

Resources

Link: <https://kb.gpsinsight.com/documentation-team-style-guide/> Last Updated: February 19th, 2019

The Documentation Team is responsible for maintaining the integrity of current documents, ensuring the language, grammar, references, and format are cohesive across our platform.

Style and Tone

We want people to enjoy what they are reading, and learn the criteria as smooth as possible. Therefore, we aim for a friendly and conversational active voice and try to stay away from being passive. Try to sound like a knowledgeable friend who understands what the customer wants to do.

Don't try to sound too entertaining, but also don't aim for super-dry. Let your personality show and be memorable, but remember that the primary purpose of the document is to provide information to someone who's looking for it.

Grammar and Punctuation

Adhering to certain rules of grammar and punctuation helps keep our writing clear and consistent. When updating or creating Help Center and Knowledge Base posts, specification sheets, installation guides, etc., be sure to write for all readers.

Some people will read every word, others may skim through. The goal is to make sure all related ideas and information are grouped well together, so avoid unnecessary modifiers and vague language.

The following terms have strict spelling and punctuation rules that must be followed:

Term	Description
Gray	When referring to the color Gray, be sure to spell it with an "a." Gray with an "e" (grey) is the preferred choice in British English.
Portal	When referring to the GPS Insight Portal, be sure to always capitalize the "p" in Portal.
Seatbelt	Yes, seatbelt is one word here. Not two.
Pass-Thru cable	Pass-Thru is always capitalized and connected with an en dash, and "cable" is always lowercase. Also, "Pass-thru cable" is sometimes referred to as a "9 Pin 500k Pass-Thru cable"
vPod	Ensure the "v" in "vPod" is lowercase and the "p" is capitalized.
jPod	Ensure the "j" in "jPod" is lowercase and the "p" is capitalized.
OBD-II	Be sure to capitalize each letter in OBD-II, and connect them with an en dash.

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Term	Description
Light-duty vehicle	Light-duty is always connected with an en dash, but "duty" and "vehicle" are lowercase.
Heavy-duty vehicle	Heavy-duty is always connected with an en dash, but "duty" and "vehicle" are lowercase.
iOS	iOS is the Internet (i) Operating (O) System (S) for Apple devices. When referring to any Apple iOS, be sure to spell it accordingly.

Format and Organization

Our documentation follows a simple and informative format that is organized by titles, headers, and subheaders. We like to keep our headings short and simple, and they should always be nested and consecutive. When creating headers and subheaders, be sure to provide some introductory information between each one.

To help group sections, be sure the page title size is H1, top-level sections are H2s, and subsequent inside those are H3 and beyond. Also, try to avoid excessive nesting.

Heading 1

Heading 2

Heading 3

In all running text, we use sentence-style capitalization.

- That is, only capitalize the first word of a sentence and proper names.

We use title-style capitalization for all headings and titles, including figure and table titles.

- That is, capitalize the first and last words of the title and all nouns, pronouns, adjectives, verbs, adverbs, and subordinating conjunctions.

Bootstrap Shortcodes

Bootstrap Shortcodes allow you to easily add visual elements to your posts and organize content. Just like HTML, every shortcode requires both an open tag and a close tag, with the text you want to format in between.

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For information on using shortcodes, see [Bootstrap Shortcode Examples](#).

Color Palette

We use the GPS Insight brand colors to stay consistent with the company's Brand Guidelines. We also use yellow and orange to call out specific information in pictures and screenshots.



Images

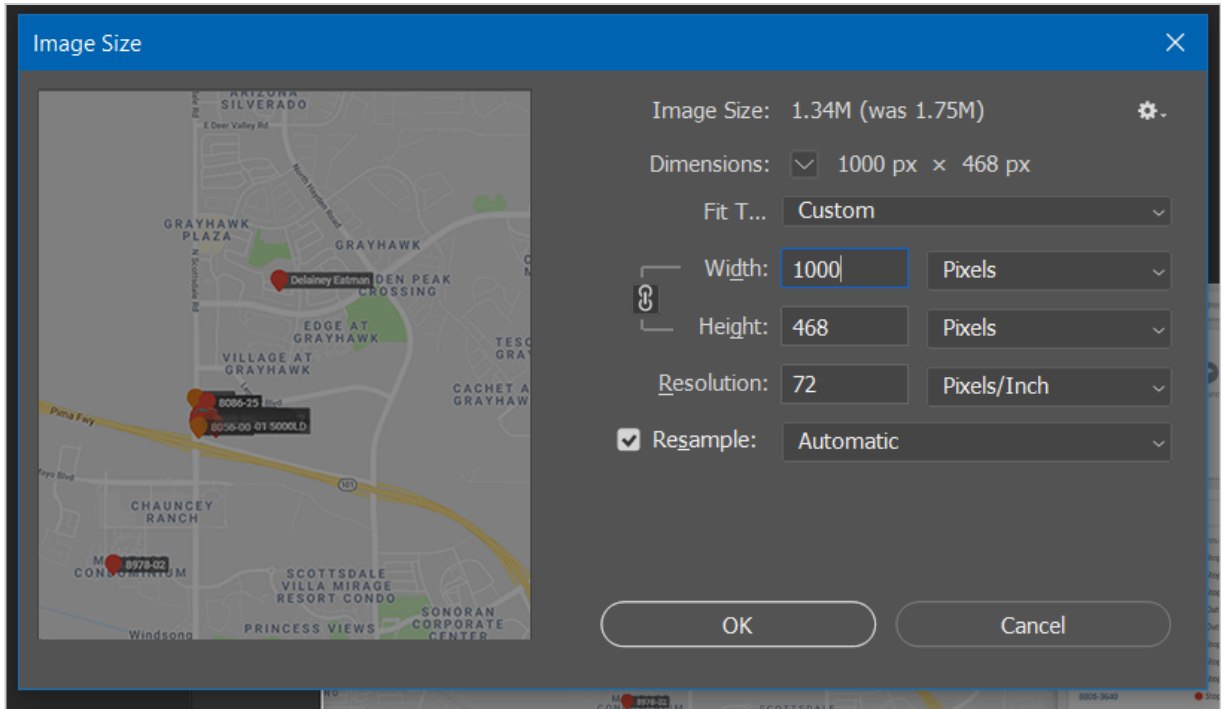
All screenshots/images used in posts should be set to 1000 pixels (width or height, either) or less.

▶ Adjusting pixels in Photoshop

1. Open the image or screenshot in Photoshop.
2. Click **Image**.
3. Click **Image Size....**
4. Enter 1000 in the Width or Height field. *Whichever field was not manually adjusted will be automatically changed.*

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Highlighting

Along with using our shades of yellow and orange to call out information in pictures and screenshots, we also use Photoshop to highlight these areas.

► Highlighting in Photoshop

1. Open the picture or screenshot in Photoshop.
2. Add a new layer.
3. Use the Marquee tool to select the highlighted area.
4. Right-click > Select Inverse.
5. Click on the Paint Bucket tool and set the foreground color to black (#000000).
6. While using the Paint Bucket tool, click anywhere on the picture or screenshot.



Note. Everything except the highlighted area should turn black.

7. Set the Opacity to 45%.

Creating GIFs

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Sometimes it's a lot easier to explain something in an image than it would be with words. For step-by-step how-tos or following along with processes, a GIF can be exactly what you need.

► Recording Your Screen Using Snagit

1. Select the Video Recording Area
2. Open or set up what you want to capture on your screen.
3. In the Capture window, select Video.
4. The orange crosshairs appear. Complete one of the following to select an area to capture:
 - **Fullscreen:** Click and drag to select the area to record on the screen or click the Fullscreen button to select the entire screen.
 - **Window:** Drag the cursor over the window. When an orange border appears around the window, click to capture.
 - **Region:** Click and drag to select the desired area. Use the magnifier for pixel-perfect accuracy.
1. Click the Capture Video icon to start recording.
2. Once complete, click the stop icon.
3. Edit and Save your video.

► Creating GIFs in Photoshop

1. Open Photoshop without opening the video file.
2. Go to File > Import > Video Frames to Layers.
3. In the options that appear, make sure the "Make Frame Animation" checkbox is clicked.

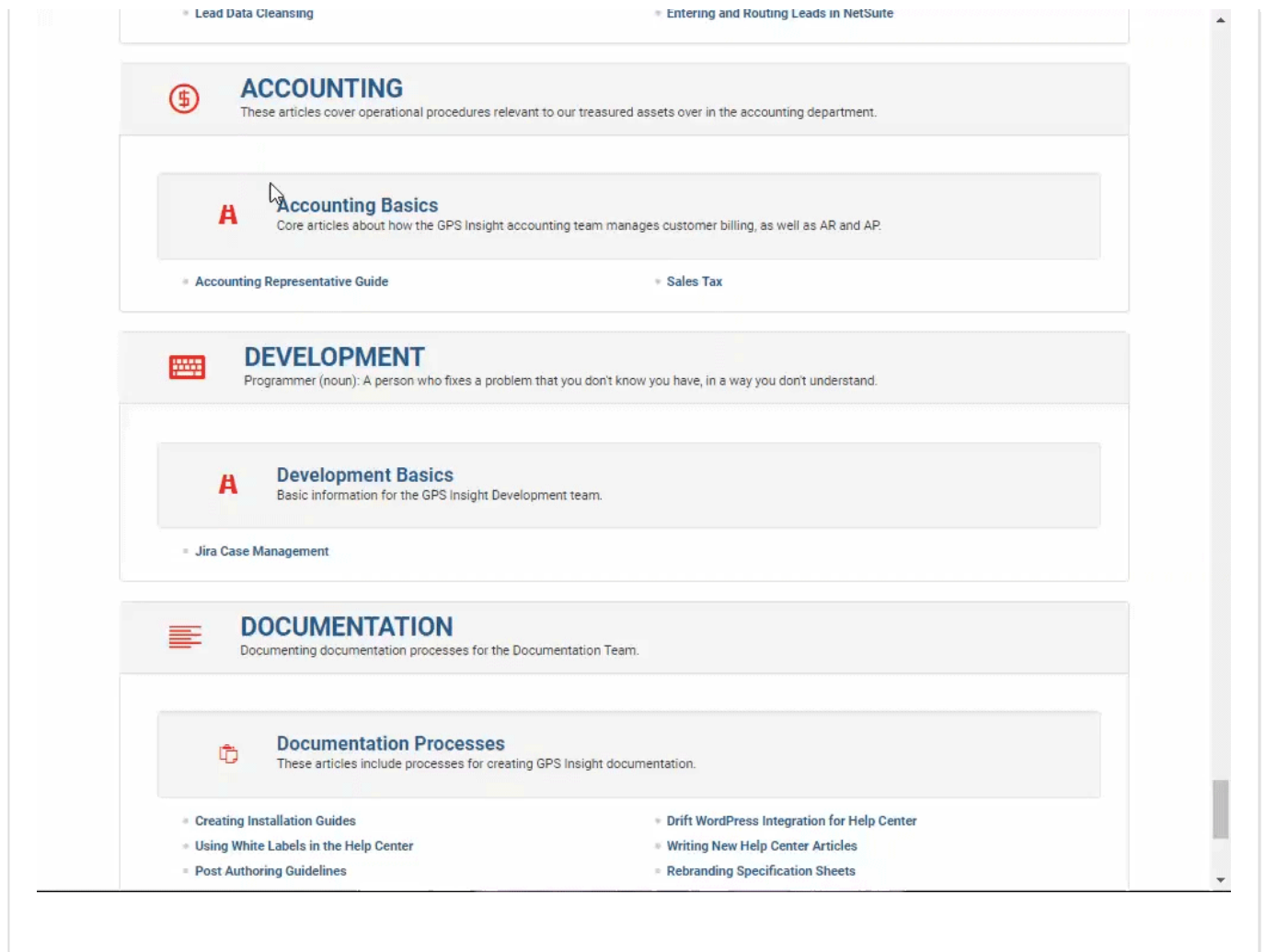


Note. At this stage you can also select only a specified range of the video and only import every 2nd, 3rd, 4th, nth frame. Useful for many reasons, including reducing file size.

4. Go to File > Export > Save for Web (Legacy)
5. Choose one of the GIF options from the Preset menu, or choose the GIF option in the dropdown list underneath the presets and adjust the options based on your needs (this should be preselected for you).
6. Click "Save", name it, and watch it!

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The screenshot displays a Knowledge Base interface with three main content sections. Each section is a light gray box with a header containing an icon, a title, and a brief description. Below each header is a list of articles, with one article highlighted in a darker gray box.

- ACCOUNTING** (Icon: Dollar sign in a circle)
These articles cover operational procedures relevant to our treasured assets over in the accounting department.
 - Accounting Basics** (Highlighted)
Core articles about how the GPS Insight accounting team manages customer billing, as well as AR and AP.
 - Accounting Representative Guide
 - Sales Tax
- DEVELOPMENT** (Icon: Code blocks)
Programmer (noun): A person who fixes a problem that you don't know you have, in a way you don't understand.
 - Development Basics** (Highlighted)
Basic information for the GPS Insight Development team.
 - Jira Case Management
- DOCUMENTATION** (Icon: Document with lines)
Documenting documentation processes for the Documentation Team.
 - Documentation Processes** (Highlighted)
These articles include processes for creating GPS Insight documentation.
 - Creating Installation Guides
 - Using White Labels in the Help Center
 - Post Authoring Guidelines
 - Drift WordPress Integration for Help Center
 - Writing New Help Center Articles
 - Rebranding Specification Sheets