

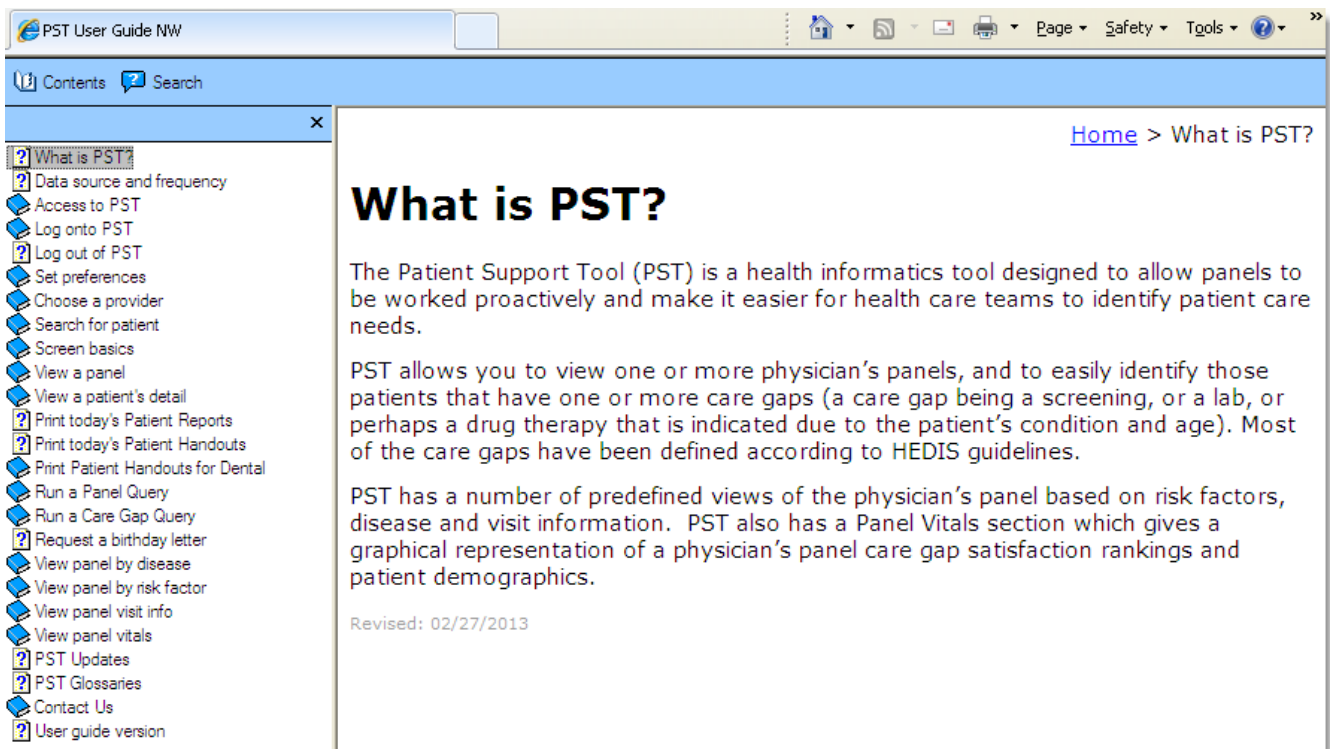
1 Document purpose

This document describes the PST User Guide development and style guidelines. It describes the style standards of the topics and the deployment of the user guides to Production. This is a 'living document' that should be updated whenever changes to the PST User Guide development or style guidelines occur.

2 Overview

The PST User Guide is a WebHelp (HTML) online user guide created with the RoboHelp help authoring software. It is a single source help that is used to create separate user guides for the Northwest. Conditional tags are applied to the images, content and topics in RoboHelp so that a user guide specific for each region can be generated.

An example of the PST User Guide is below.



Content that is associated with a conditional tag will have colored-specific hash marks covering it. An example of content with the Online conditional tag would have green hash marks as shown below:

Related topics

[Access to PST](#)
[PST from HealthConnect](#)
[PST from Internet Explorer](#)
[PST from Clinical Library](#)
[Log out of PST](#)

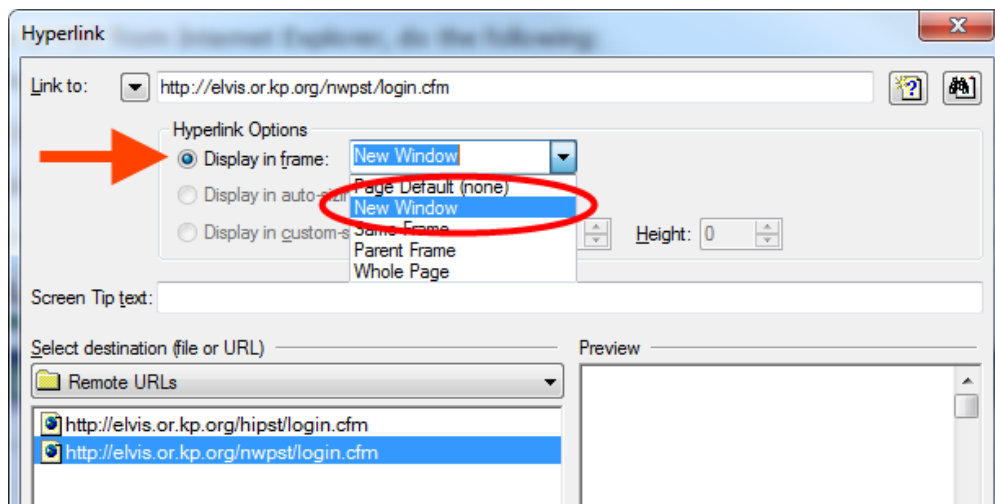
Revised: 04/19/2018

5.6 Hyperlinks

This section discusses hyperlink behavior.

5.6.1 External hyperlinks

Whenever you add a hyperlink to an external file, remote topic or website, it is best to display the page as a new window. You can do this by selecting **New Window** in the **Display in Frame** field in the **Hyperlink Properties**.

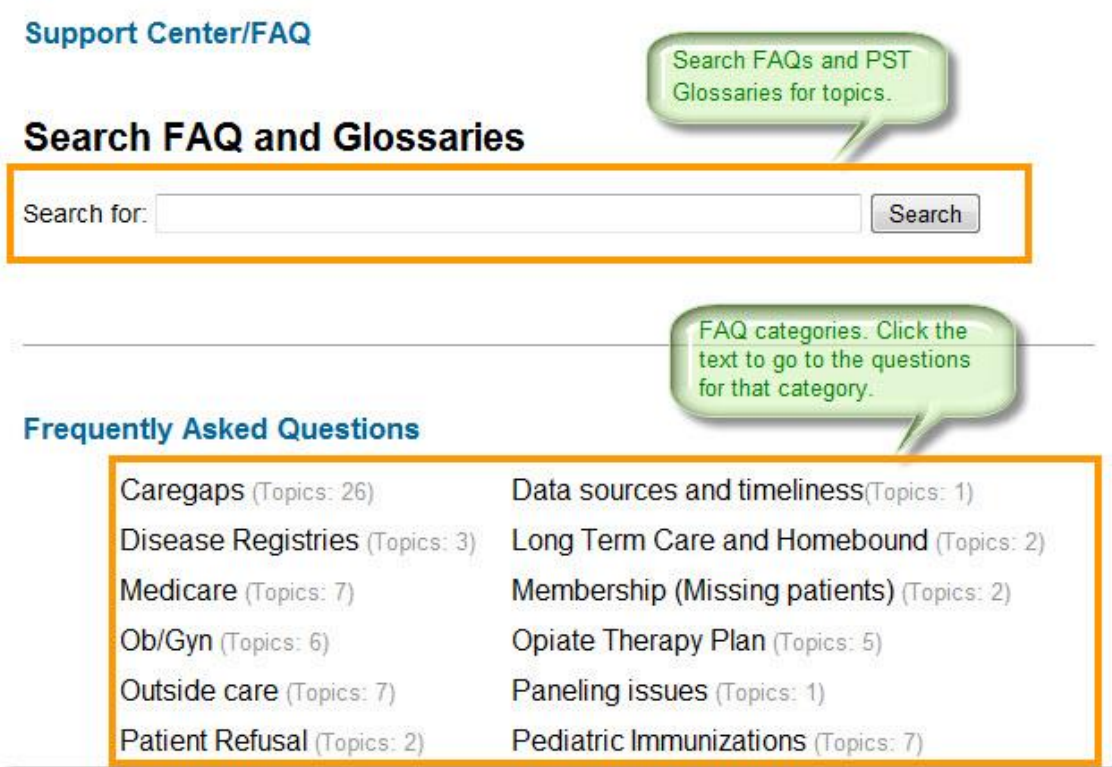


5.6.2 Internal hyperlinks

Links that point to a section or topic within the PST User Guide should use the **Page Default** option in the **Display in Frame** field in the **Hyperlink Properties**.

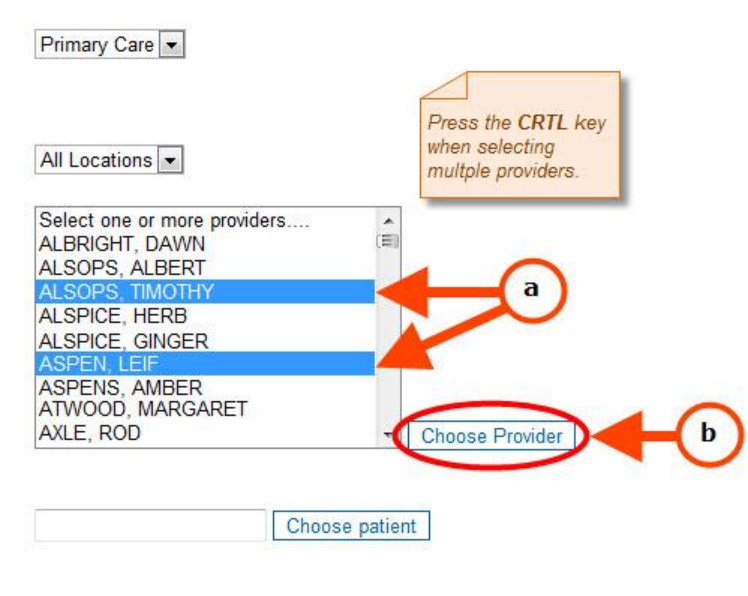
8.1.1 Bubble callouts

When you want to draw attention to a feature on a PST screen with an explanation or instructions, you can use a bubble callout graphic. An example of this can be found in the **Support Center** topic.



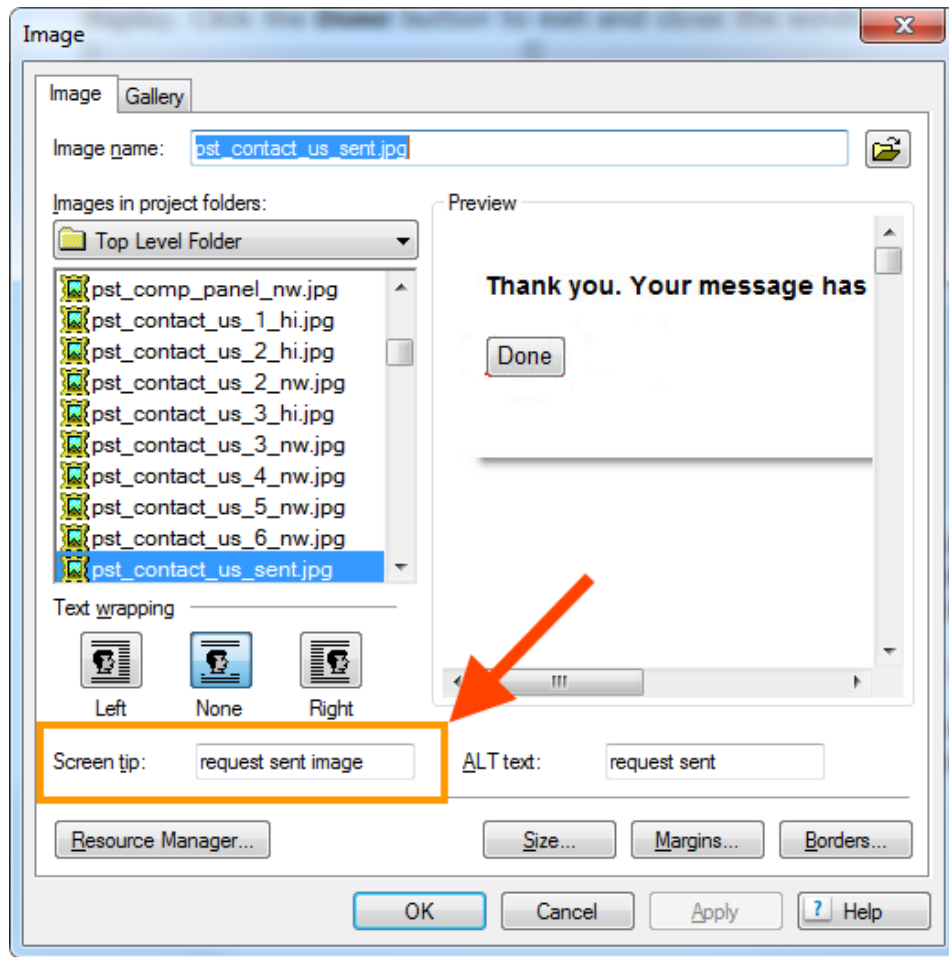
8.1.2 Note callouts

When you want to add additional instructions to a screen shot, you can use a note callout graphic. An example of this can be found in the Choose a Provider topic.



8.5.2 Image screen tips

An image screen tip is additional information describing the image when you hover your mouse over an image. Screen tips make webpages more accessible for users with disabilities. When you add a new image to a topic, type a brief description of the image in the **Screen tip** field of the Image Properties. An example of a screen tip for the request sent screenshot would be “request sent image.”



8.6 Image maps

There are a few topics in the PST User Guide that utilize image maps. An image map allows the user to click on a “hotspot” in an image and jump to a different area of the topic. Select **Image Map** from the **Insert** menu at the top. See **Screen basics** topic in the PST User Guide for an example.

8.6.1 Changing a screenshot with image maps

If you update a screenshot that uses image maps in a topic, follow the same steps as [Modifying existing screenshots](#). The image will be replaced, leaving the image maps intact in the topic. Review the image in the topic and make sure that the hotspot outlines are still lined up correctly around the area on the screenshot. Move or adjust the hotspots, if needed.

Note: Make sure you test all the hotspots on the image in the topic.