



Customer-Facing Guide

Guide Title:

Product/Feature:

Last Updated:

Experience Level:

1.0 Introduction: What This Guide Covers

Start with a brief, friendly overview that informs the user what they will achieve and why it's valuable.

→ "This guide will walk you through the steps to

By the end, you'll be able to

→ Time to complete:

→ You'll need:

2.0 Step-by-Step Instructions

Step	Action	Visual Aid (Screenshot/Video)	Details & Tips
1	Log in to your account		Go to our login page and enter your credentials. 💡 <i>Tip: Check your CAPS LOCK key!</i>

2	Navigate to the Settings menu		Click your profile picture in the top-right corner and select "Settings" from the dropdown menu.
3	Configure your preferences		Toggle the notifications you want to receive.
4	Save your changes		Click on the green "Save" button at the bottom of the page. A confirmation message will appear.

3.0 Troubleshooting Common Issues

Anticipate and solve frequent problems to reduce support calls.

✘ **Problem:** "I can't log in"

✔ **Solution:** Use the "Forgot Password" link to reset your credentials. Ensure that you are using the correct email address.

✘ **Problem:** "The 'Save' button is grayed out"

✔ **Solution:** Ensure that you have completed all required fields marked with an asterisk (*).

4.0 FAQ and Pro Tips

Answer remaining questions and add extra value.

Q: Can I change these settings later?

A: Yes! Just follow the same steps to return to this menu.

💡 *Pro Tip: Connect your Google Calendar to automatically sync deadlines.*

💡 *Pro Tip: Press Cmd+S (Mac) or Ctrl+S (Windows) to save your work quickly.*

5.0 Need More Help?

Provide clear, easy pathways for further assistance.

🔍 **Search our Knowledge Base:**

✉️ **Contact Support:**

(Our average response time is 2 hours)

🎥 **Watch a Video Tutorial:**

6.0 Feedback

Show that you value the customer's input to improve your guides.

Was this guide helpful?

😊 Yes

😐 Somewhat

😞 No

What can we improve?

About iSpring

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10+ standalone
eLearning tools

61,000+ clients
in 173 countries

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