size** and set the **Width: Length** to **65%** and click **OK**. Verify that the setting is saved as a percentage.



Home

General information and ...

Editing

How do I...?

Create a query in Jira

Create new project in F...

Create screenshots fo...

Download clone of SA ...

Get a document number

Import the SA-Global t...

Link your project to SA...

Synchronize SA-Global...

Request network drive ...

Understanding Madcap F...

Conditions

Content structure

Div styles (SA-Global t...

File naming conventions

Flare global template (...)

Global template UI/file ...

Graphics (screen captu...