

HP ART 5.2

Content

Development

Quick Reference

Guide



Quick Reference Guide

HP ART 5.2 Quick Reference Guide

Quick Reference Guide

Revision A

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HP ART 5.2 Quick Reference Guide

Quick Reference Guide

2014 – 2015

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Introduction

The **HP Adoption Readiness Tool (HP ART)** is an innovative authoring tool that allows consultants and clients to create customized training, documentation, and support content, whether starting with HP pre-built content or creating new material. As a single source, multiple output, object recognition technology, HP ART dramatically reduces content development time and improves software adoption.

This guide contains step-by-step instructions for some of the common tasks that you perform when using HP ART. This guide is designed as a supplemental support document only and is not intended to be a replacement for training.

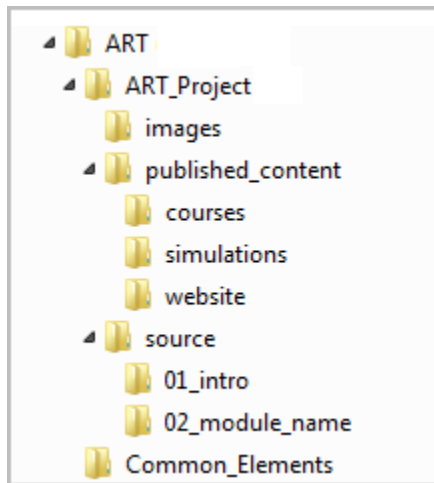
For additional information about ART and ART Training and Services, contact your HPSW Sales Representative today or contact hpssoftware.art@hp.com for further information.

This document is updated based on consumer feedback. Please check the Software [Support Online \(SSO\)](#) HP Software to ensure you have the current version.

HP ART Project Directory Structure

An HP ART course is comprised of several modules. This type of design enables you to modularize course content and it supports the automatic website generation process.

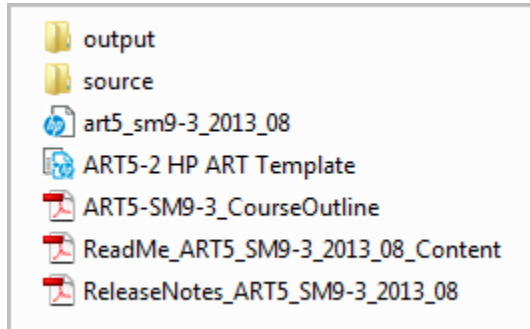
You generate many different types of files as you create content using ART. Prior to content creation, you should establish a folder structure on your local computer to organize your files. You should create a folder named `C:\ART\` with the structure described below.



Folder	Description
ART_Project	Main folder for each ART course. Name the folder to match your project title.
images	Folder for any images used in the course. You might want to create sub-folders for each module.
published_content courses simulations website	Use as the outbox location when publishing courses, simulations/job aids, and the website so that you can view locally. The published simulation job aid file is linked to the course file. Note: For organizational purposes, you might want to create sub-folders for each module in the simulations sub-folder.
source 01_intro 02_module_name 0x_module_name	Holds sub-folders for each module in the course. Each folder holds the eLearning course file (*.ulc) and the recordings (*.udc) files for that specific module.

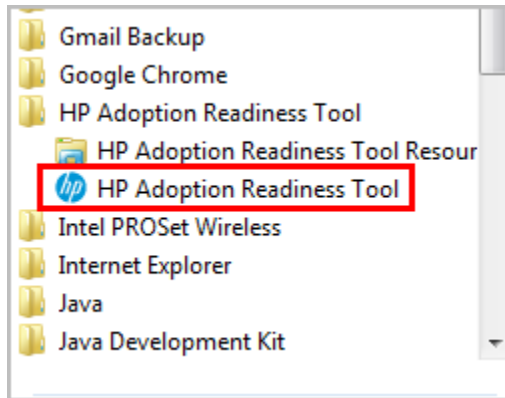
Folder	Description
Common_Elements	Use this folder to store objects that you use in multiple projects. For example, standard images, course shells, and templates. You should regularly back up this folder with the content folders.

The image below is a sample of the folders and files you download when you purchase an ART course. You should store the original content in a safe location and copy the needed source files to your new ART project folder.

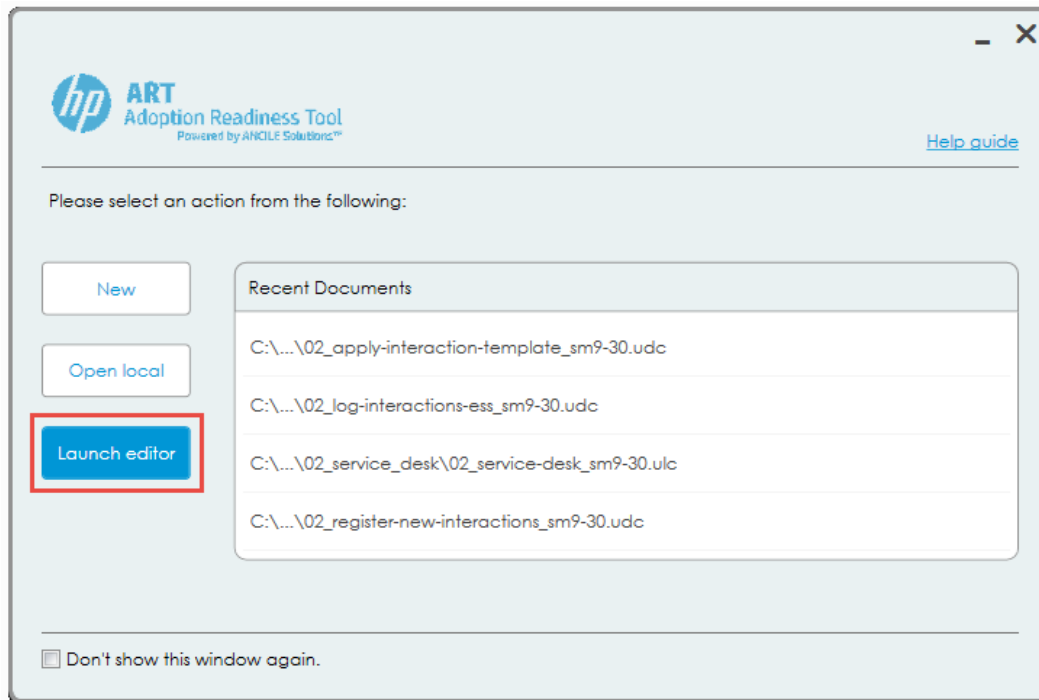


Launch HP ART

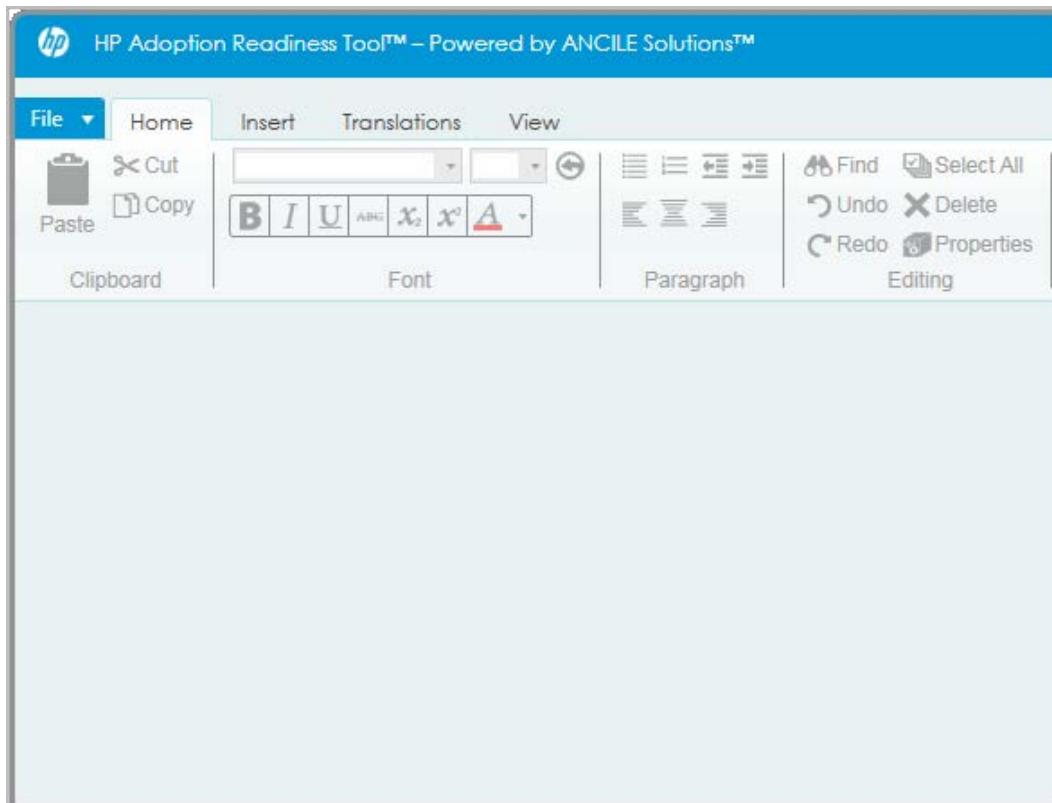
- From the Start|All Programs menu, select HP Adoption Readiness Tool:



- The quick start window is displayed. Select **Launch editor**.



- The HP ART **Editor** is displayed.



HP ART Recordings

Using HP ART, you can record a task of a software application and publish that single recording to multiple output mode, including:

- Show Me (Demonstration)
- Try Me (Practice)
- Quiz Me (Non-graded assessment)
- Test Me (Graded assessment)
- Documents (Job Aids, Test Scripts, Work Instructions, and so on)

This section provides information about the most common tasks performed when working with HP ART recordings.

Before You Begin Recording

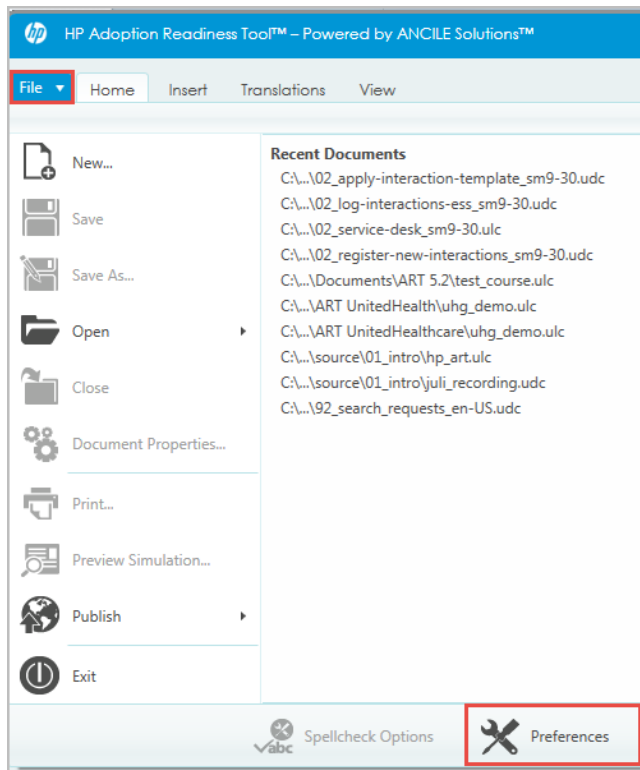
Before you begin recording a task using HP ART, validate your screen resolution and the HP ART recording options settings:

Validate Screen Resolution

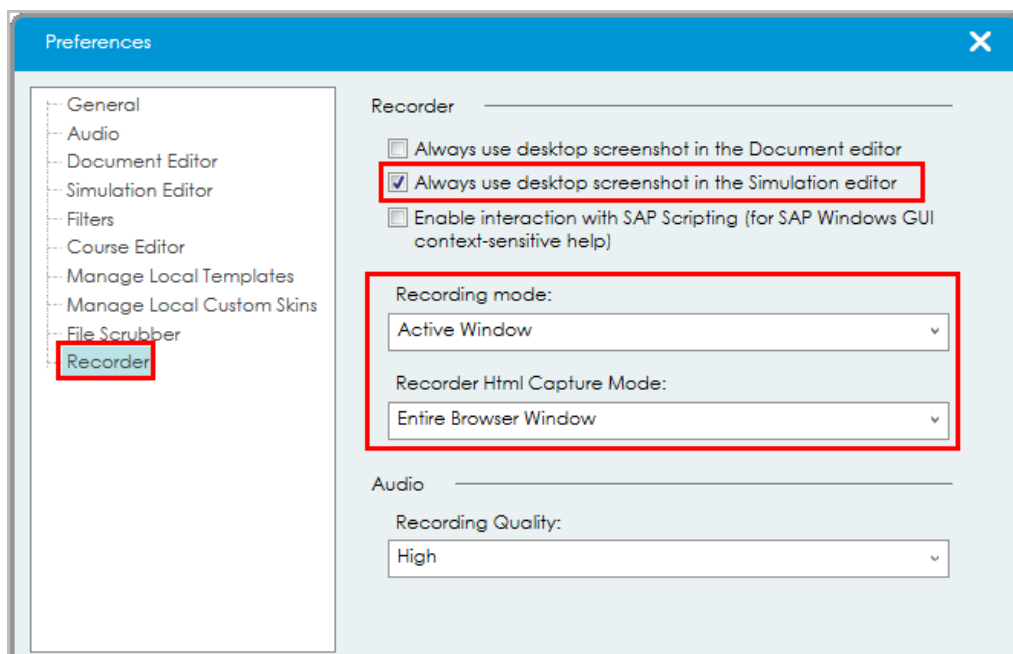
For best recording results, ensure that your laptop or desktop screen resolution is set to **1024x768** while you are creating the recording. You may return to your normal resolution when editing.

Validate HP ART Recorder Options Settings

- Select **File | Preferences** from the HP ART main menu.

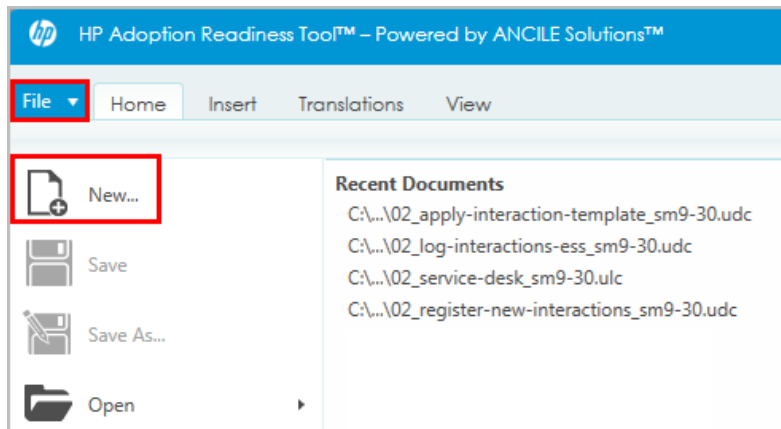


- Within the **Preferences** pane, ensure that the following settings are enabled and click the **OK** button:

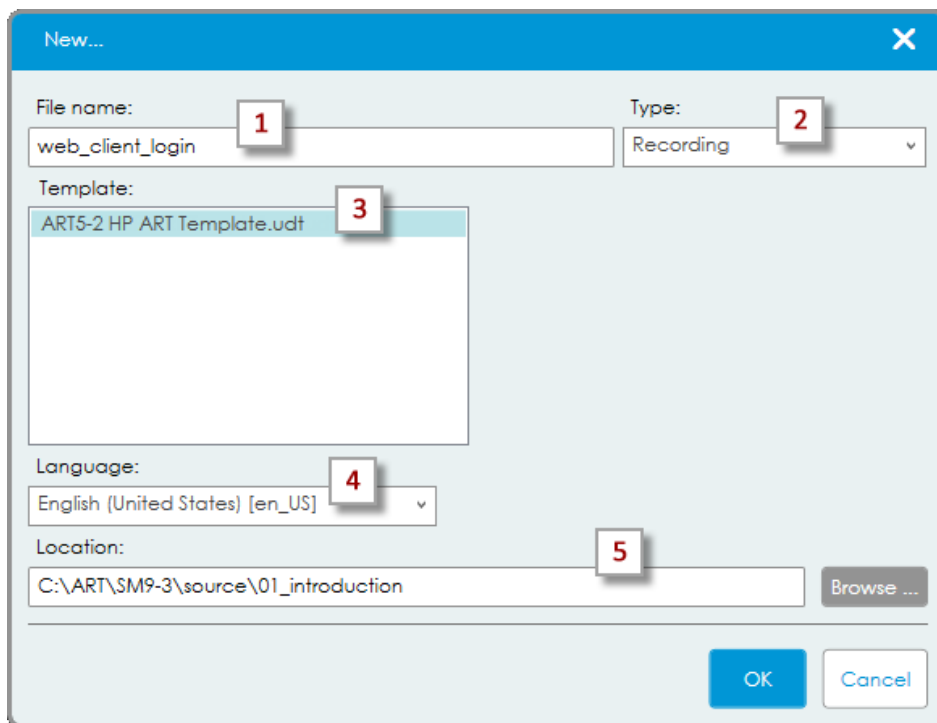


Create a New Recording

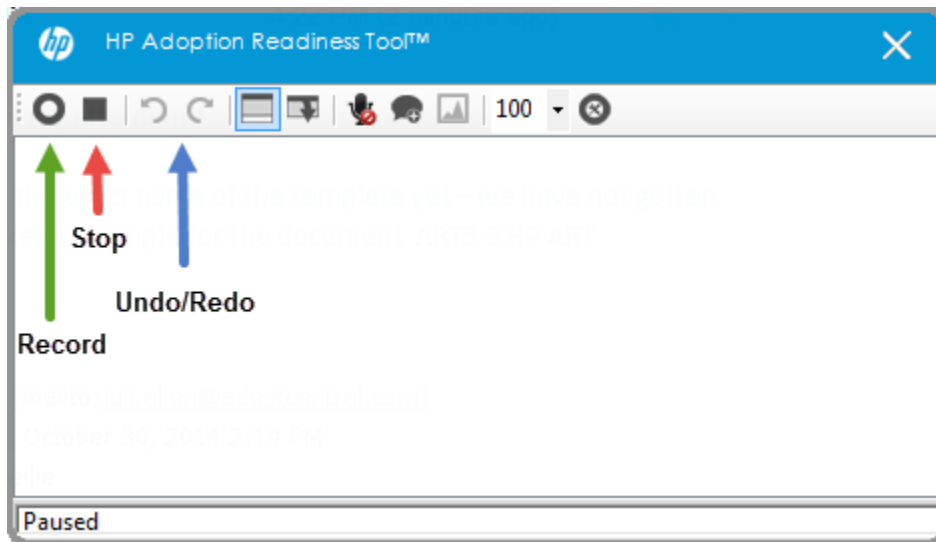
- Select **File | New...** from the HP ART editor main menu.



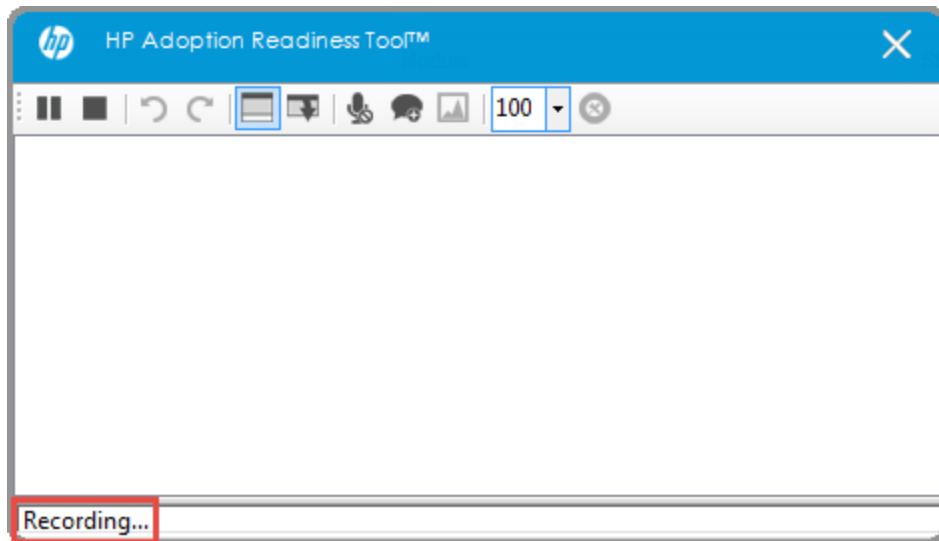
- Within the **New** window, populate the required fields and click the **OK** button.
 1. File name: The name of the task that you are recording. Do not use spaces or capitalization.
 2. Type: Select Recording.
 3. Template: Select the HP ART Template.udt file.
 4. Language: Select your local language.
 5. Location: Browse to the location where your recording file should be saved.



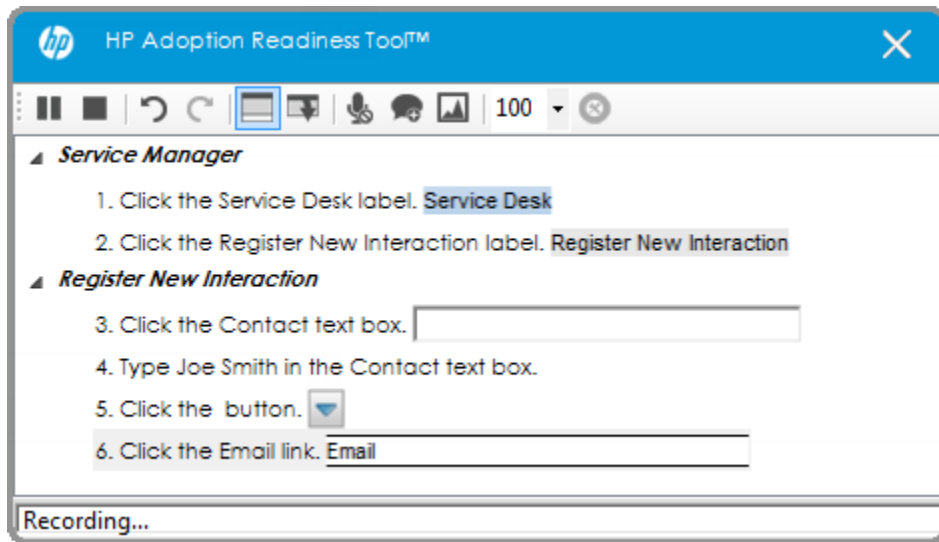
- When you click the **OK** button, the HP ART editor window is minimized and the HP ART Recorder window is displayed:



- Launch the software application that you are recording and maximize the window. Ensure that you are ready to perform the task in the application. For example, ensure that the appropriate starting screen is selected in the application.
- When ready, click the **Record** button and wait for the recorder to initialize. The text **Recording...** is visible in the lower left of the recorder window when ready.



- Begin performing the task in your application. As you are recording the task, the steps populate within the HP ART recorder window.




Steps are captured based on actions (mouse clicks, typing, and so on), not time. For example, if a screen has a long loading time, this delay is not captured in the recording. Be patient and wait for the screen to refresh before performing your next action.

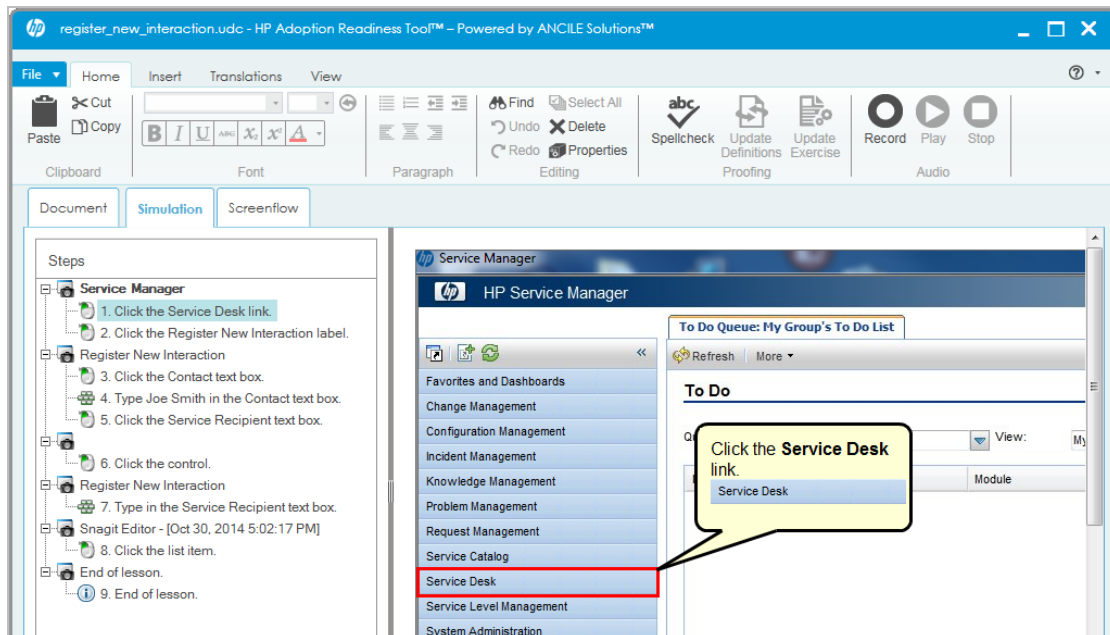
You can use the **Pause**, **Undo**, and **Redo** buttons within the toolbar to control your recording session:

Pause: Use the **Pause** button at any time to suspend the recording. For example, if you get distracted with a phone call or if the application is not behaving as expected.

Undo: Use the **Undo** button to remove steps from the recording step window, for example if an error message is generated or if the application does not behave as expected. Simply pause the recording and click the Undo button to remove the steps. You can then set the application back to the previous screen and begin recording again.

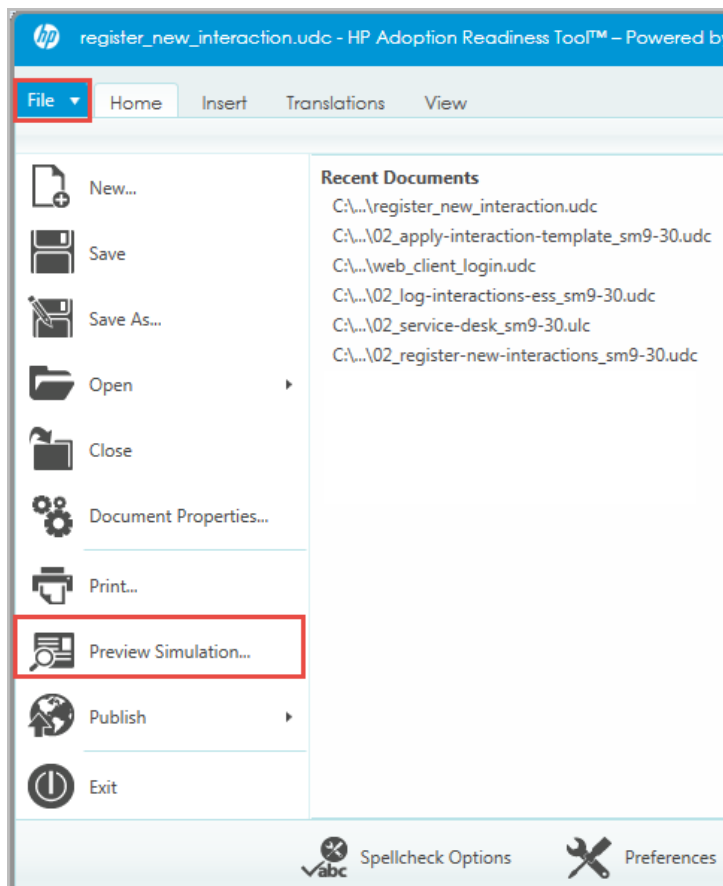
Redo: Use the **Redo** button if you accidentally undo a step.

- When you are finished recording the task, click the **Stop** button  to return to the editor.

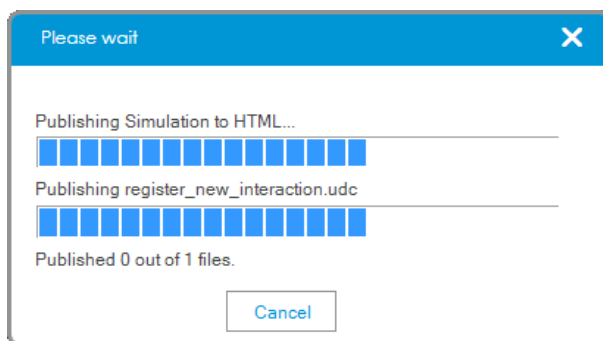


Preview a Recording

- To **preview** the output of your recording, click **File | Preview Simulation....**



- A **status** window is displayed, providing feedback about the publishing process:



- When finished, the simulation **launch window** is displayed. There are four **output modes** to choose from:
 - **Show Me (Demonstration)**: Self-running demonstration that allows you to watch the demonstration.
 - **Try Me (Practice Lesson)**: Practice mode that allows you to click through each step on your own.
 - **Quiz Me (Non-graded Assessment)**: Assessment mode that allows you to test your knowledge performing the task. Information is *not* collected for Learning Management System (LMS) scoring.
 - **Test Me (Graded Assessment)**: Assessment mode that allows you to test your knowledge performing the task. Information *is* collected for LMS scoring.

Using the provided links, select the desired **output mode** to preview.

register_new_interaction

Launch Show Me
Launch Try Me
Launch Quiz Me
Launch Test Me


ART
Adoption Readiness Tool

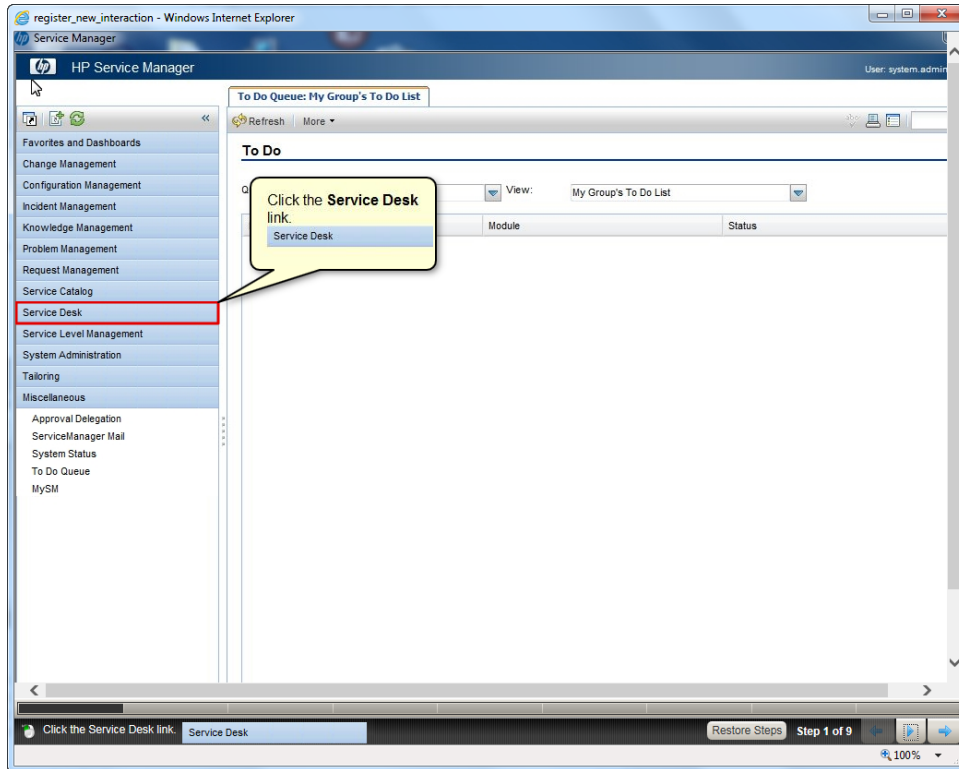
Description

register_new_interaction

Date Published Friday, October 31, 2014

If you are experiencing difficulties viewing this simulation, please open the **Adobe Flash Player Global Security Settings Panel** and select the **Always allow** option.

- The published simulation launches in a separate window.



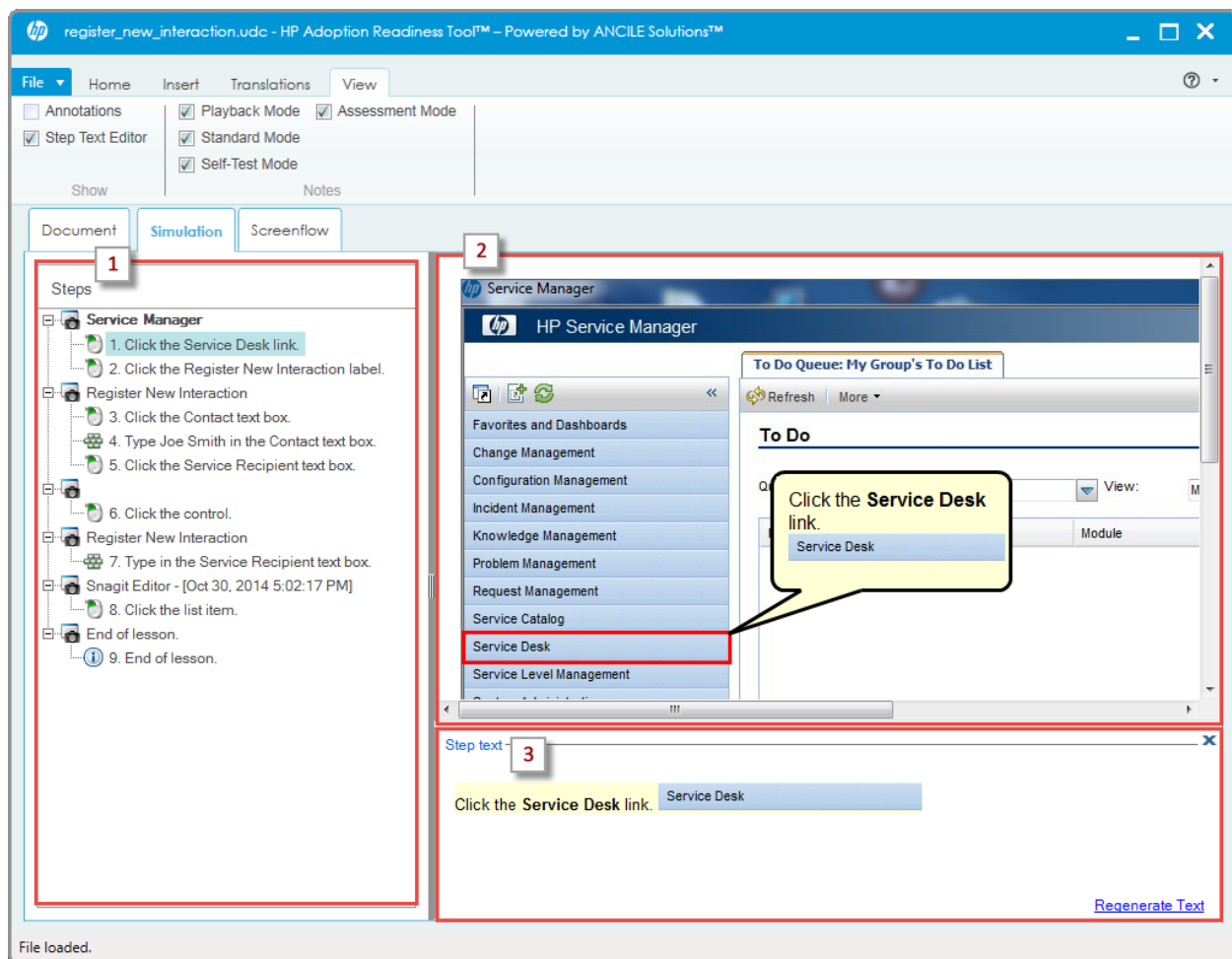
Note: When viewing the published output, both the Show Me and Try Me output modes display the action notes that were automatically created by HP ART. The Quiz Me and Test Me output modes do not display any of the action notes. This is by design because these output modes are intended to *test* the learner's ability to perform the task on their own.

Edit a Recording

This section focuses on common editing tasks that are associated with the Show Me and Try Me output modes. Refer to the [Create a Simulation Assessment section](#) for information about working with Quiz Me and Test Me output modes.

After you have finished recording the task, you return to the HP ART editor. Three panes in the HP ART editor are used when managing a recording:

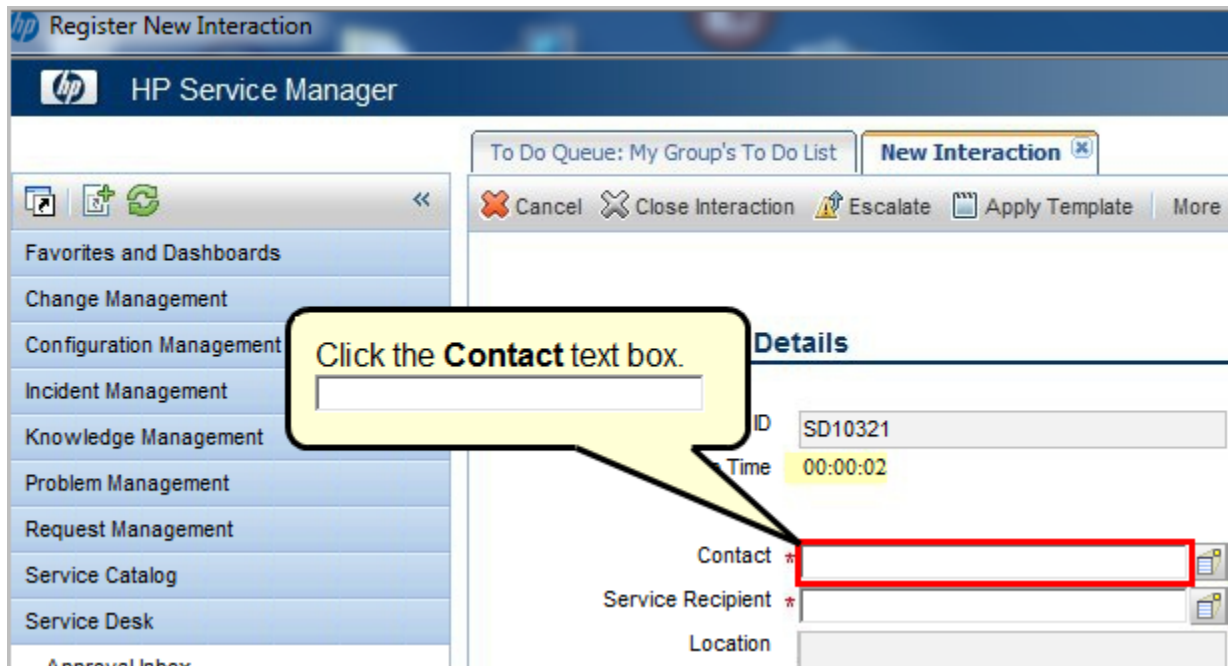
1. **Steps:** Contains a list of all captured steps. As you click a step, the Editor pane updates.
2. **Editor:** Contains the screen capture and action note for the selected step.
3. **Step text:** Contains the action text associated with the step.



About Action Notes

When a task is recorded using HP ART, **Action Notes** are automatically populated for each step. An *action* is a mouse-click, a user typing, and so on.

A red highlight box is placed around the action area (where the mouse is clicked or where the user types). This red highlight box is sometimes referred to as a *red rubber band* and can be resized as needed.

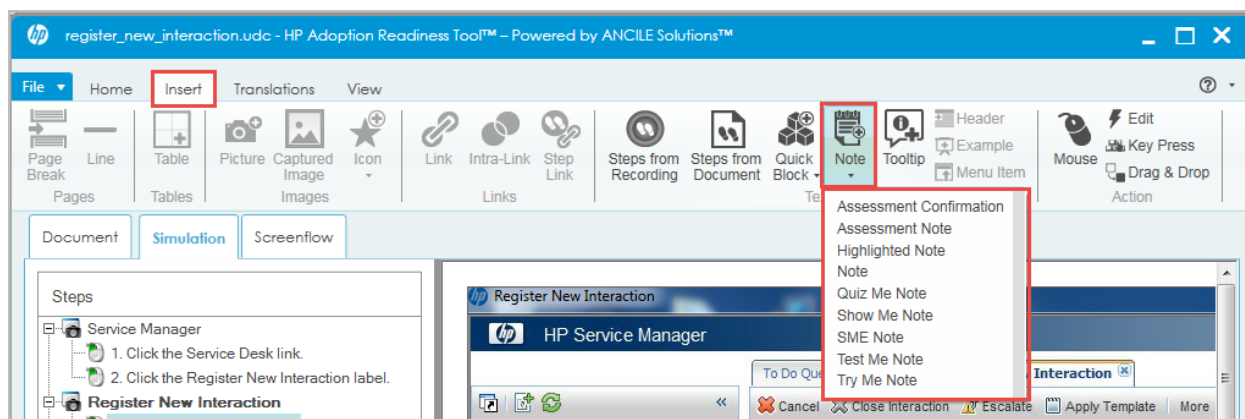


If you need to alter the text within an action note, double-click the action note and modify the text as needed. As a general rule, leave action notes untouched unless there is an error in the auto-generated text. To add additional information to a step, use informational notes.

About Informational Notes

You can add informational notes to a simulation after the initial recording to provide more information regarding the task. For example, you can define key fields, explain why a particular button is being selected, describe the results of a sub-task, and so on.

Following are the **note types** configured in the out-of-the-box (OOTB) HP ART Template:

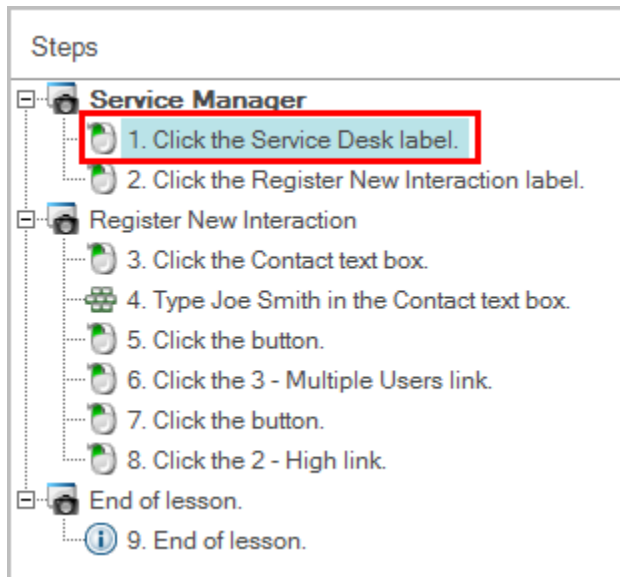


- **Assessment Confirmation:** Information note to be used on the last step of a Test Me to inform learners not to close the window until prompted so that it is properly scored. By default, this note is only displayed when viewing a Test Me output mode.
- **Assessment Note:** Informational note to be used for guided help in simulation Test Me. By default, this note is only displayed when viewing the Quiz Me or Test Me output modes.
- **Highlighted Note:** Informational note to be used in Show Me and Try Me modes to add supporting information. This note includes a highlight box that allows you to focus on a specific area in the capture. By default, this note only displays when viewing the Show Me and Try Me output mode.
- **Note:** Informational note to be used in Show Me and Try Me modes to add supporting information per step, as needed. By default, this note is only displayed when viewing the Show Me and Try Me output mode.
- **Quiz Me Note:** Introduction note to be used on Step 1 of a simulation to introduce the Quiz Me simulation. By default, this note only displays when viewing the Quiz Me output mode.
- **Show Me Note:** Introduction note to be used on Step 1 of a simulation to introduce a Show Me simulation. By default, this note is only displayed when viewing the Show Me output mode.
- **SME Note:** Temporary note to be used by Subject Matter Experts (SMEs) to communicate information to instructional designers. Instructional designers use the content within the note to create final informational notes. By default, this note is *not* displayed for any mode. It is only used for reference during the editing phase and should be deleted before the final publish.
- **Test Me Note:** Introduction note to be used on Step 1 of a simulation to introduce the Test Me simulation. By default, this note only displays when viewing the Test Me output mode.
- **Try Me Note:** Introduction note to be used on Step 1 of a simulation to introduce a Try Me simulation. By default, this note only displays when viewing the Try Me output mode.

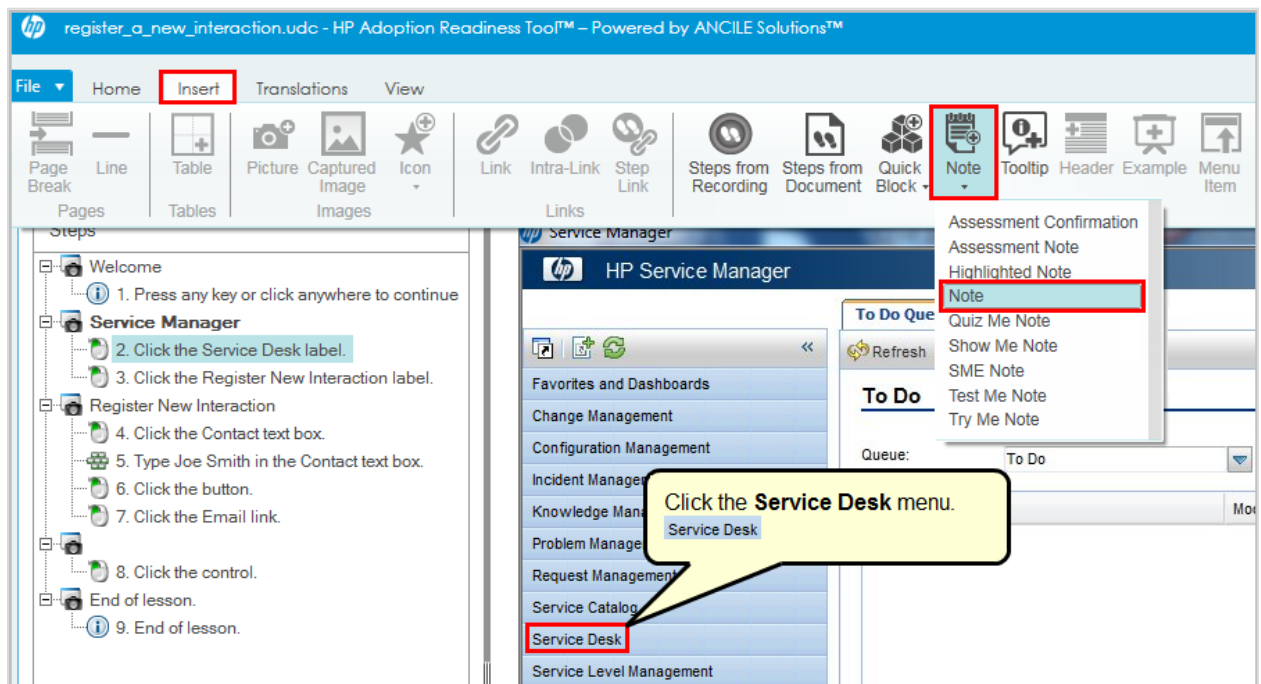
Add an Informational Note

Adding informational notes to your recording allows you to provide extra information to assist users in learning the task.

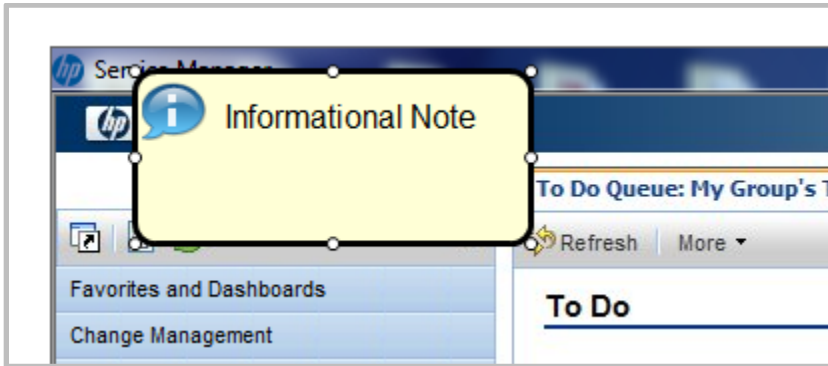
- To add an information note, from the **Steps** pane select the step where the information note is to be added.



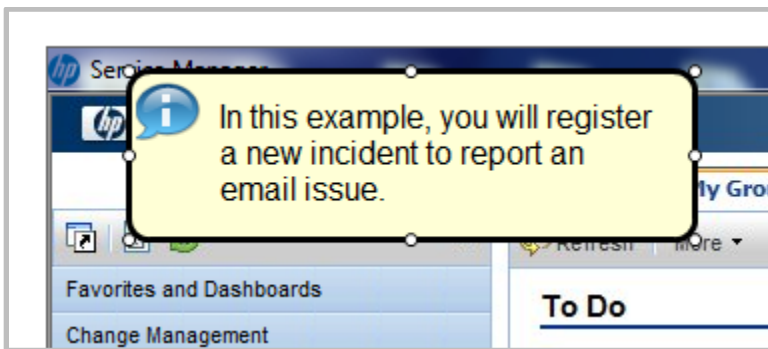
- From the editor **Insert** menu, select **Note | Note**.



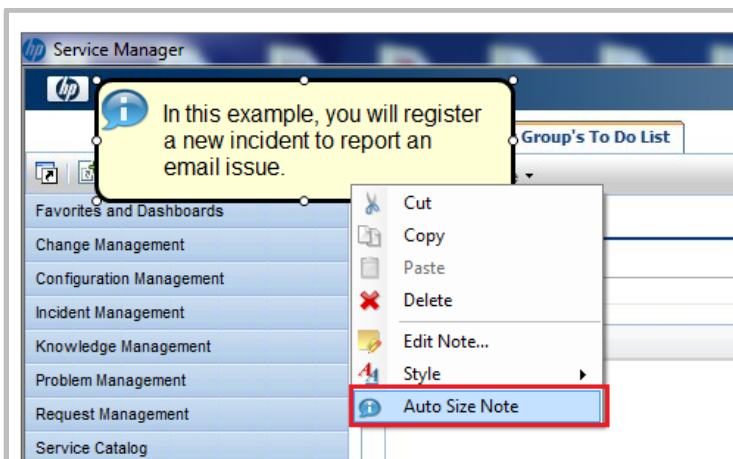
- A note is displayed in the upper left of the window.



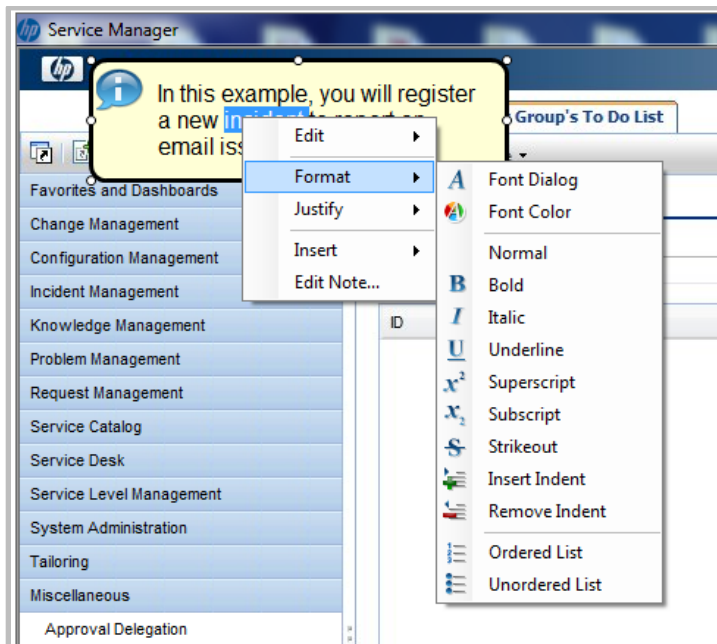
- Double-click within the note bubble and type the needed information. You can use the resize handles to adjust the width of the note.



- After you have adjusted the width of your note using the resize handles, it is good practice to use the Auto-size feature for final sizing. Right-click the information note and select **Auto Size Note**.



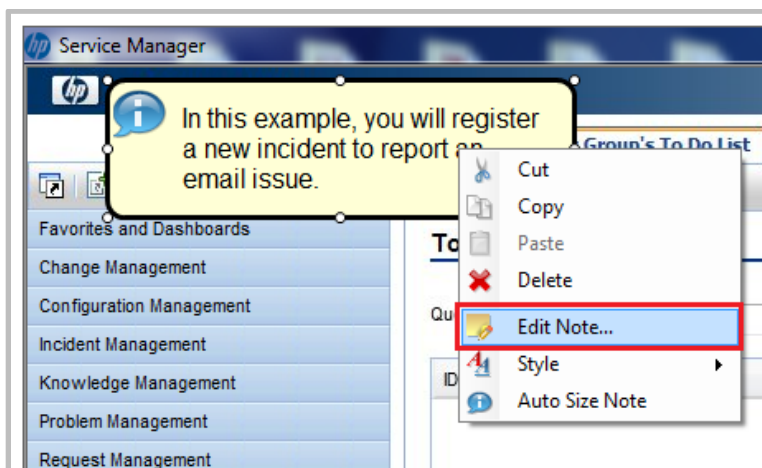
- If needed, you can change the format of the text within the note. For example, you can bold or underline key words. To change the formatting of a key word or phrase, select the desired text and right-click to access the Format menu.



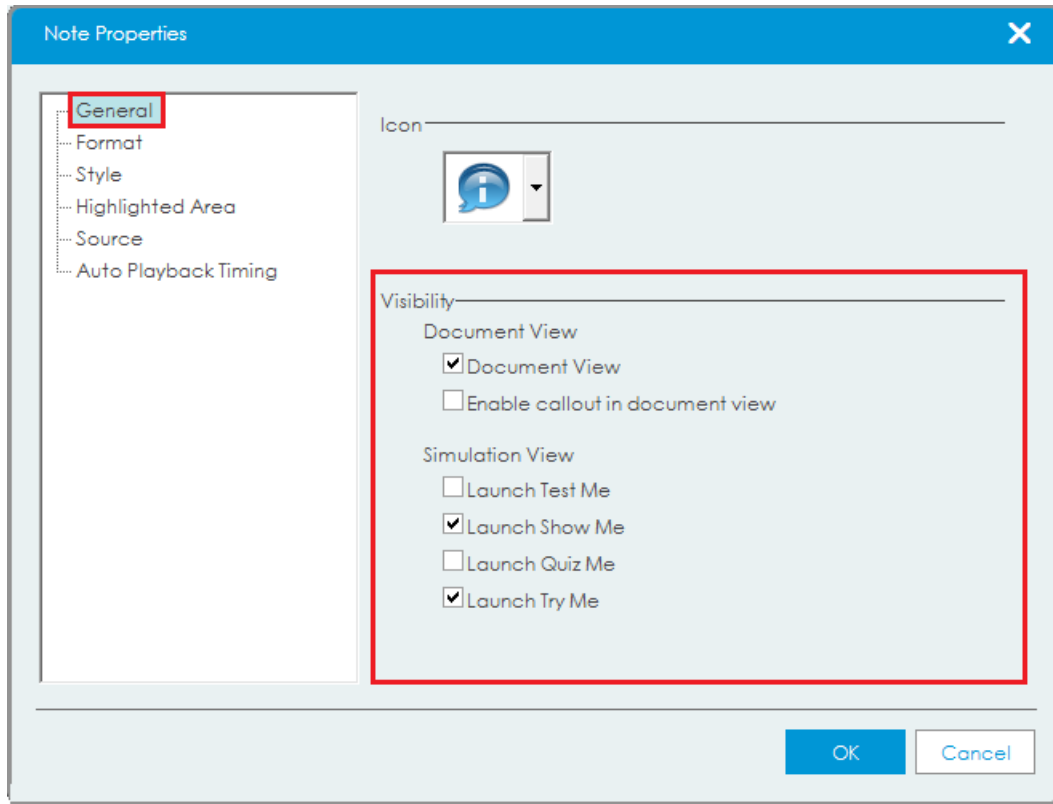
Controlling Note Visibility

Because a single recording is published to multiple output modes, you can control when and how notes are displayed within each output mode. For example, there might be notes that are only meant to be seen when viewing a Show Me demonstration, and others that should be seen when the user is practicing a task using the Try Me simulation.

- To manage the visibility of a note, right-click the note and select **Edit Note**.



- The **Note Properties** window is displayed. Within the **Visibility** section, use the check boxes to enable or disable the note from displaying within the different output modes.



To assist with rapid development, each of the pre-defined notes has the visibility set based on the intended note type.

Note	Document View	Simulation View
Assessment Confirmation	No	Test Me and Quiz Me (Graded and Non-graded Assessment)
Assessment Note	No	Test Me and Quiz Me (Graded and Non-graded Assessment)
Highlighted Note	Yes	Show Me (Demonstration)
Note	Yes	Show Me (Demonstration) and Try Me (Practice Lesson)
Quiz Me Note	No	Quiz Me (Non-graded Assessment)

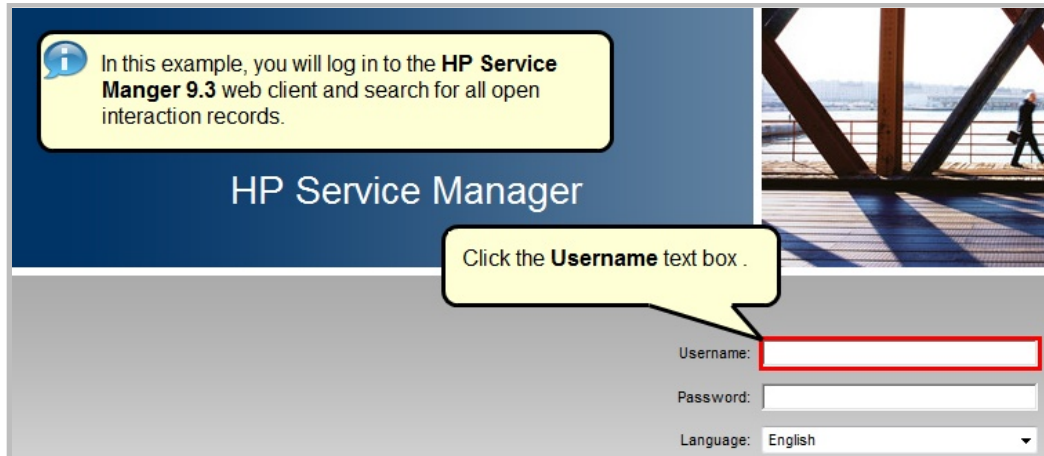
Note	Document View	Simulation View
Show Me Note	No	Show Me (Demonstration)
SME Note	No	Does not display for any output mode. Used for editing purposes only.
Test Me Note	No	Test Me (Graded Assessment)
Try Me Note	No	Try Me (Practice Lesson)

You can change these default values on a per note basis as needed. For example, you might find it helpful to display some notes on both Show Me and Try Me output modes. The Note Properties window allows you to customize each note accordingly.

Warning: When a note is configured to display on more than one output mode, always test each output mode to ensure that notes are not displayed on top of one another.

Synchronize Note Timing

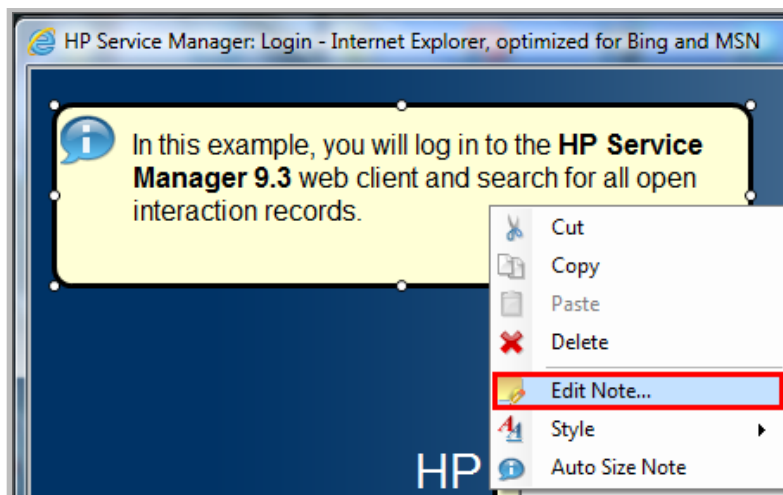
When you add an informational note to the Show Me (demonstration) output mode, you must ensure that the informational note is timed so that it displays *before* the action note. For example, you do not want two notes displaying at the same time.

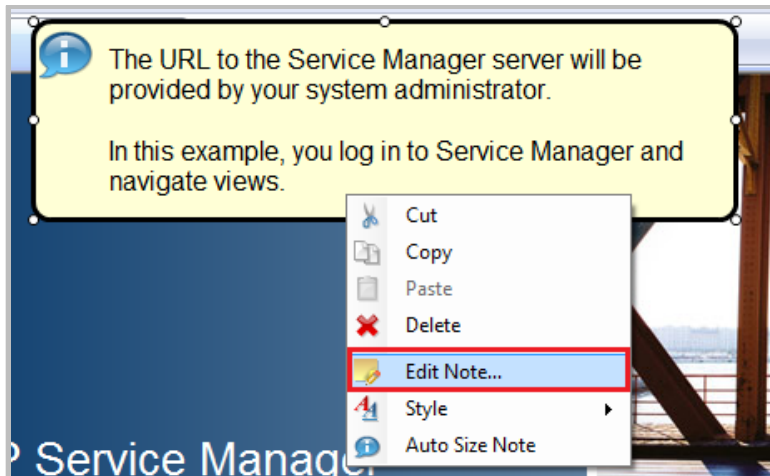


To synchronize the timing of the informational note and the action note, follow Steps 1 and 2 below:

Step 1: Edit Informational Note Properties:

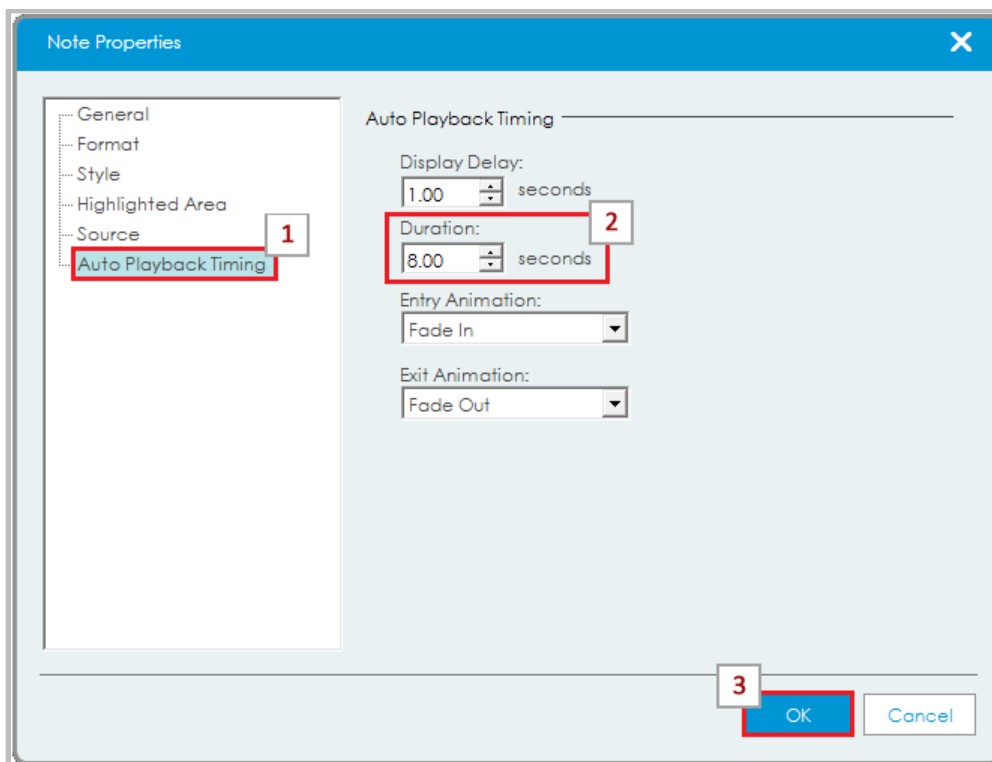
- Right-click the informational note and select **Edit Note**.





- From the **Note Properties** window:
 1. Select **Auto Playback Timing** from the left menu.
 2. Set the desired **Duration**.
 3. Click the **OK** button.

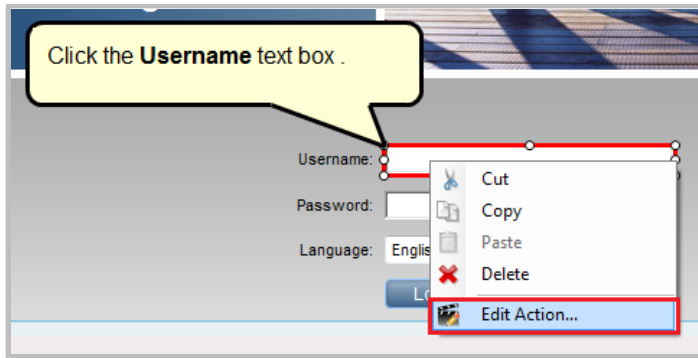
Note: The **Duration** is the amount of time, in seconds, that you want the informational note to be displayed. In the example below, the note is displayed for 8 seconds before fading out.



Step 2: Edit Action Note Properties:

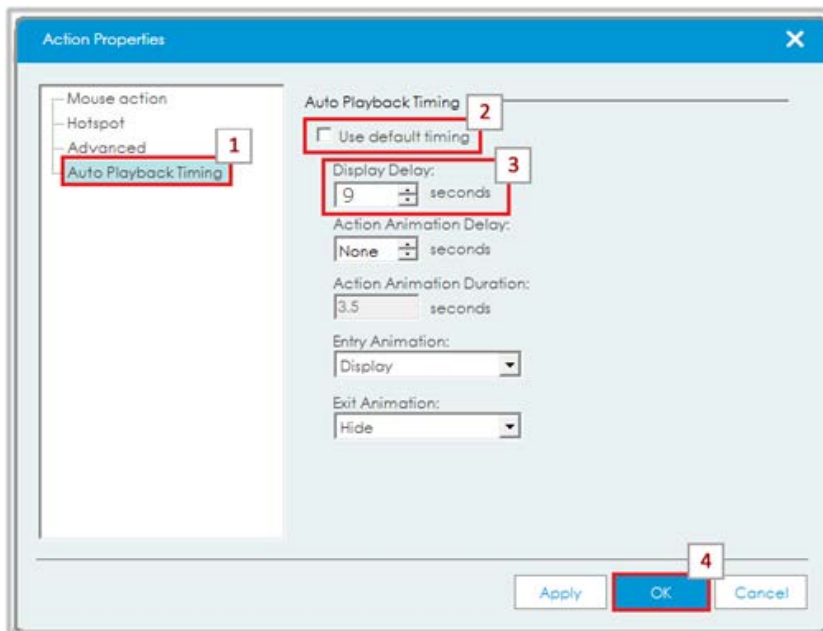
The next step is to *delay* the Action Note from appearing until after the informational note has been displayed. It is a best practice to set the Action Note delay to one second longer than the informational note duration. This allows a 1-second pause between the notes.

- Right-click the **red box** of the Action Note and select **Edit Action....**



- From the **Action Properties** window:
 1. Select **Auto Playback Timing** from the left menu.
 2. De-select the **Use default timing** checkbox.
 3. Set the **Display Delay** to 1 second longer than the informational note duration.
 4. Click the **OK** button.

In the example below, the **Display Delay** is set to **9** seconds. This value is based on the Informational note **Duration** of **8** seconds. Again, it is a best practice to have a 1-second pause between notes.

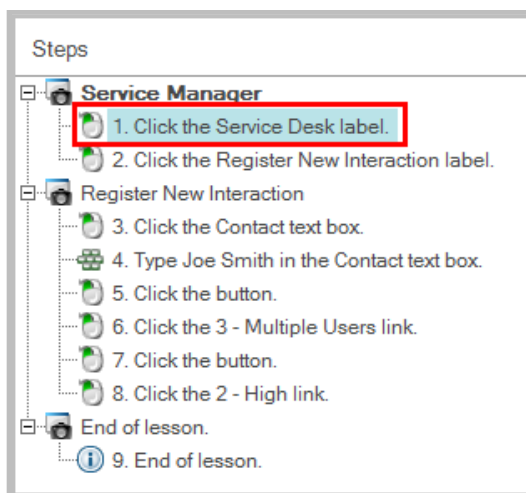


- Preview the recording to ensure the correct timing has been configured.

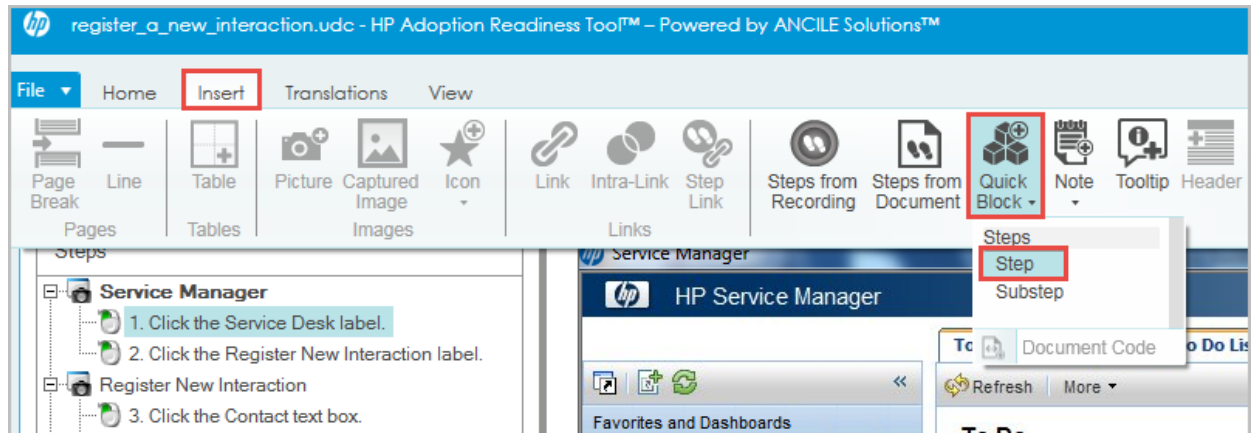
Add a Welcome Step

It is a good practice that all simulations include a **Welcome** step. The Welcome step is an informational step used to introduce the task to the learner for each of the output modes.

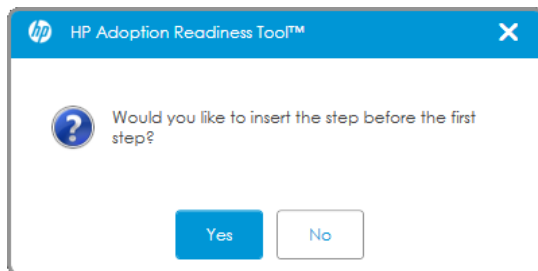
- Within the **Steps** pane, click the first step.



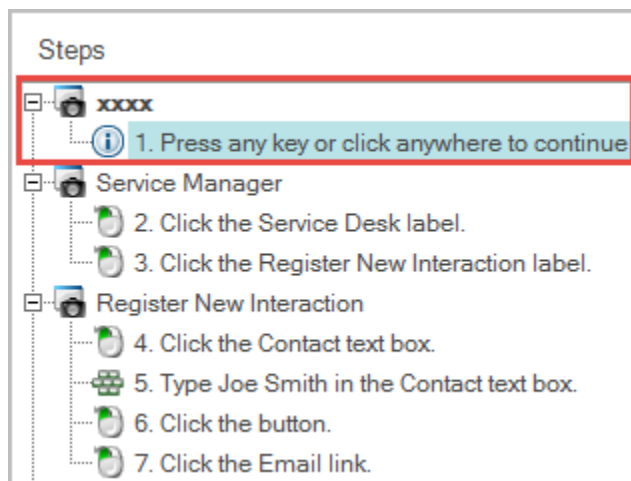
- From the main menu, select **Insert | Quick Block | Steps > Step**.



- You are asked if you want to insert the new step before the first step. Click **Yes**.

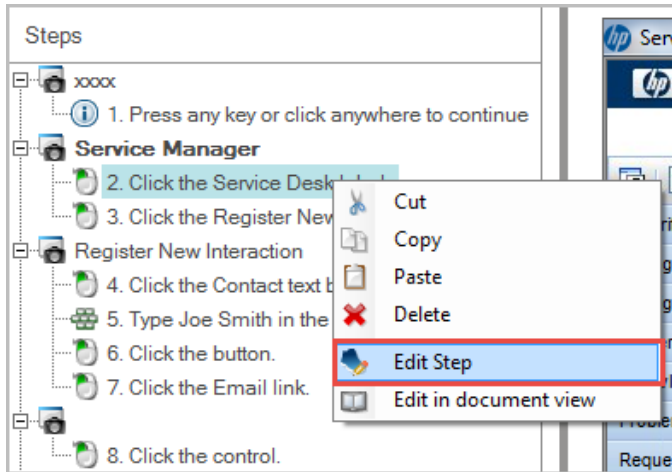


- A new step is added as Step 1.

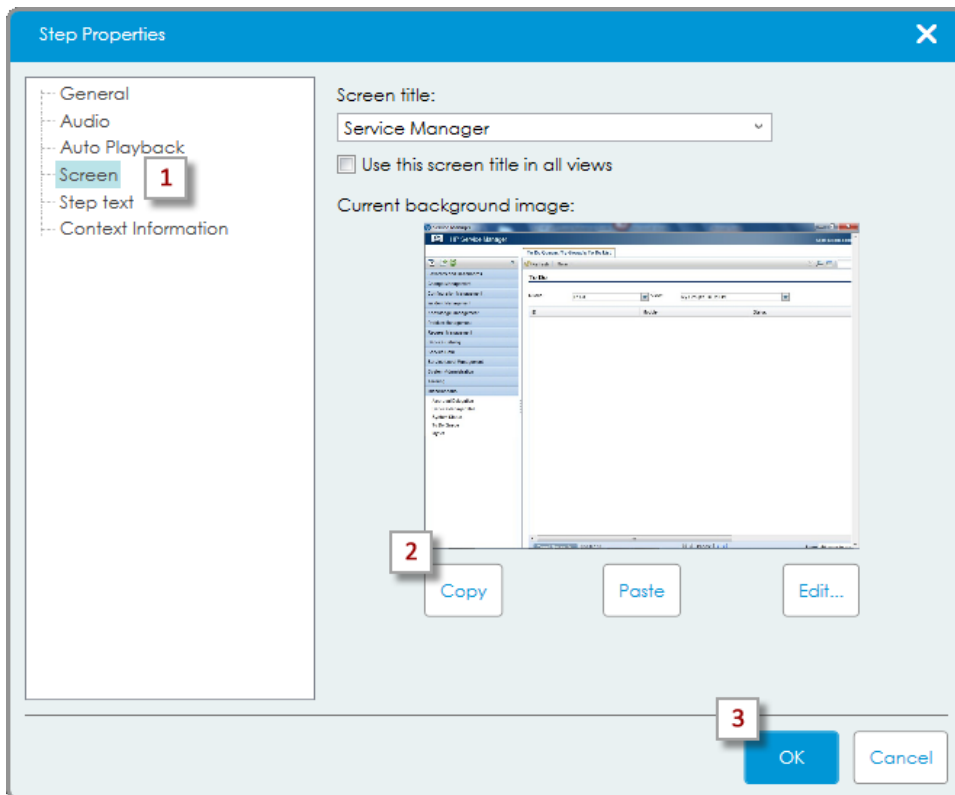


This new step is blank, meaning it does not contain a screen capture or any information. Next, copy the screen capture from Step 2 and paste it to this new step.

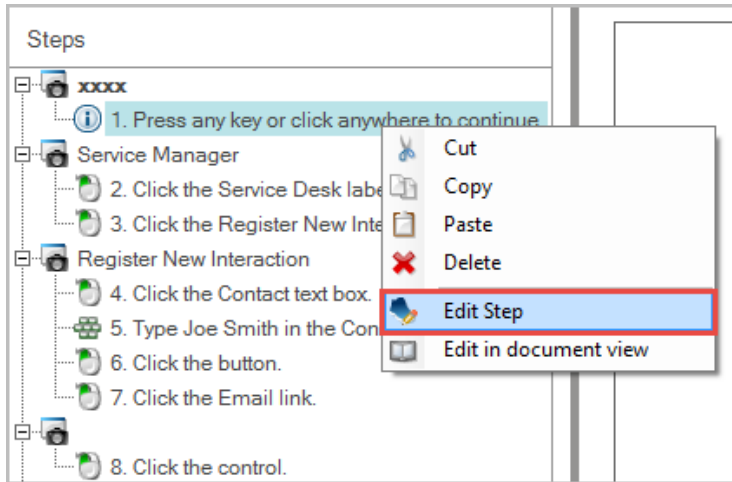
- Right-click the second step and select **Edit Step**.



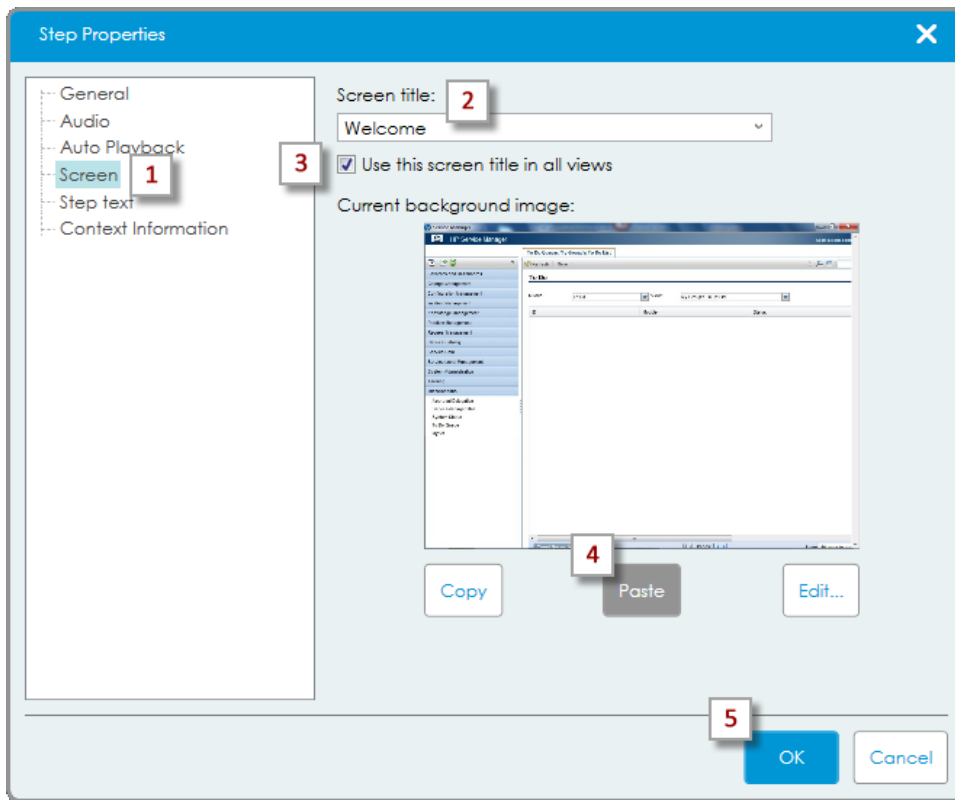
- Within the **Step Properties** window, perform the following tasks:
 1. Click the **Screen** left menu item.
 2. Click the **Copy** button.
 3. Click the **OK** button.



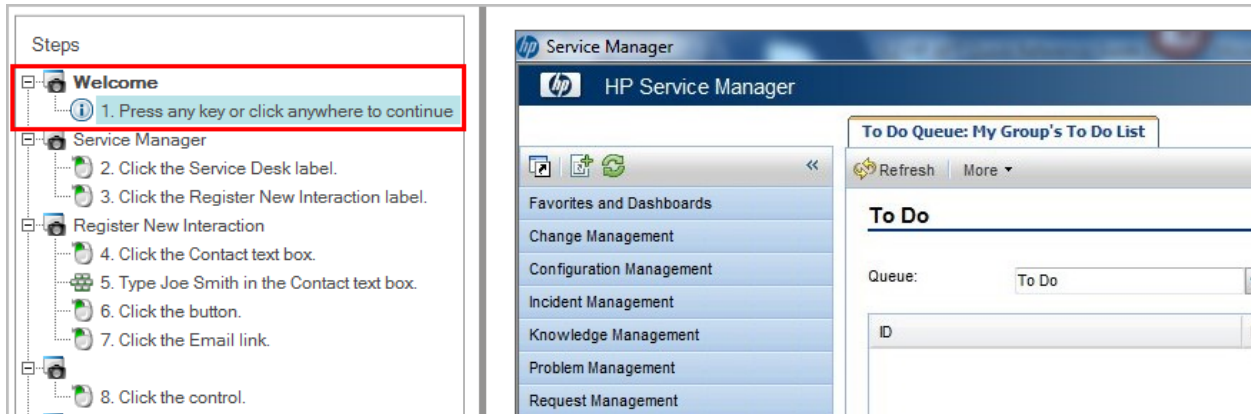
- Next, within the **Steps** pane, right-click the new first step and select **Edit Step**.



- Within the **Step Properties** window, perform the following tasks:
 - Click the **Screen** left menu item.
 - Type *Welcome* within the **Screen Title** text box.
 - Click the Use this screen title in all views check box.
 - Click the **Paste** button.
 - Click **OK**.



- The Welcome step is successfully added.



Add Show Me and Try Me Notes to the Welcome Step

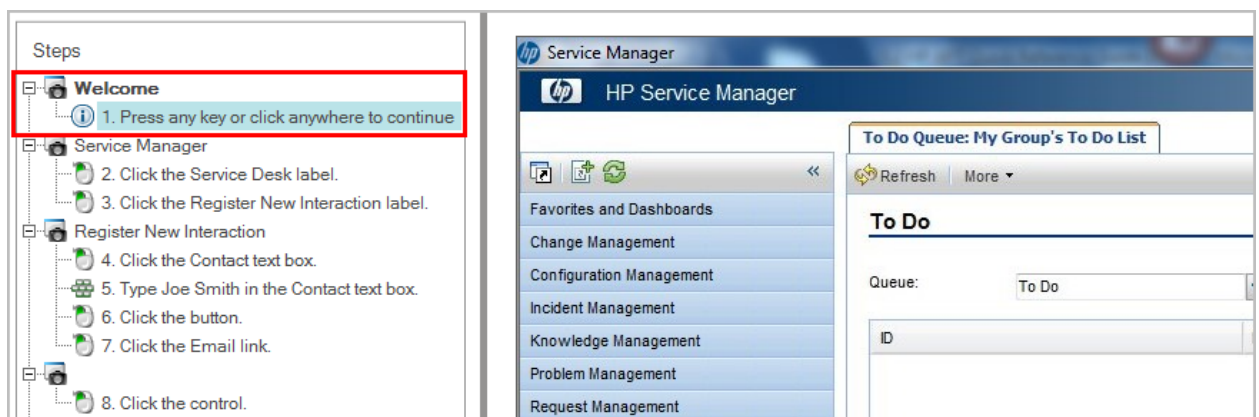
The Welcome step is used to instruct the user about how to interact within the different output modes. Exactly how a user interacts with a simulation depends on the output mode that is accessed. For example

- Show Me output mode, the user is expected to sit back and watch the demonstration.
- Try Me output mode, the user is expected to use the keyboard and mouse and perform the task on their own.
- Quiz Me and Test Me modes, the user is tested on their knowledge in performing the task.

The OOTB HP ART template includes notes to assist you in creating the Welcome step. Follow the steps below to add both a Show Me Note and a Try Me Note to the Welcome step.

Add a Show Me Note

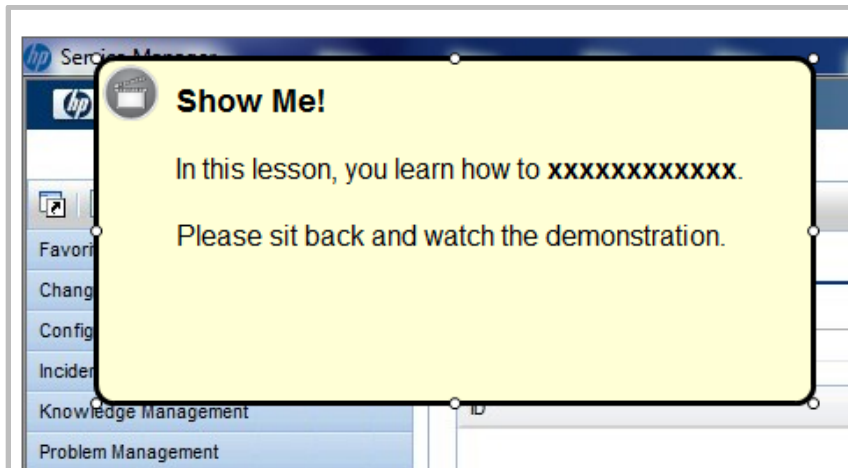
- In the Steps pane, select step 1, Welcome.



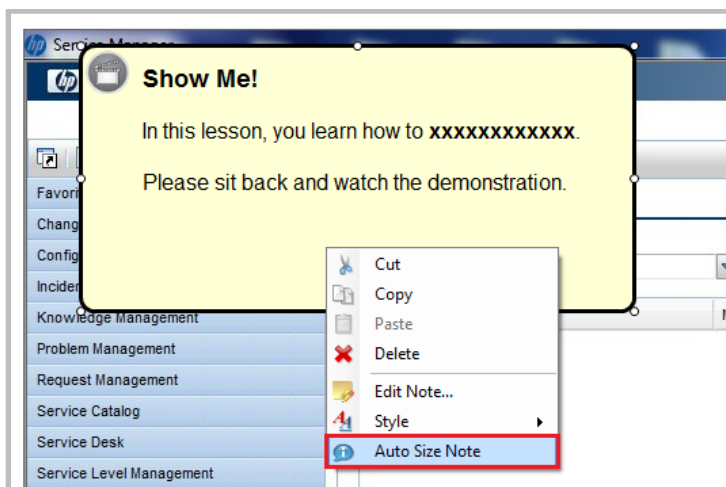
- From the main menu, select **Insert | Note | Show Me Note**.



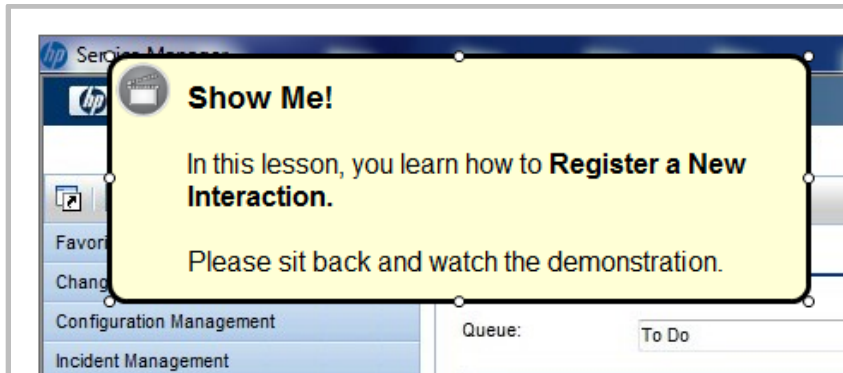
- The **Show Me** note is displayed in the upper left of the window.



- Right-click the note and select **Auto Size Note** so all text is visible.

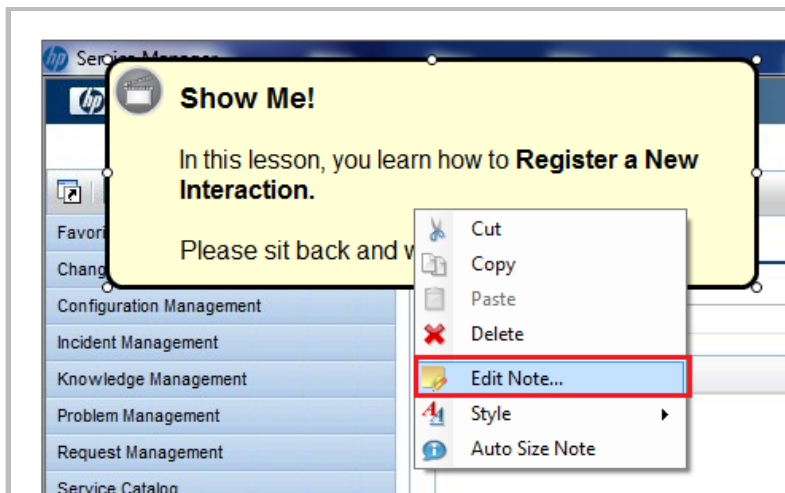


- Replace the xxxxxxxx with the **task title** of the simulation. Also, resize the *width* of the bubble to reduce the number of lines to ease readability.

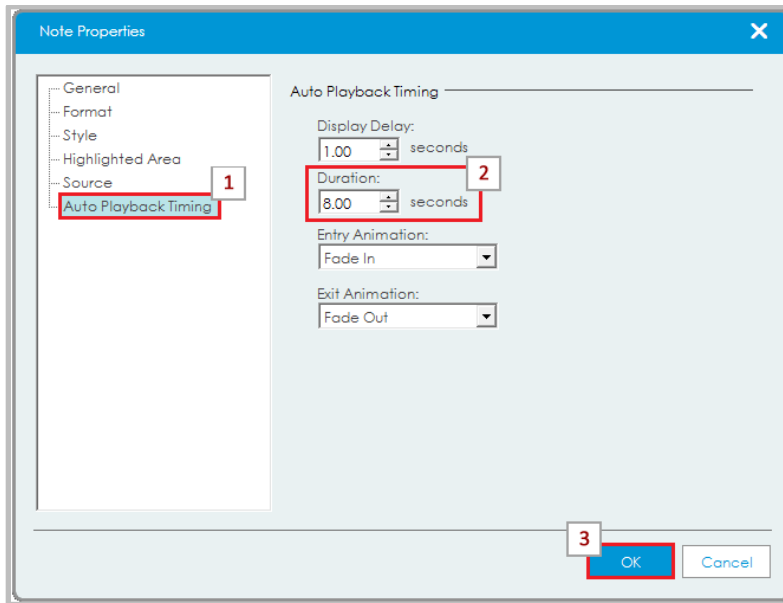


Because this note is configured to display during the Show Me (demonstration) mode, you must adjust the timing so that the learner has a chance to read the information before the simulation auto-advances to the next step.

- To adjust the timing of a note, right-click the note and select **Edit Note**.



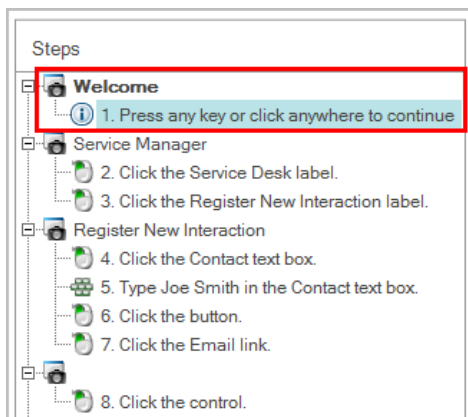
- Within the **Note Properties** window:
 1. Select **Auto Playback Timing** from the left menu.
 2. Set the **Duration** to **8**.
 3. Click the **OK** button.



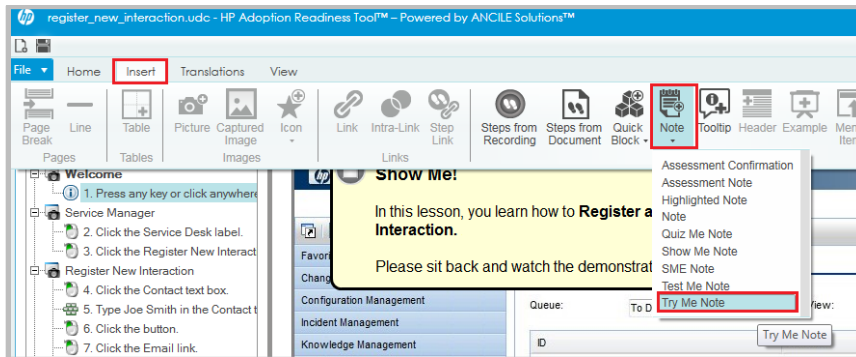
Add a Try Me Note

If the recording will be available to the learner as a Try Me (practice) output mode, you must also put a **Try Me Note** on the Welcome step. The steps are similar to adding a Show Me Note.

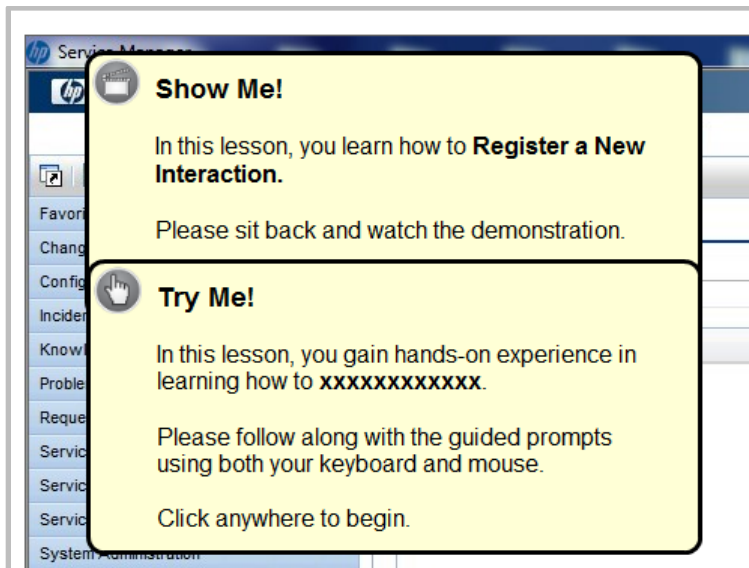
- In the Steps pane, select step 1, Welcome.



- From the main menu, select **Insert | Note | Try Me Note**.

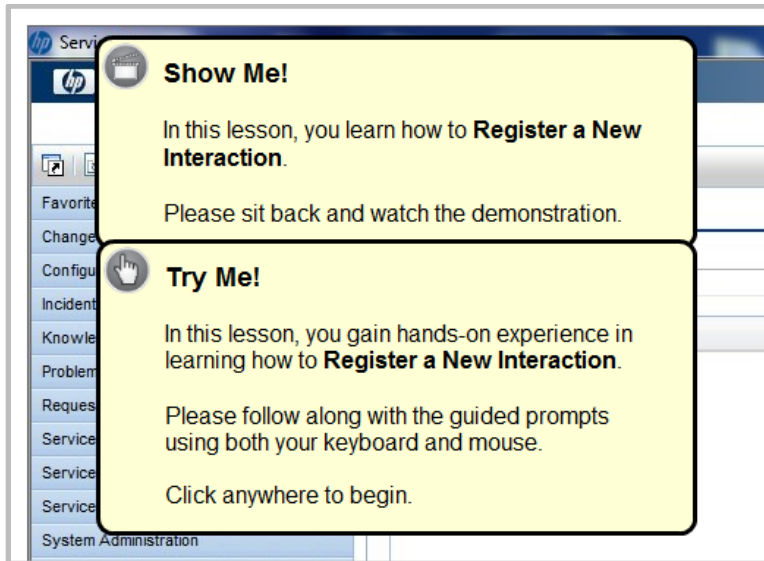


- The **Try Me Note** is displayed in the upper left of the window. Position the note right below the Show Me Note.



- Because the notes display in different output modes, it is okay if the notes are slightly on top of one another in the editor. They are never displayed at the same time in published mode.

- Replace the xxxxxxxx with the **task title** of the simulation and adjust the note size so it matched that of the Show Me Note.



- Preview the simulation to ensure that the notes are working as expected in both the Show Me and Try Me output modes.

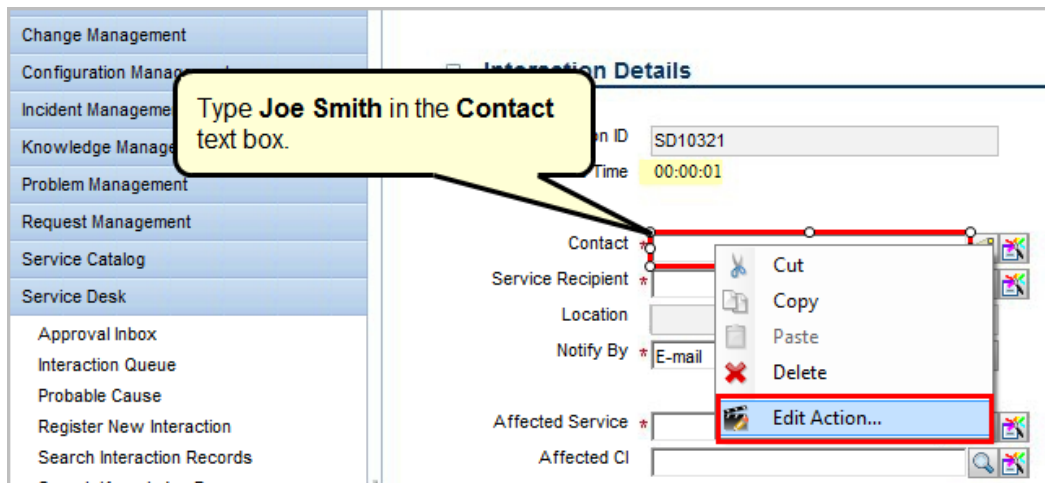
About Action Types

As you record a task using HP ART, four different **Action Types** can be captured:

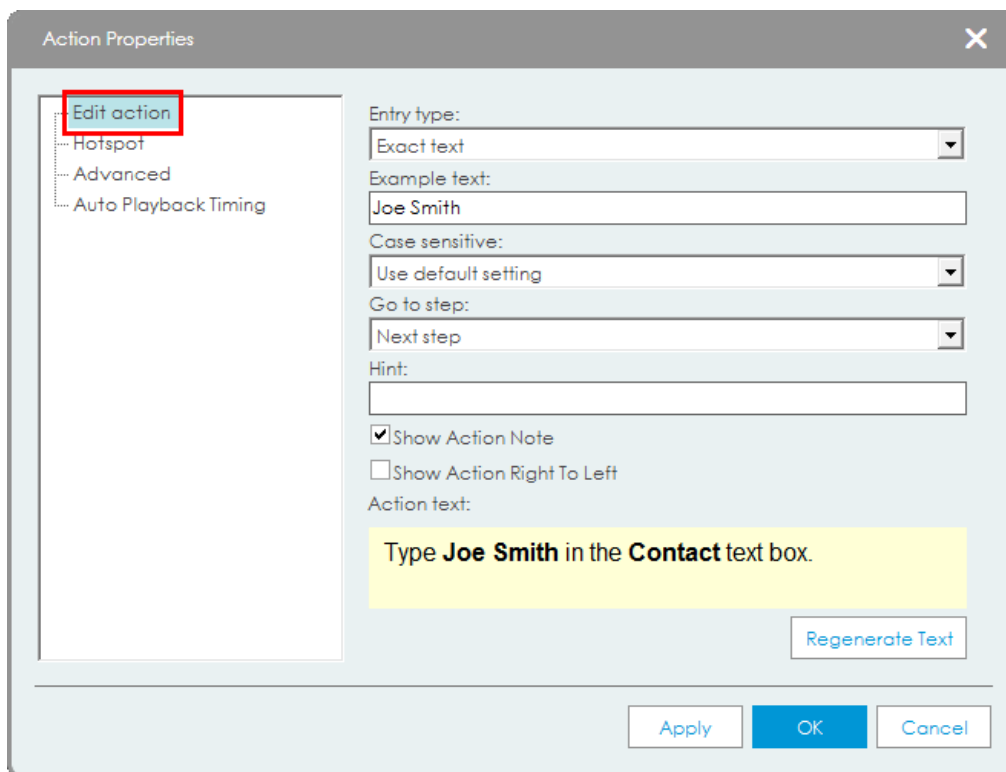
- **Mouse:** Left-Click, Double Left-Click, Right-Click
- **Edit:** Exact Text, Free Text, Regular Expression
- **Key:** ESC, F1-F2, 0-9, and so on
- **Drag-Drop:** Point A, Point B

There might be cases when you want to modify an action. For example, you might want to have the learner enter the first few characters of a long text field and then move on to the next step.

- To modify the properties of an action, right-click the red box and select the **Edit Action...** menu item.



- The **Action Properties** window is displayed. The image below shows the properties for **Edit action**.



Several fields can be modified for this action type, depending on the required outcome:

- **Entry type:** Drop-down menu used to select the type of text entry required for the user:
- **Exact Text:** User must enter text that matches your designated entry (recommended).
- **Free Text:** User can enter anything in the field to proceed to next step. User must press Enter to exit the field.
- **Regular Expression:** User can enter any data matching the specified regular expression pattern. User must press a specific key to exit the field.
- **Example text:** The specific text or regular expression that the user must enter.
Tip: If you want to shorten the amount of text that a user must type, change the text within this field.
- **Case sensitive:** Specifies whether the text entered must exactly match the recorded text.
- **Go to step:** Specifies the step to be displayed after performing the action.
Tip: This field allows for branching.
- **Hint:** Optional hint to be displayed during Quiz Me or Test Me output modes.

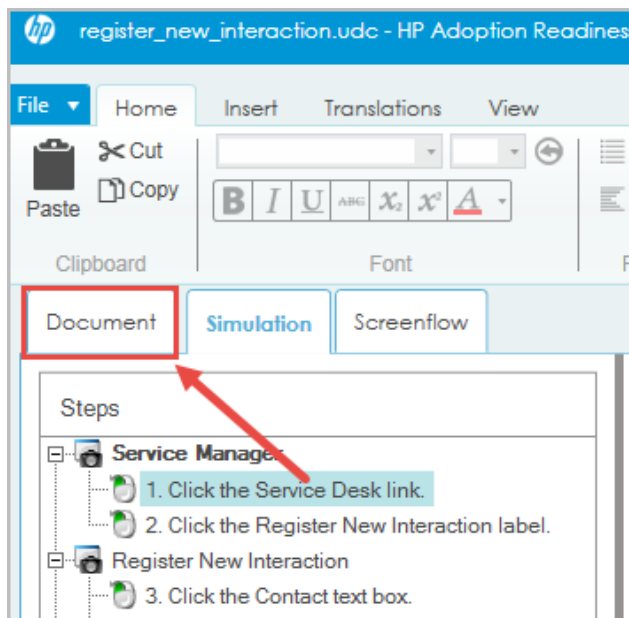
About HP ART Documents

Each time you record a task using HP ART, a corresponding **document** is automatically created. The document can be published to a variety of formats, depending on your template settings.

- **Job Aid-Cue Card:** Dynamic, multi-layer document designed specifically for context-sensitive help. HTML format only.
- **Job Aid – Full Content:** Includes step-by-step of entire procedure, including screen images for each step. This document format is used for the HP pre-built courses.
- **Exercise/Data Sheet:** Includes data for a given procedure, and tasks and questions for end users to complete.
- **Quick Reference:** Includes overview information and end user steps without screen images or field definitions.
- **Test Script:** Includes scenarios and results used in system testing. Designed to integrate with HP Quality Center.

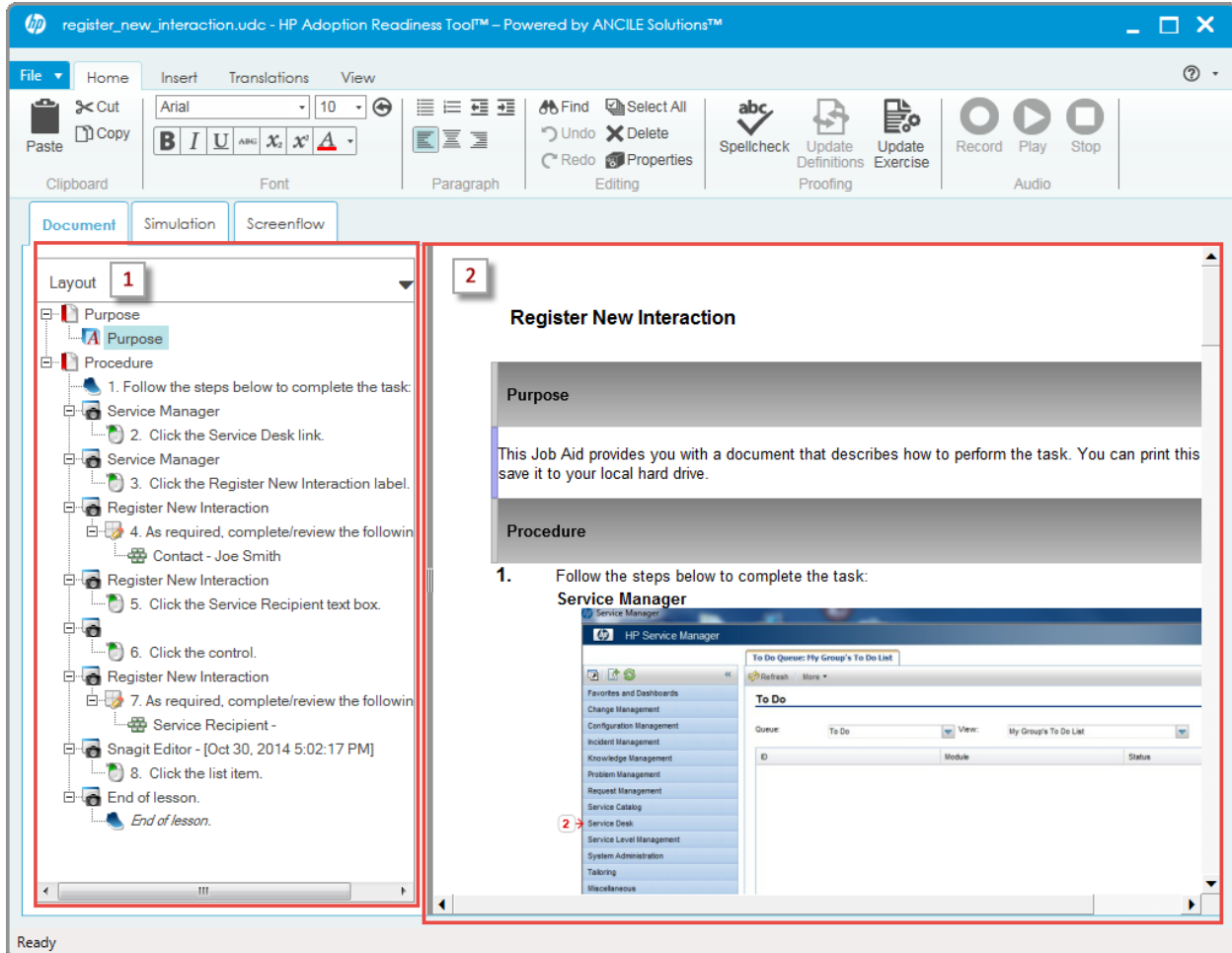
The source of the document is the same for each document output mode. The difference lies with the formatting and presentation of the information during the publishing process.

You can access the source of the document within the **Document** tab in the upper left of the HP ART editor.



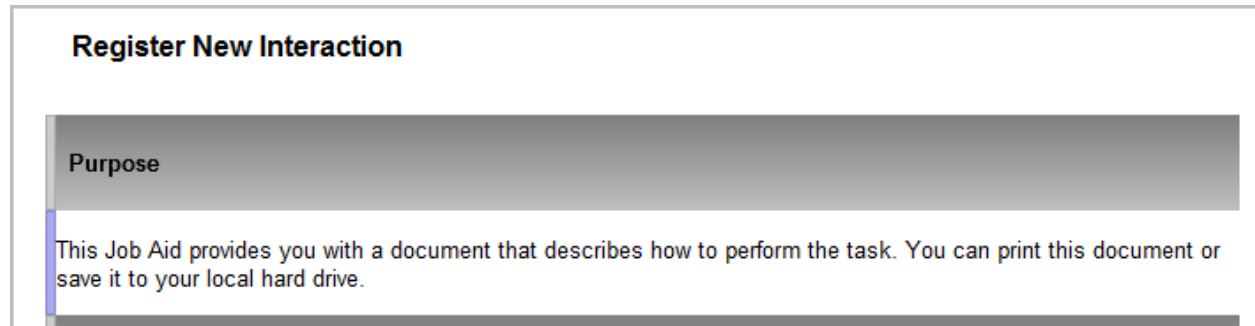
There are two panes within the document editor:

- **Layout** pane: Displays each section and step within the document.
- **Editor** pane: Contains all of the text and screen captures for the recorded task.



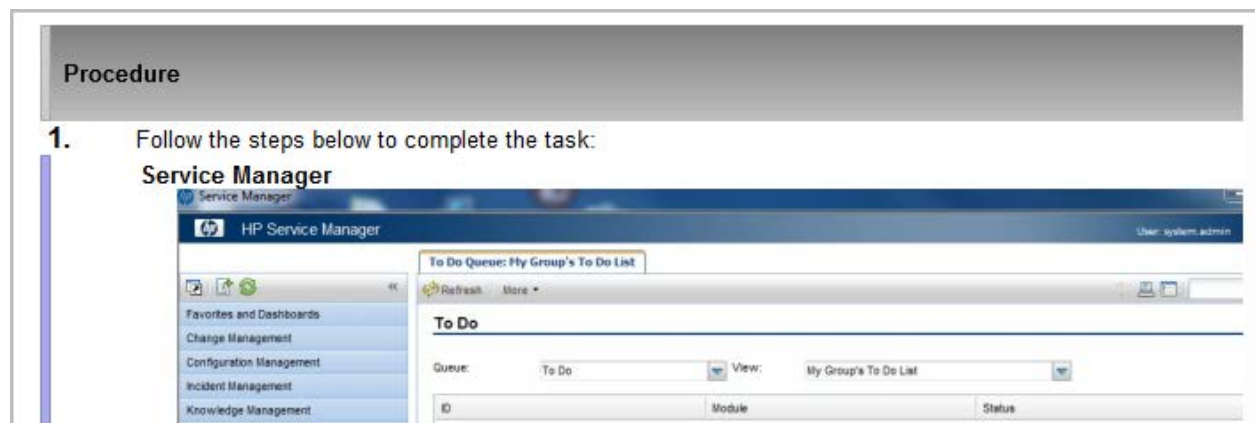
The Purpose Section

The first section of all documents is the **Purpose** section. The HP ART template auto-populates default text in this section. You may alter the default text to provide a specific introduction to the task. This is done by typing within the editor window, similar to any word processing application.



The Procedure Section

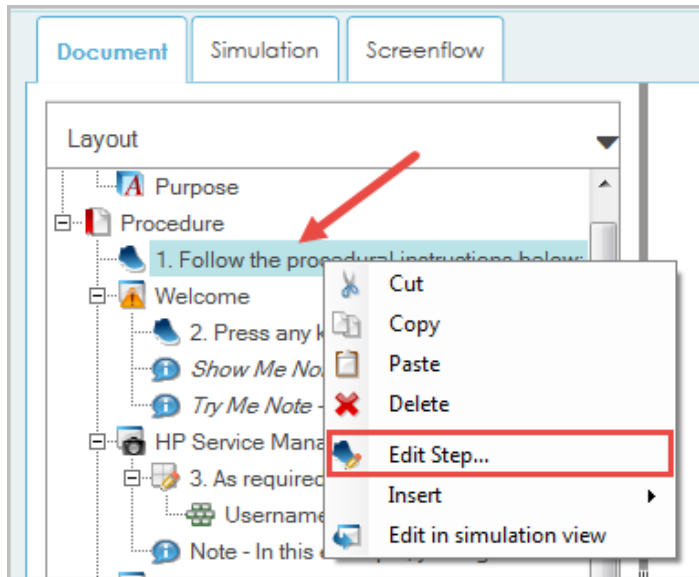
The **Procedure Section** contains all of the captured steps of the recorded task.



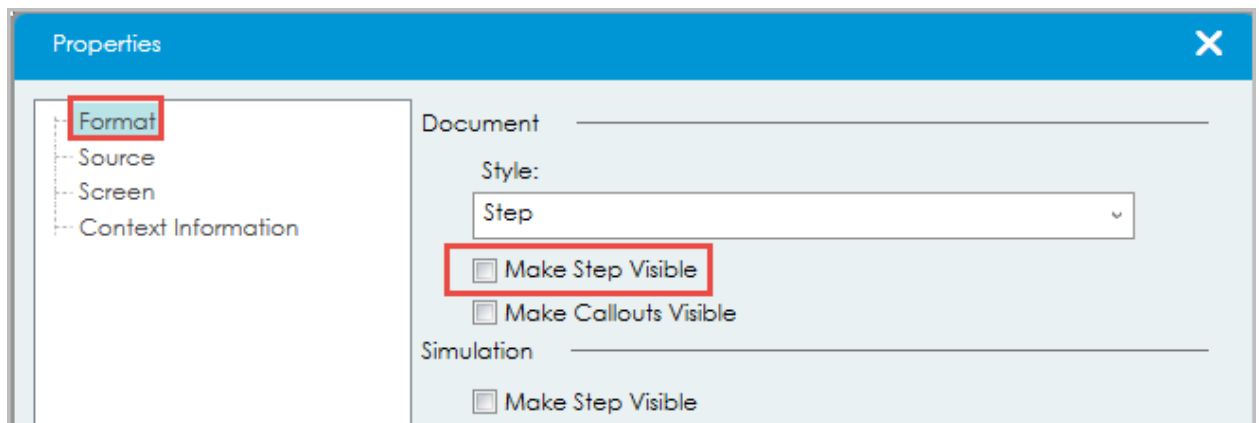
Hiding a Step from a Document

By default, all steps of the recorded task are included in a document.

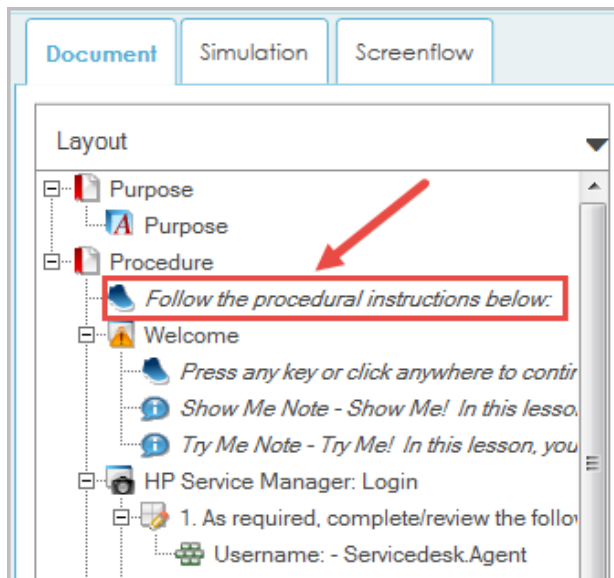
- To hide an individual step from the document, right-click the step title within the **Layout** pane and select **Edit Step....**



- Select **Format** within the left menu of the **Properties** window and deselect the **Make Step Visible** check box under the **Document** section.



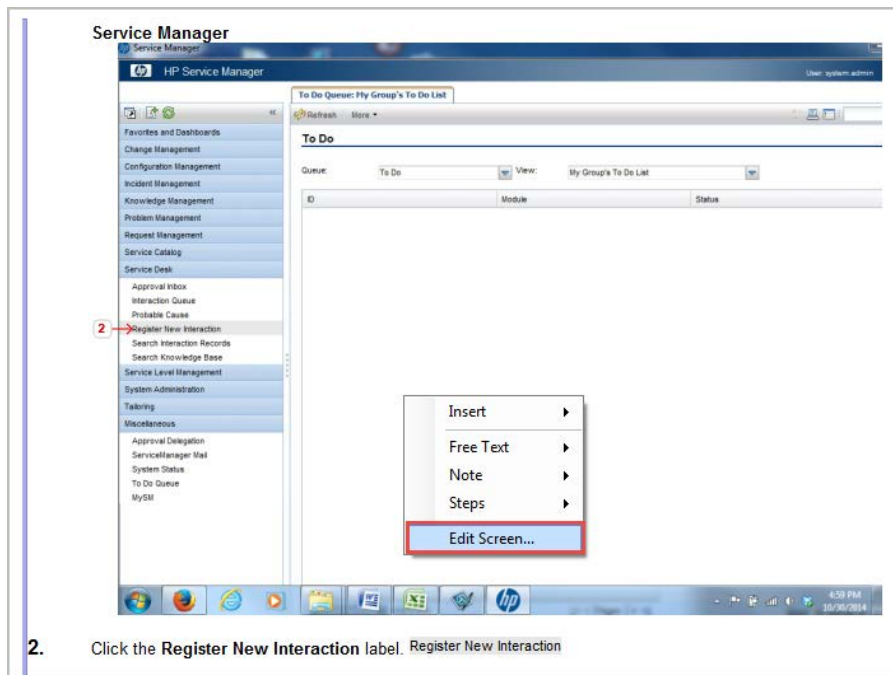
- The step is now hidden in all published documents. Note that the step still resides in the **Layout** pane, though it is displayed in italics, indicating that it is a hidden step.



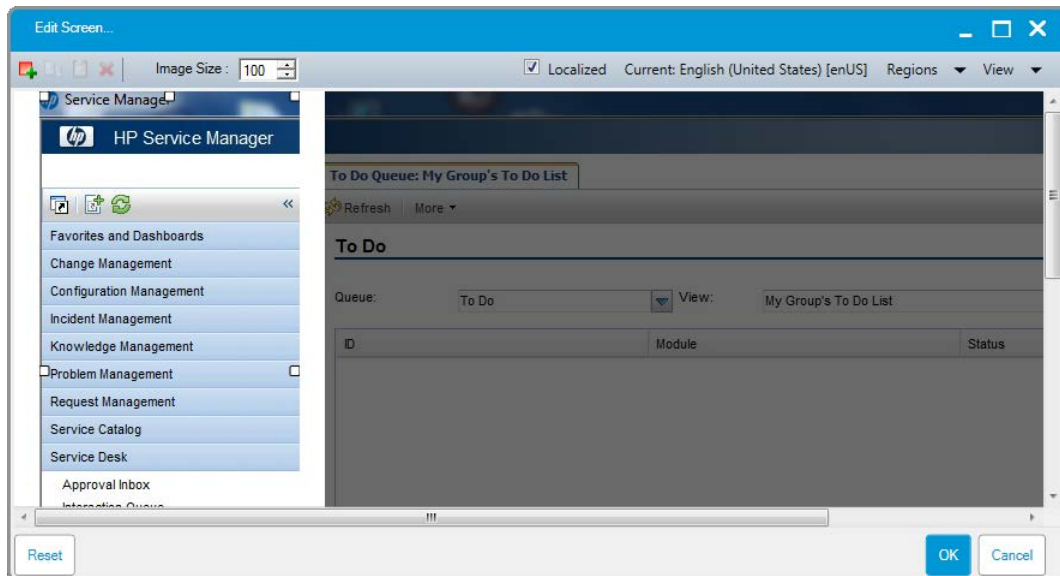
Adjust Screen Capture Size

For each step within a document, a full screen capture is provided, along with the step instructions displayed directly underneath the image.

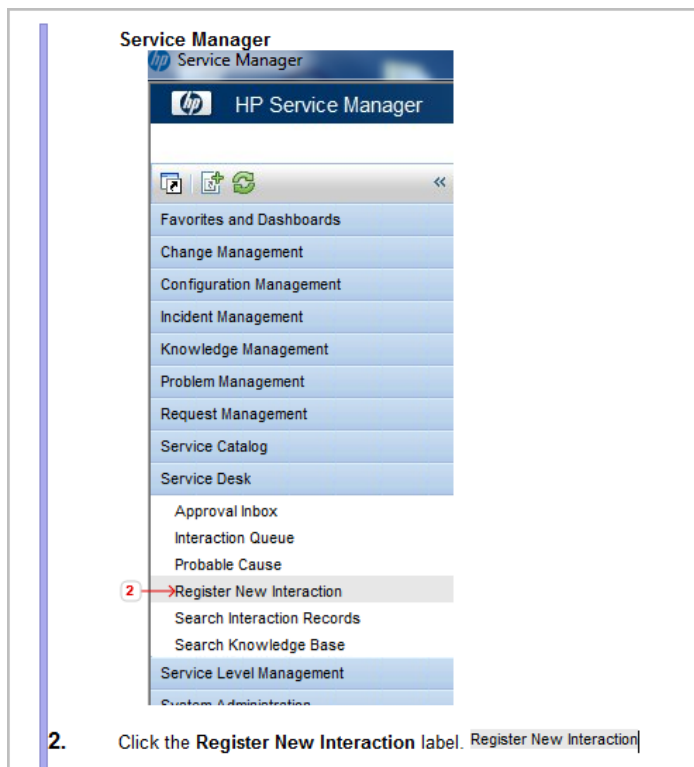
- To crop the screen capture so that only the area of interest is displayed, right-click the screen capture within the Editor pane and select **Edit Screen**.



- The **Edit Screen...** window is displayed. Use the **resize handles** to adjust the size of the screen capture based on the location of the action and click the **OK** button.



- The screen capture is cropped in the document based on the resize handles selected.

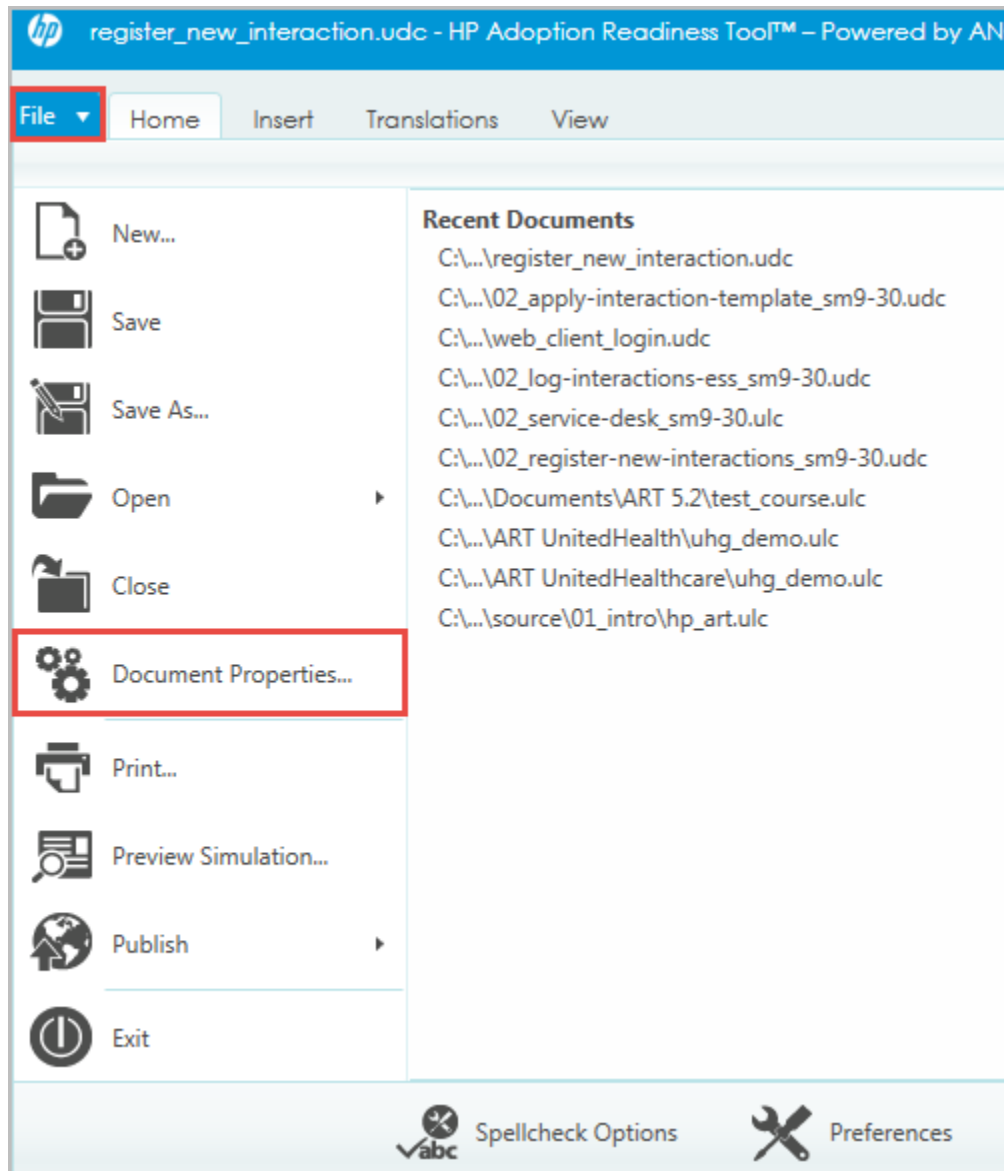


Notice that the red step number on the screen capture is adjusted based on the image size. This allows the user to focus on the specific action for the given step.

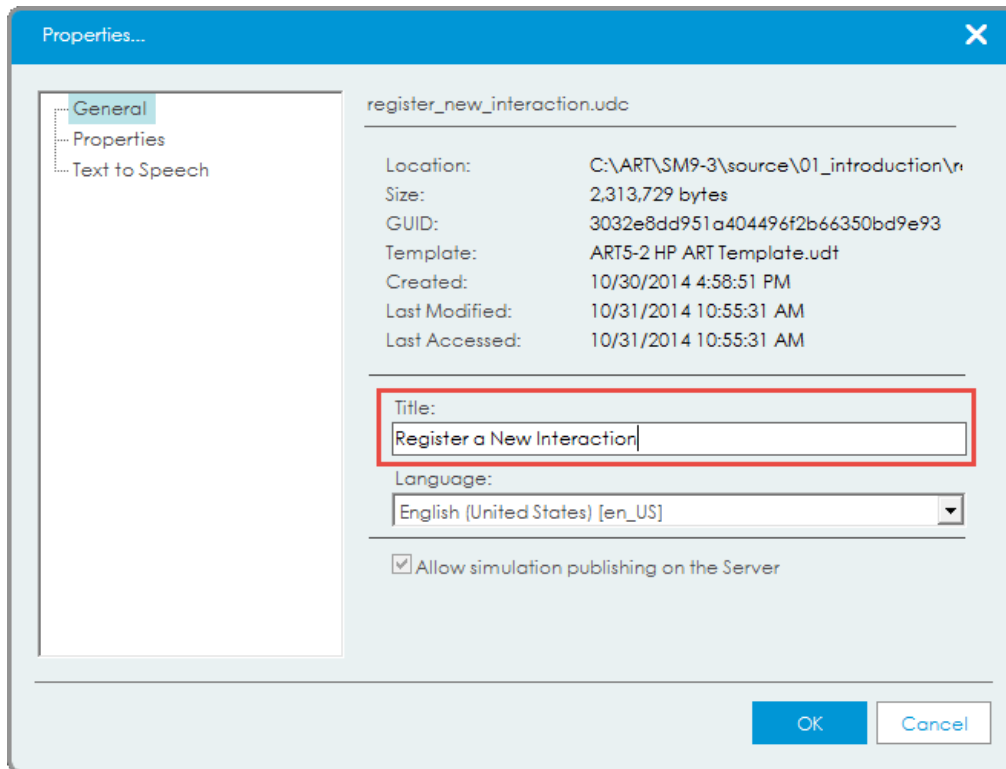
Set Recording Properties

When you have finished editing a recording, you must set the recording file properties. The file properties control the title of the recording and are used when building the ART website.

- To set the properties of a recording, click **File | Document Properties...** from the HP ART main menu.



- Within the **General** pane, enter the **Title** of the document. The title displays at the top of your published document, as well as on the website for all simulation output modes and document types that are included for the recording.



- Within the **Properties** pane, select the following values:
 - **Portfolio**: Name of the HP Portfolio associated with the product
 - **Product**: Name of the application or product

Note that the Portfolio and Product values are stored in the HP ART template. Only products with released HP ART courses are available for selection.

- In the Module field, type the name of the module this recording is associated with.

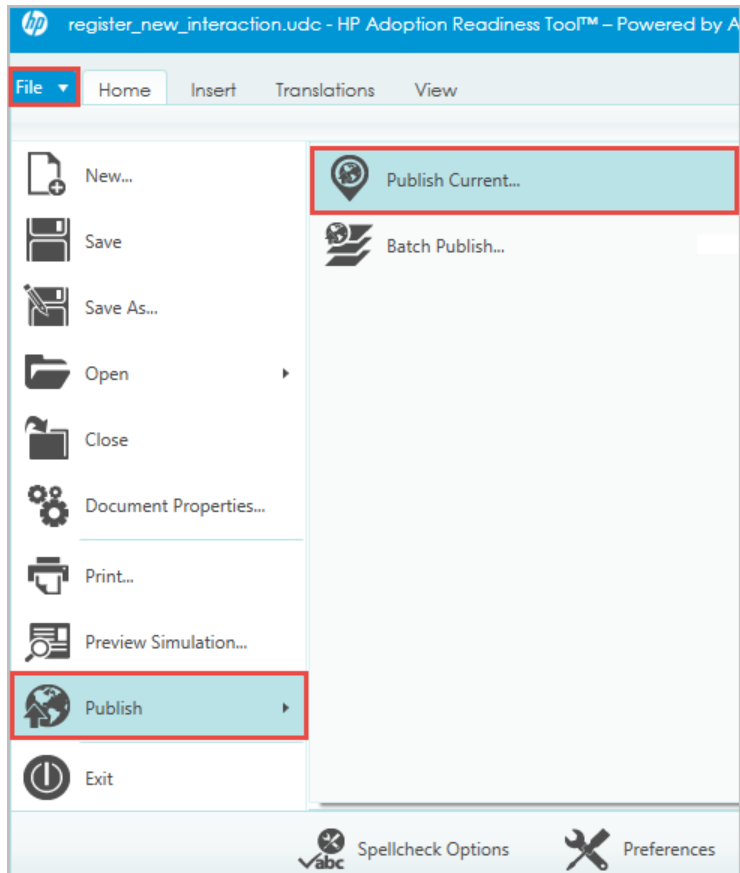
The screenshot shows a 'Properties...' dialog box with a blue header and a close button. On the left, a tree view shows 'General' selected, with 'Properties' and 'Text to Speech' as sub-items. The main area contains a table with two columns: 'Name' and 'Value'. The table has the following rows:

Name	Value
PORTFOLIO	ITSM
Product	Service Manager
BeginHere	
Keywords	
Comments	
Owner	allenj
Keywords	
Build_Num	
Description	
DescriptionBullet1	
DescriptionBullet2	
DescriptionBullet3	
DescriptionBullet4	
Description2ndParagraph	
Module	

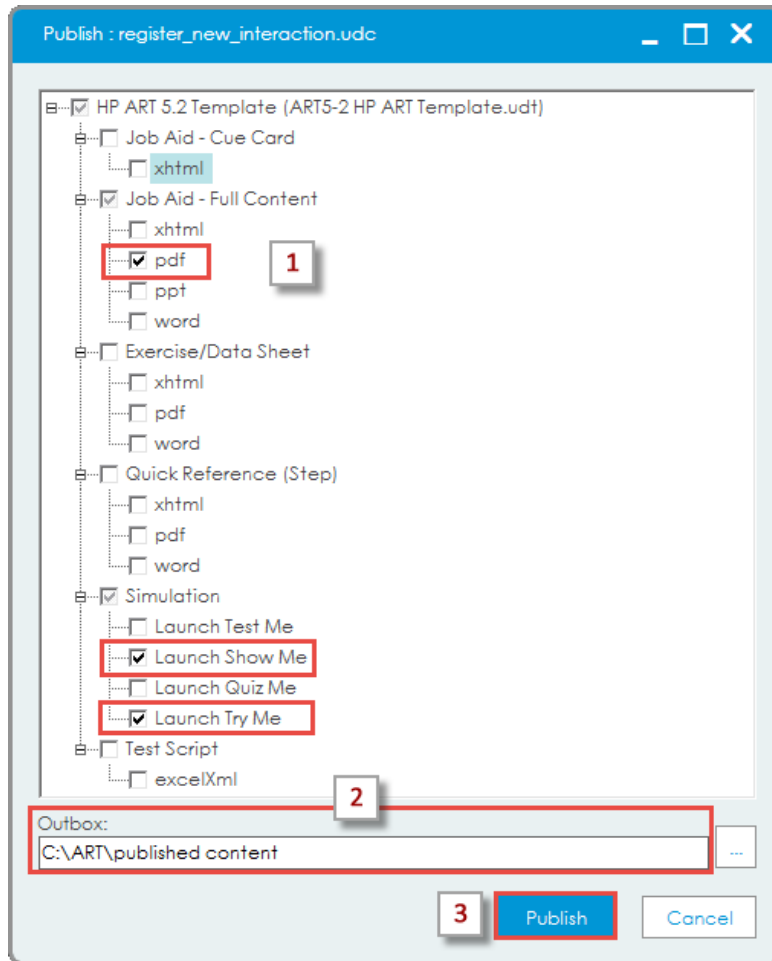
A red arrow points to the 'Module' field in the table. The 'OK' and 'Cancel' buttons are at the bottom right.

Publish a Recording

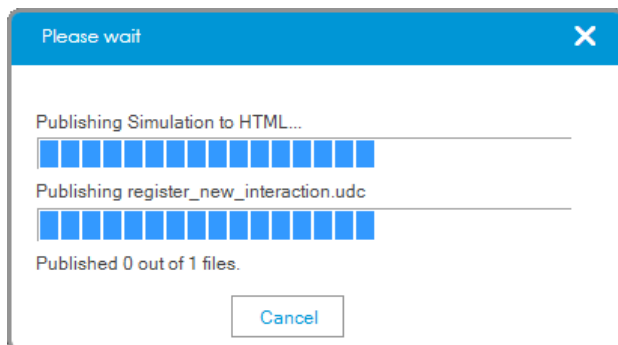
- To publish a recording, click the **File | Publish | Publish Content...** from the HP ART main menu.



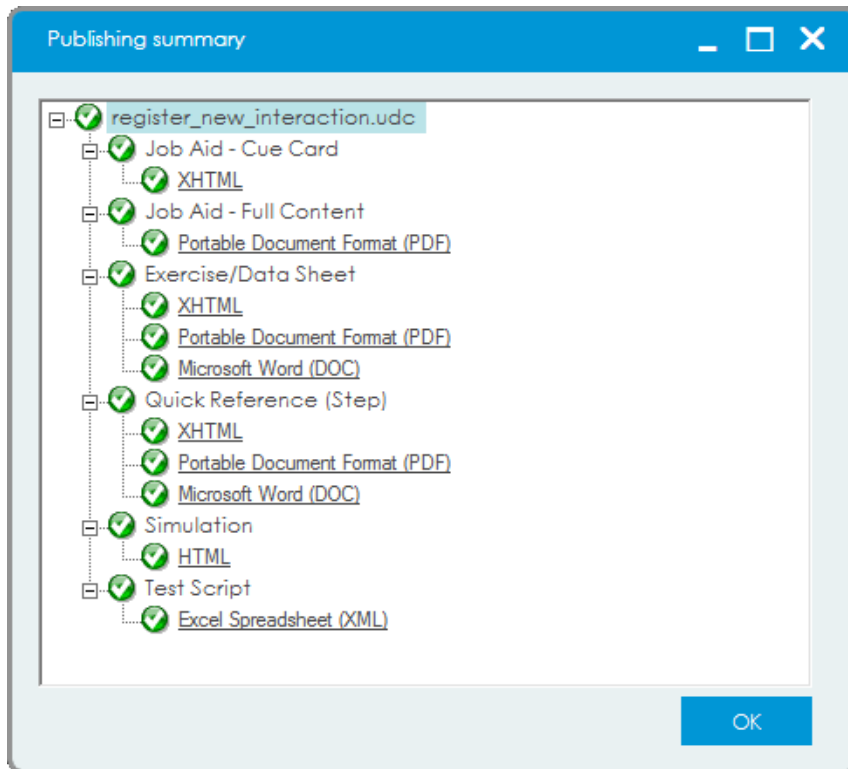
- The **Publish** window is displayed. Here, you can select exactly which output modes you want to publish. Notice that all of the available document and simulation output modes are listed.
 1. Use the **checkboxes** to select the desired output modes.
 2. Browse to the desired **Outbox** location.
 3. Click the **Publish** button.



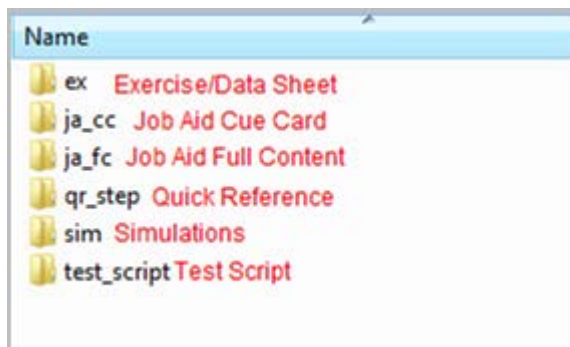
- A **progress** window is displayed showing the publishing status.



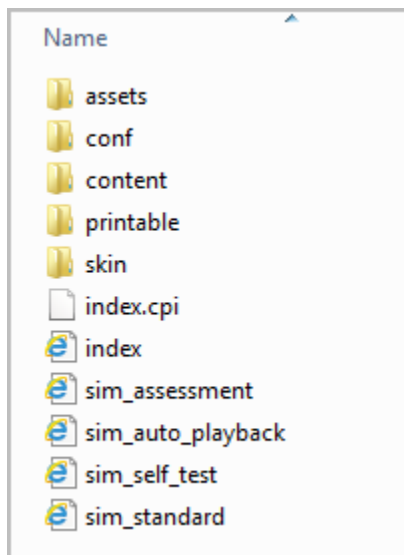
- When finished, you are prompted with the **Publishing summary** window with links to each of the selected output modes. You can view each output mode by selecting the associated link.



Note that all published files can be located within your publish content folder; each type is saved within a separate folder.



For example, looking within the **sim** directory, you can see the four different output modes. This directory includes all files necessary to run any of the four output modes as a standalone simulation.




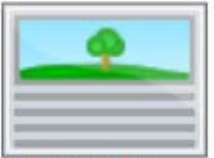
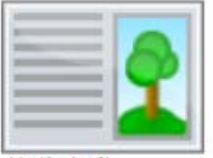


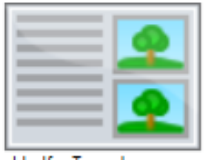




HP ART Courses




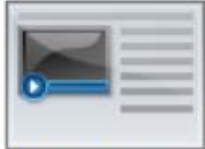




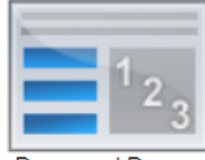



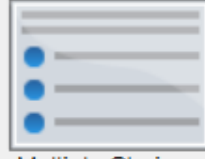
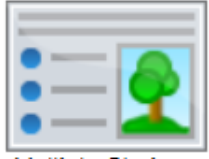
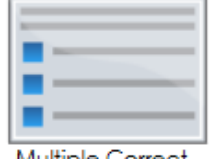
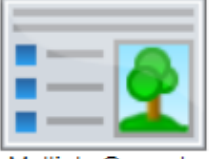
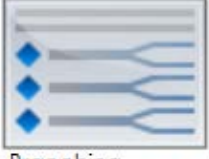
You can use HP ART to create e-learning courses to display **conceptual** pages to introduce and describe key concepts, **interactive** pages to launch simulations, **multi-media** pages, and **assessment** pages.

About Stencils

All HP ART course pages are created using **Stencils**. A stencil governs the design of a course page. HP ART comes with several stencils:

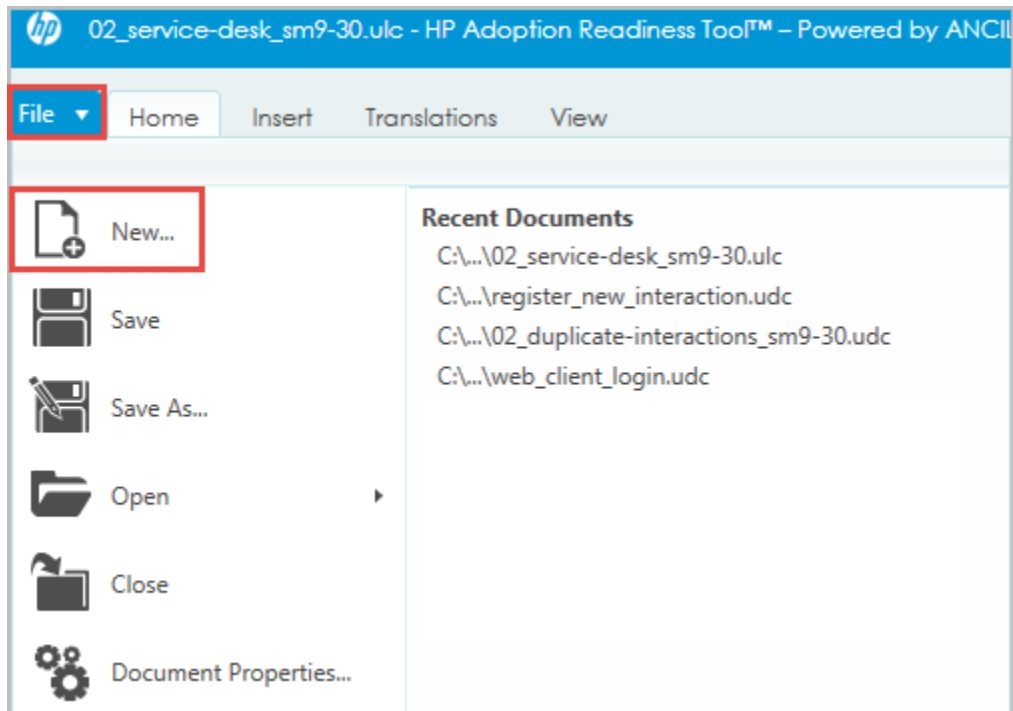
- **Content Stencils:** Used for pages containing only text and graphics.
- **Multimedia Stencils:** Used for pages containing text and embedded multimedia (.swf, .mov, .avi)
- **Simulation Stencils:** Used for interactive pages that will launch Show Me, Try Me, Quiz Me, and/or Test Me simulations.
- **Assessment Stencils:** Used for pages containing quiz and testing content.
- **Branching Stencils:** Used for pages that will branch to other pages within the course.

Content Stencils			
 Full	 Half - Bottom	 Half - Left	 Half - Right
 Half - Two Image - Bottom	 Half - Two Image - Left	 Half - Two Image - Right	 Image
 Image Diagonal - Left	 Image Diagonal - Right		

Multimedia Stencils			
 Flash	 Video	 Video - Half - Left	 Video - Half - Right
Simulation Stencils			
 Simulation	 Simulation - Half - Right		
Assessment Stencils			
 Drag and Drop	 Drag and Drop - Many-to-One	 Drag and Drop - Sequencing	 Fill In - Multiple
 Fill In - Single	 Hotspot - Single	 Multiple Choice	 Multiple Choice - Half
 Multiple Correct	 Multiple Correct - Half		
Branching Stencil			
 Branching			

Create a New Course

- Select **File | New** from the HP ART main menu.

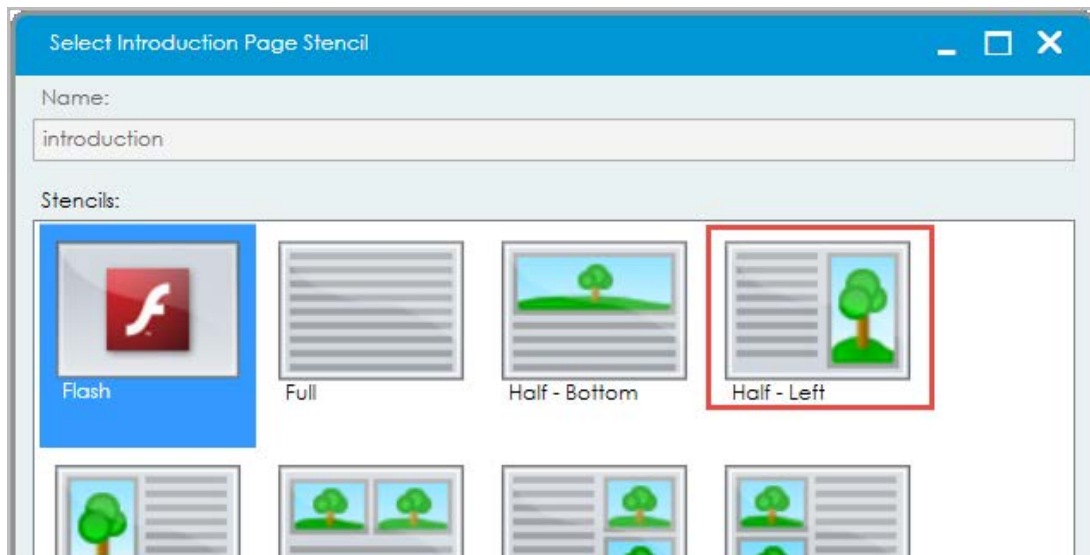


- From the **New** window, complete the following:
 1. **File name:** Enter the name of the course. Do not use spaces or capitalization especially if creating an ART Website with the files.
 2. **Type:** Select *Course*.
 3. **Template:** Select the *HP ART Template.udt* file.
 4. **Language:** Select your local language.
 5. **Location:** Browse to the location where your course file should be saved.
 6. Click the **OK** button.

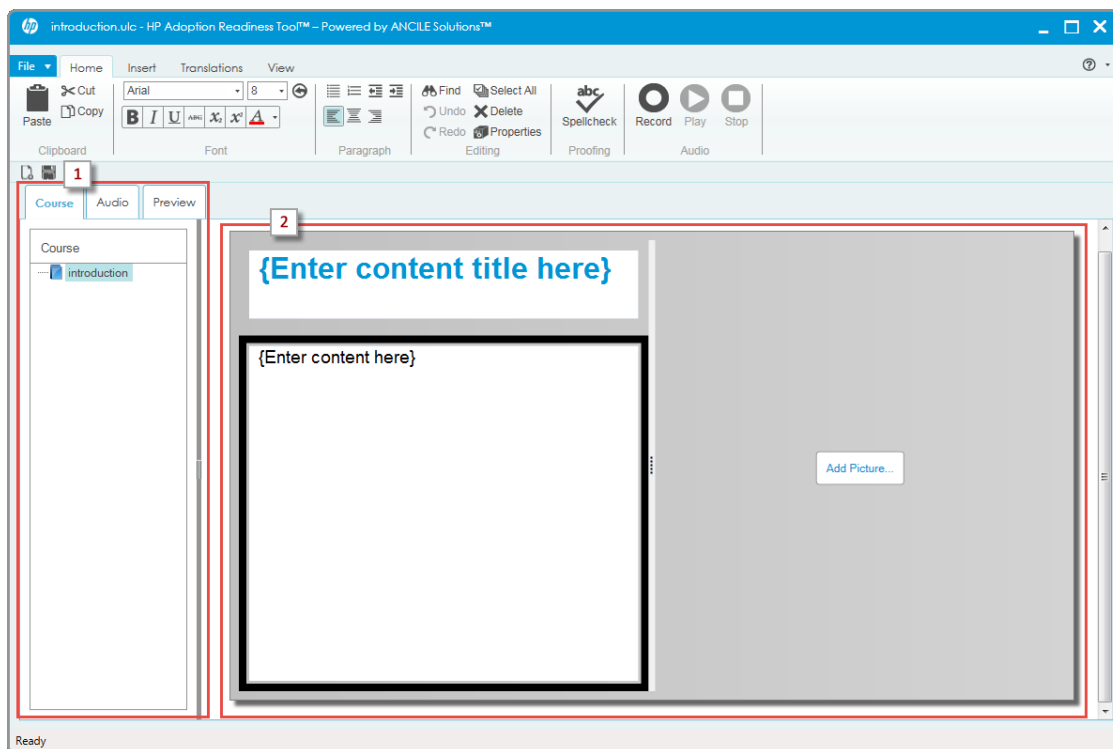
The image shows a 'New...' dialog box with a blue title bar and a close button (X) in the top right corner. The dialog contains several input fields and buttons, each with a red numbered callout box next to it:

- File name:** A text input field containing 'introduction'. Callout 1 is a red box with the number '1'.
- Type:** A dropdown menu showing 'Course'. Callout 2 is a red box with the number '2'.
- Template:** A list box containing 'ART5-2 HP ART Template.udt'. Callout 3 is a red box with the number '3'.
- Language:** A dropdown menu showing 'English (United States) [en_US]'. Callout 4 is a red box with the number '4'.
- Location:** A text input field containing 'C:\ART\SM9-3\source\01_introduction'. Callout 5 is a red box with the number '5'.
- Buttons:** At the bottom right, there is a 'Browse ...' button, an 'OK' button, and a 'Cancel' button. Callout 6 is a red box with the number '6' pointing to the 'OK' button.

- The **Select Introduction Page Stencil** window is displayed. Select the desired stencil to use for the root page of the course.



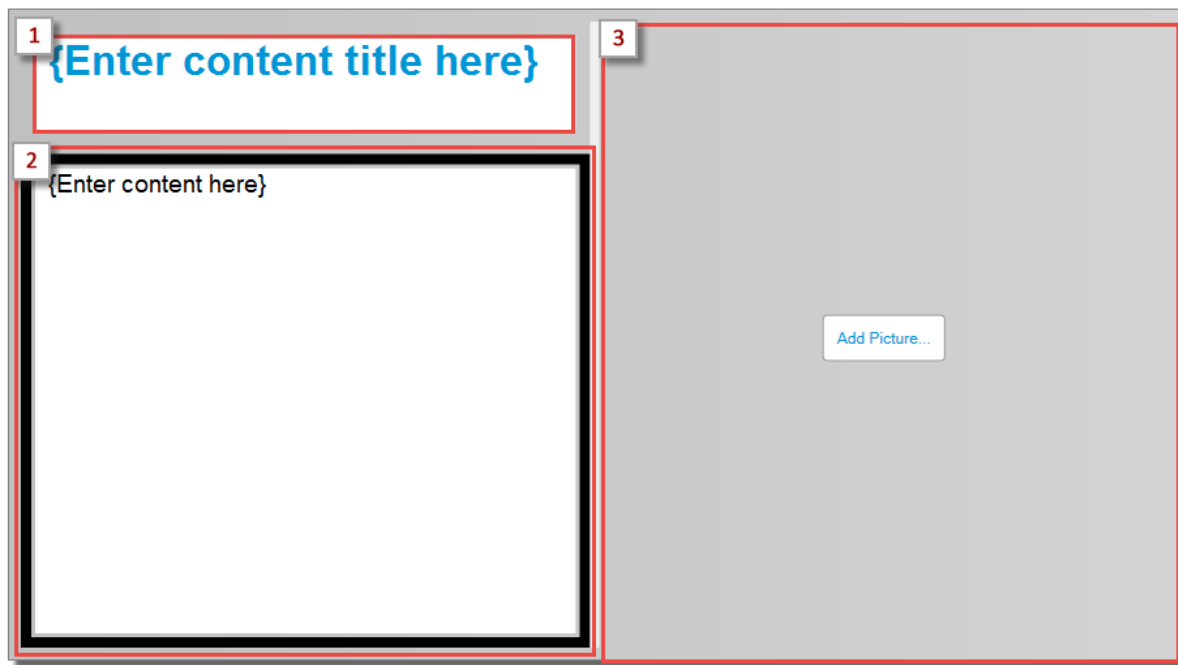
- The HP ART editor opens with the root page displayed. There are two panes in the course editor window:
 - **Course** pane: Contains a list of all course pages. Used to organize and view all lessons and pages within the course.
 - **Edit** pane: Contains page blocks used to design the page.



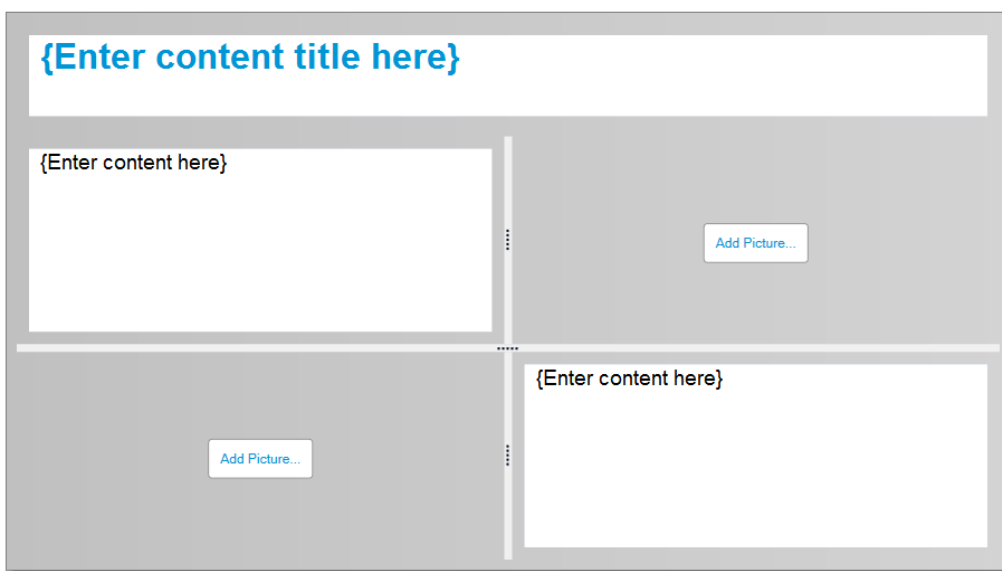
Working with Content Stencils

There are three block types within a Content Stencil:

1. **Content Title:** Block for the page title
2. **Content:** Block for informational text
3. **Picture:** Block for an image

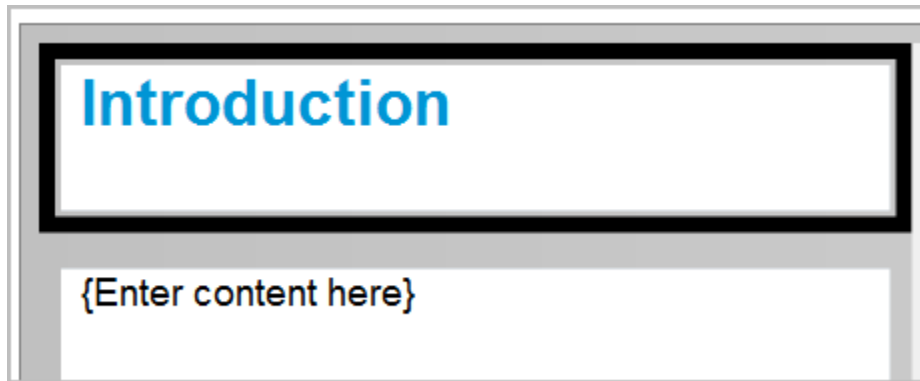


Some stencils have multiple block types on a single page. For example, the *Image Diagonal Left* stencil below has two content blocks and two picture blocks:

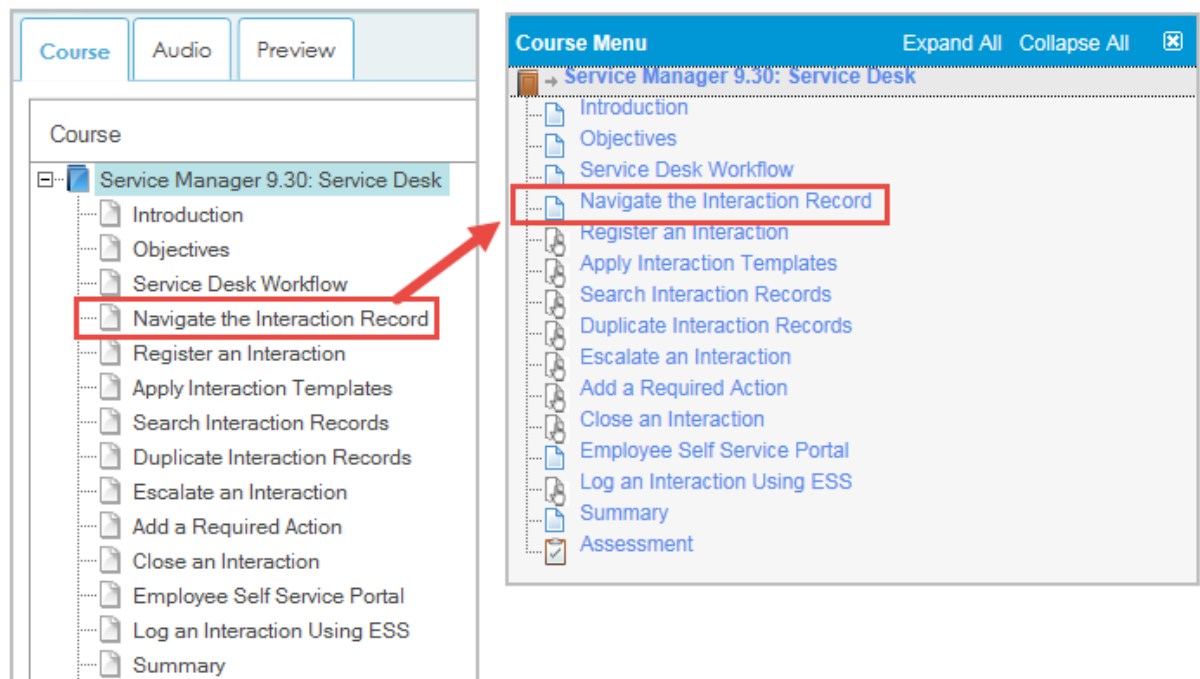


Add Content Title

- To add the page title, simply click within the **content title** block and type the name of the page. The font size and color is set within the HP ART Template and should not be altered for consistency.

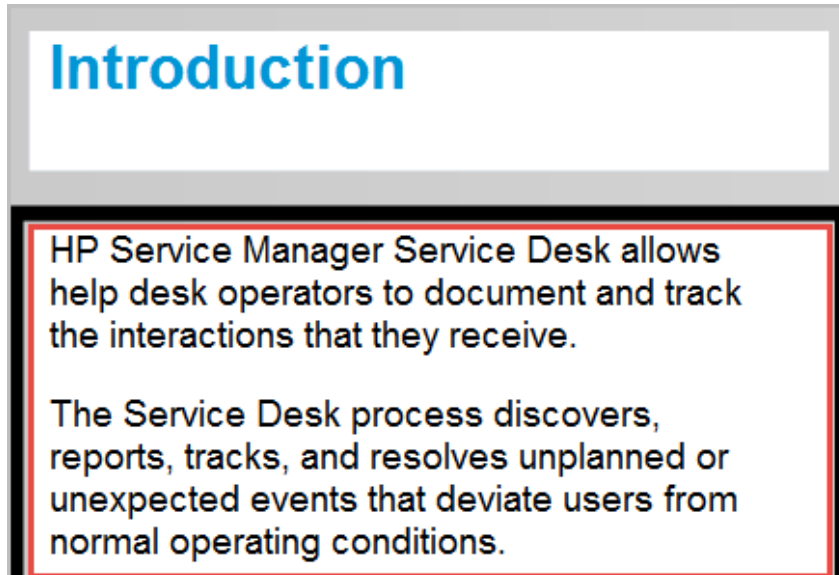


Note: The page title that is displayed in the published course menu is controlled by the **Course** pane in the editor, not by the page title placed in the content title block.

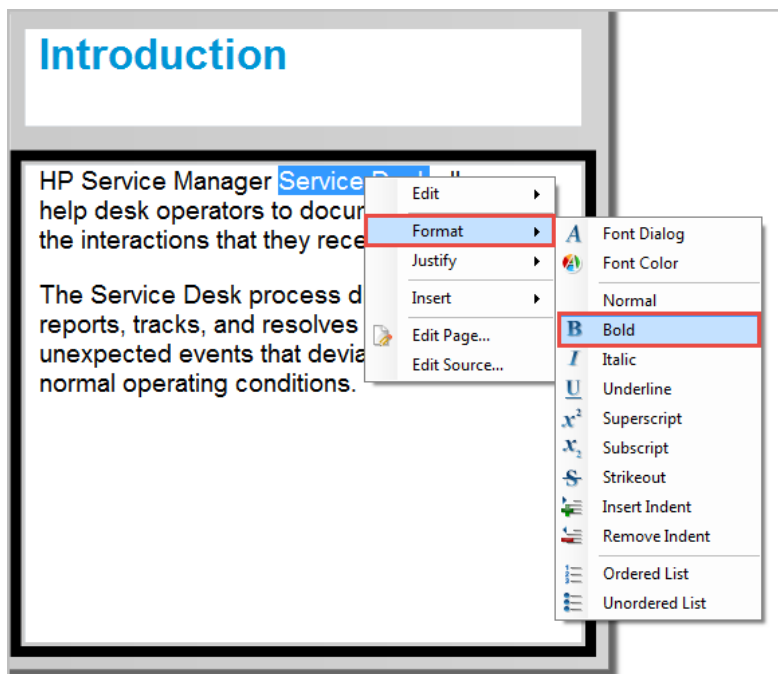


Add Informational Content

- To add informational content to a page, click within the **content** block and type the desired text. The color and size of the font is controlled by the template.



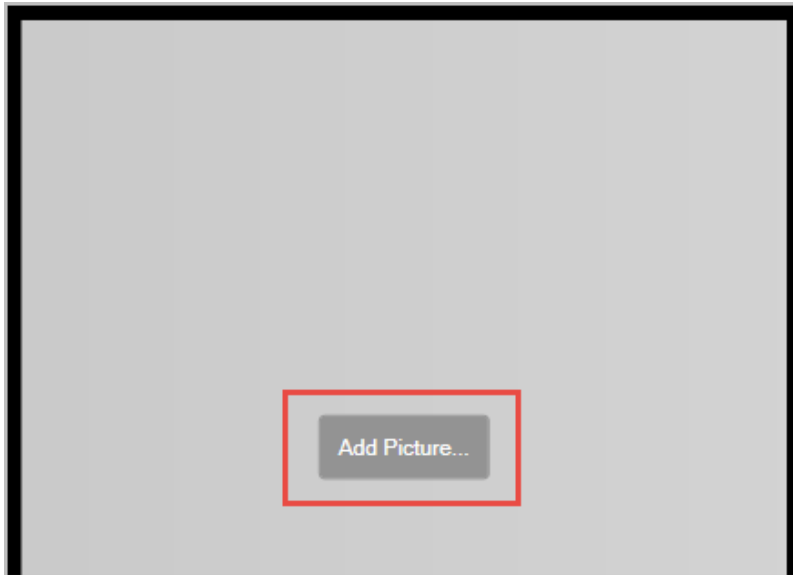
- To bold key words within the content block, select the desired text and right-click to access the **Format** menu.



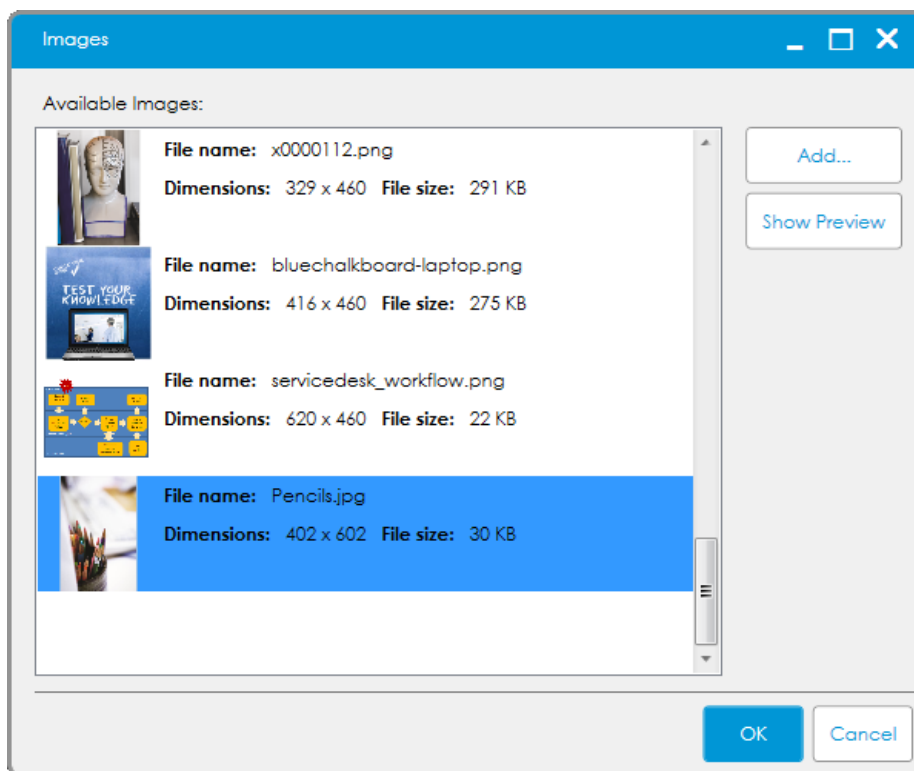
Note: You can highlight key words using bold or underline, though it is best practice not to change the size or color of the font within the content block.

Add a Picture

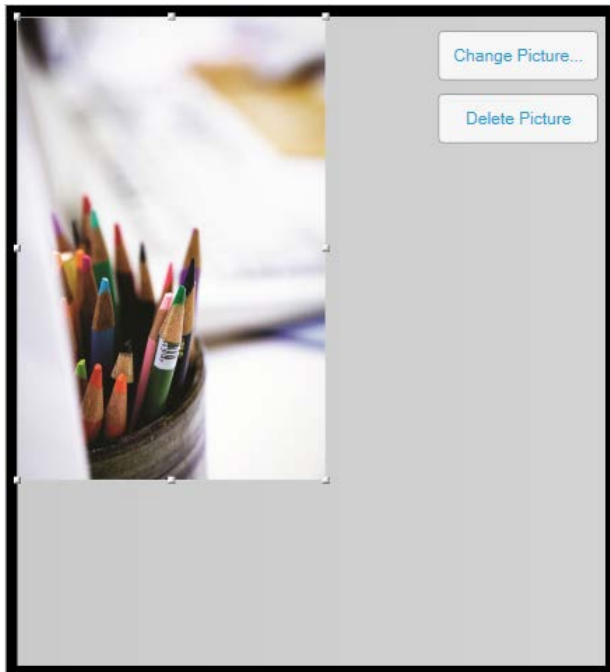
- To insert a picture within a course page, click the **Add Picture...** link within the picture block.



- In the Images dialog box, click **Add** and locate the desired picture on your computer. The picture is added to the available images list. With the image selected, click **OK** to add it to the page.



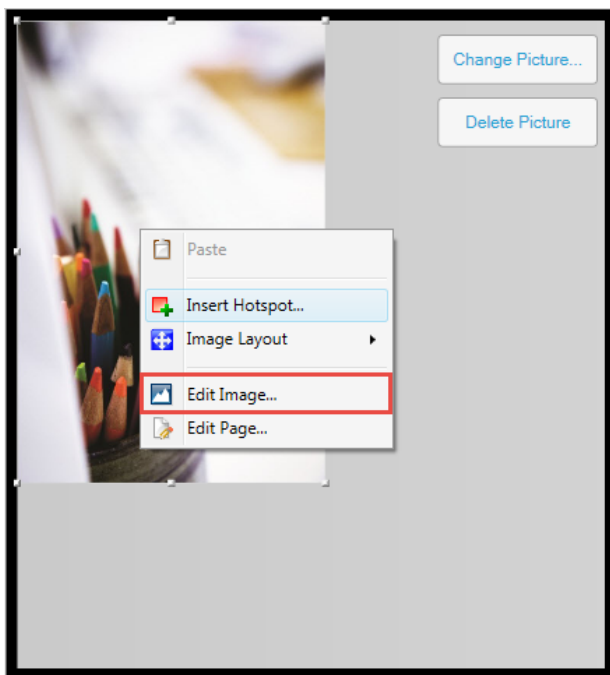
- The image is added to the image placeholder.



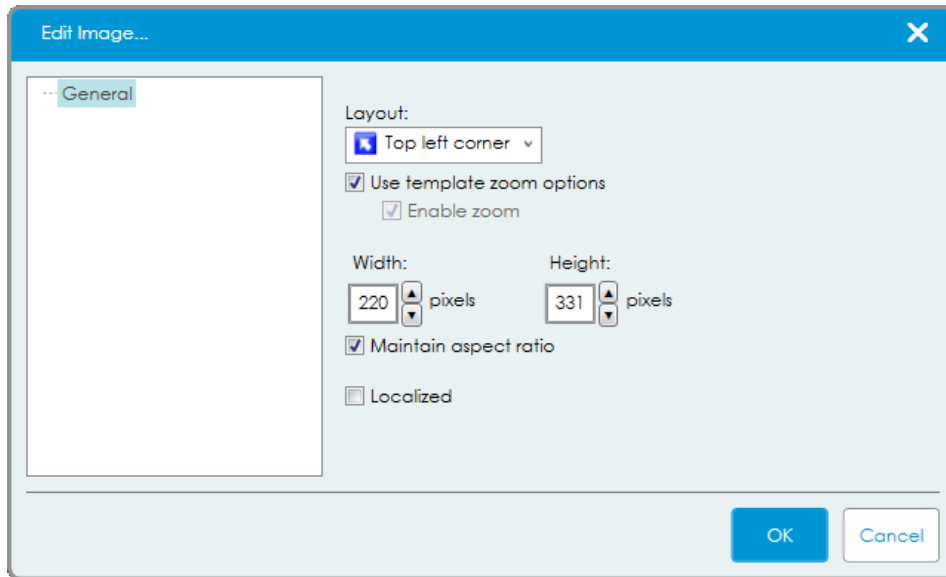
Adjusting the Image Size

After an image is placed in the picture block you can resize it using the short-cut menu or the CTRL key.

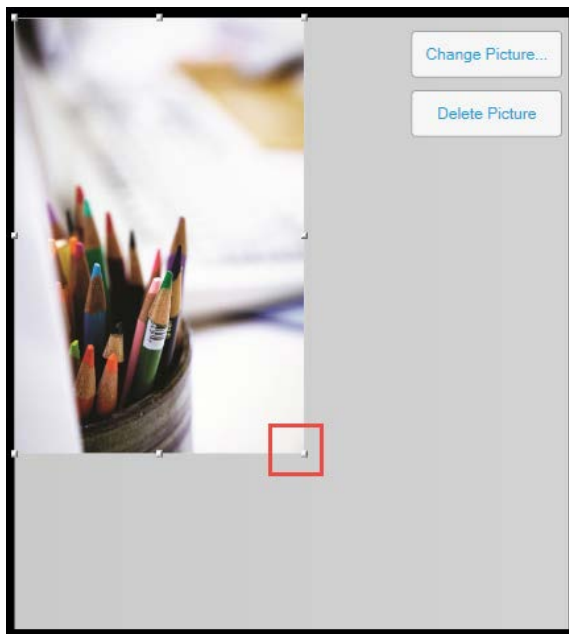
- To use the short-cut menu, right-click the image and select **Edit Image**.



- The **Edit Image...** window is displayed. Select the image **Layout** (the placement of the image within the image pane) and specify the image **Width** and **Height**.
Note: To ensure that image dimensions stay intact, select the **Maintain aspect ratio** checkbox when setting these values.

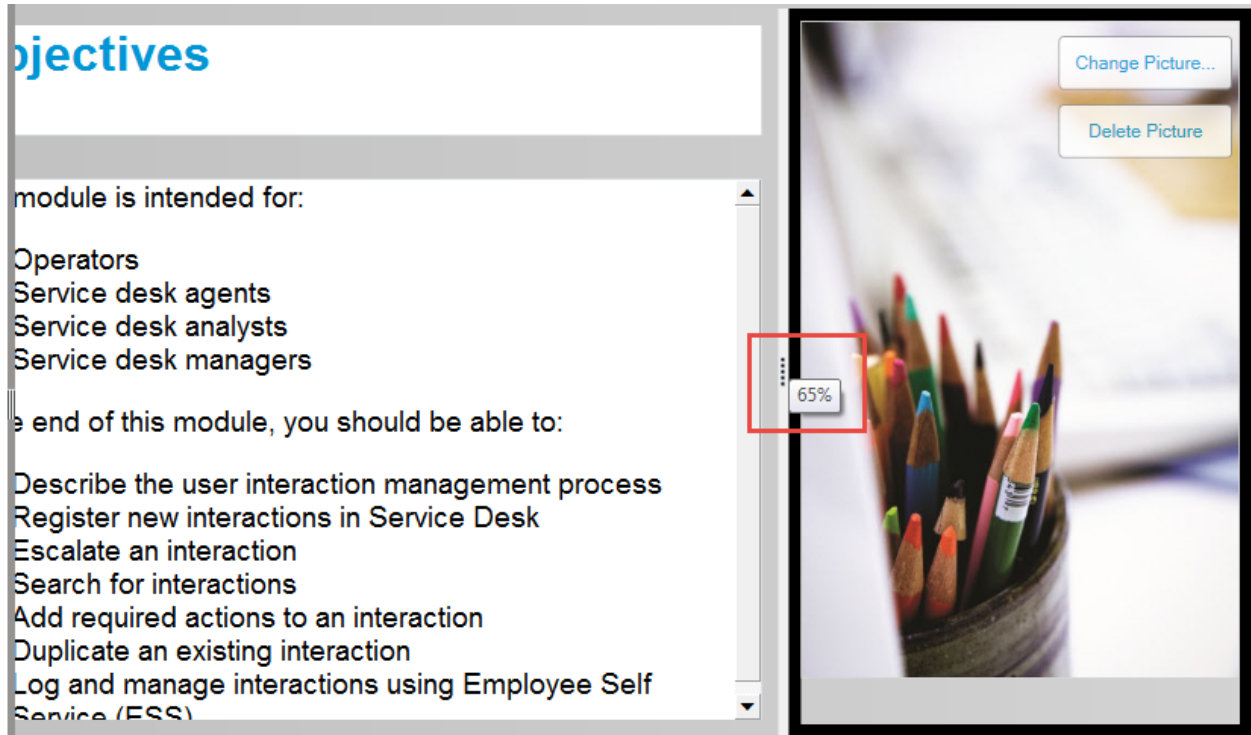


- To resize the image using the **CTRL** key, select the image and hold down the CTRL key on your keyboard. Drag the corner of the image to either enlarge or shrink the image.
Note: Using the CTRL key automatically maintains the aspect ratio when resizing.

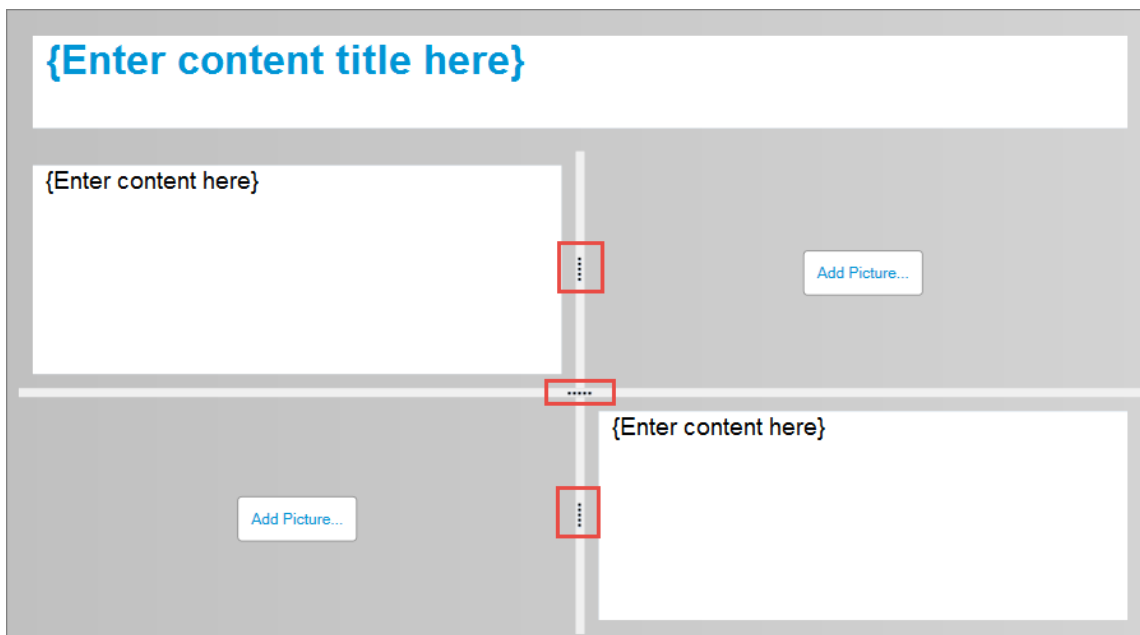


Resize Stencil Layout

To accommodate for different image sizes and different amounts of informational content, you can alter the layout of the stencil by resizing each of the blocks, as necessary. The window pane sections can be adjusted in 5% increments.

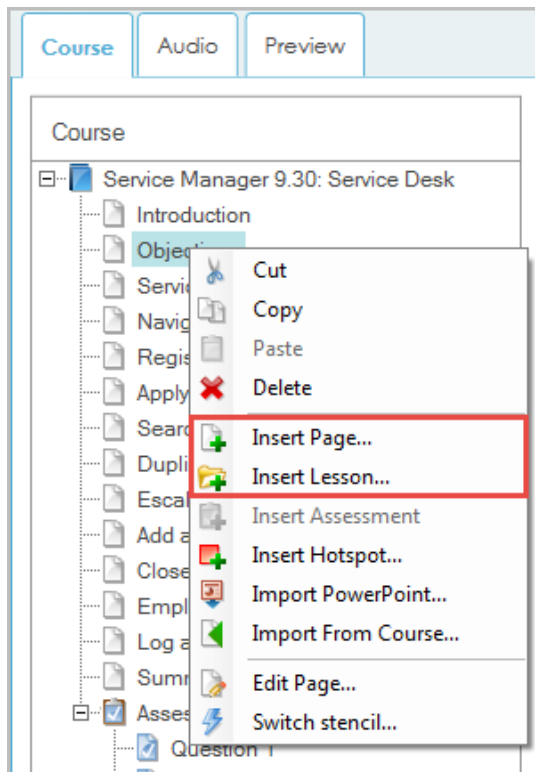


For stencils containing multiple blocks, you can control the layout sizing for each individual block.



Add a Lesson or Page

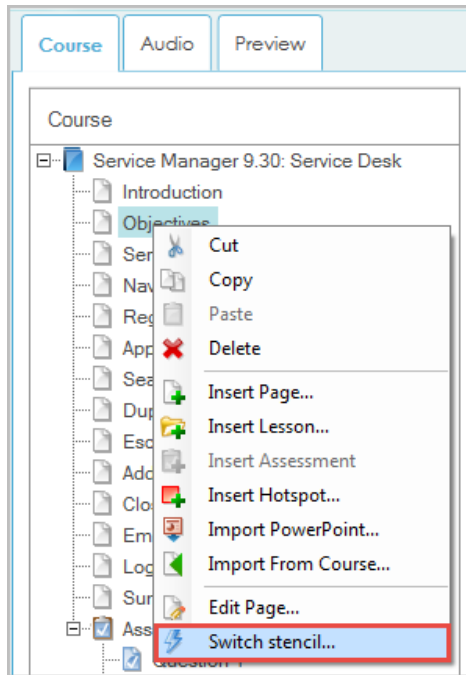
You can add new lesson pages and course pages using the right-click menu of the **Course** pane.



The new lesson or page is inserted below the selected page in the Course pane. Recall that a lesson is a folder page that groups a set of pages; whereas a page is a simple course page.

Change a Page Stencil

If you create a new page and decide later to change the layout of the information, you can switch to a new stencil at any time. To change the page stencil of an existing page, right-click the page within the **Course** pane and select **Switch stencil**.



You are prompted to select a new stencil.

Warning: You lose information and/or images from the page if you change to a stencil that has fewer blocks than the original.

Adding Hotspots

You can use **Hotspots** over images to further enhance the learning experience. For example, you might want to explain specific areas of a diagram, or define key fields within a screen capture.

The following example below shows a page that contains a screen capture. Hotspots have been added to highlight key fields. Each hotspot is denoted by a red/white arrow icon. When the user hovers their mouse over the hotspot image, a pop-up window defining the associated field is displayed.

The screenshot shows a web application titled "Service Desk" with a blue header. Below the header, it says "Page 5 of 16: Navigate the Interaction Record". The main content area is titled "Navigate the Interaction Record" and contains text explaining that interactions track user contact with the service desk. A sidebar on the left lists various interaction types with red arrow icons. A red arrow points from the "Status" field in the "Interaction Details" form to a pop-up window. The pop-up window, titled "Status", explains the current status and lists possible values: Open, Open-Idle, Open-Linked, Open-Callback, and Closed. The form also shows fields for Interaction ID (SD10002), Status (Open - Linked), Approval Status, Category (Incident), and a description: "Webmail can't be reached, browser can't find it". A progress bar at the bottom indicates 31% completion. Navigation buttons "Back" and "Next" are at the bottom right.

Service Desk
Page 5 of 16: Navigate the Interaction Record

Navigate the Interaction Record

You use interactions to track all user contact with the service desk.

Interactions can include service disruptions, service requests, requests for information (RFI), or complaints reported by users who communicate with the service desk using instant messages, phone, email, or self-service web pages.

Hover over each icon to

Progress 31%

Interaction Details

Interaction ID: SD10002

Status: Open - Linked

Approval Status:

Category: Incident

Reported Via Self Service: ☐

or feature not working

Dept

Page

Status

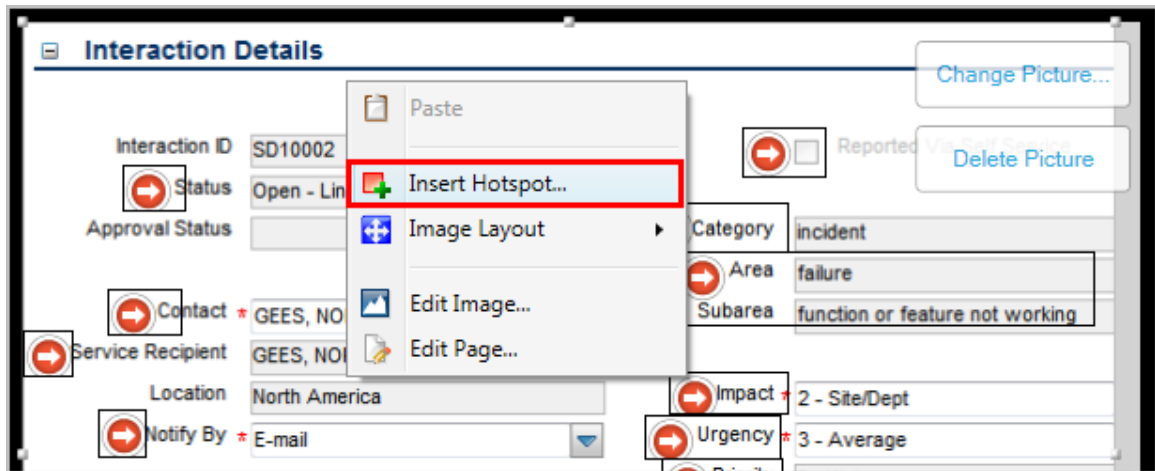
The current status of the interaction.
Possible values include:

- Open
- Open-Idle
- Open-Linked
- Open-Callback
- Closed

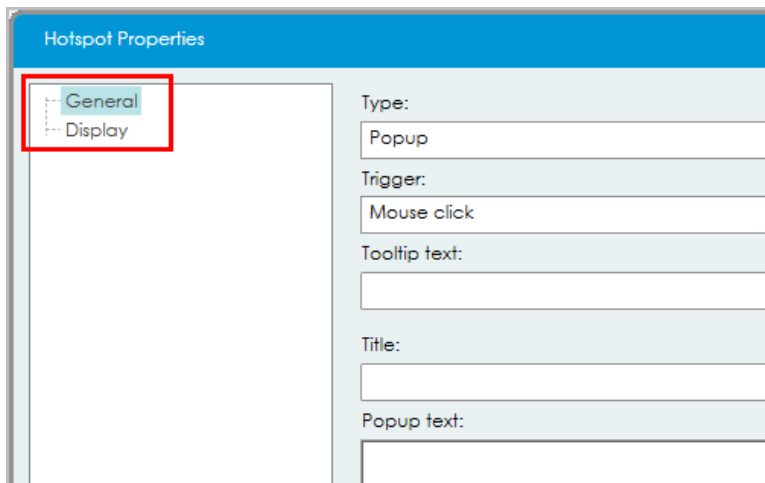
Description: Webmail can't be reached, browser can't find it

Back Next

- To add a Hotspot to a page, right-click the image, and select the **Insert Hotspot** menu item.



- The **Hotspot Properties** window is displayed.



- Within the **General** pane, several fields are available for defining hotspot behavior:
 1. **Type:** The action type associated with the hotspot:
 - **Popup:** Launches a pop-up window
 - **Web Link:** Jumps to a URL
 - **Page Link:** Jumps to a different page in the course
 - **Resources Link:** Links to a resource or job aid attached to the course file
 2. **Trigger:** The action that triggers the event:
 - **Mouse over:** Hover the mouse over the hotspot area to trigger the action. This trigger is only available for the pop-up window type.
 - **Click:** Left-mouse click over the hotspot area to trigger the action.
 3. **Tooltip text:** Help text displayed when the user hovers over the hotspot area. Used for Web Link, Page Link, and Resources Link hotspot types only.
 4. **Title:** Name to be displayed at the top of the window. Used for the Popup window type only.
 5. **Popup text:** Information displayed within the Popup window. Used for Popup window type only.
 6. **Show popup by default:** If selected, the Popup window is displayed when the initial page loads. Used for the Popup window type only.

Hotspot Properties

General

Display

1 Type: Popup

2 Trigger: Mouse over

3 Tooltip text:

4 Title: Status

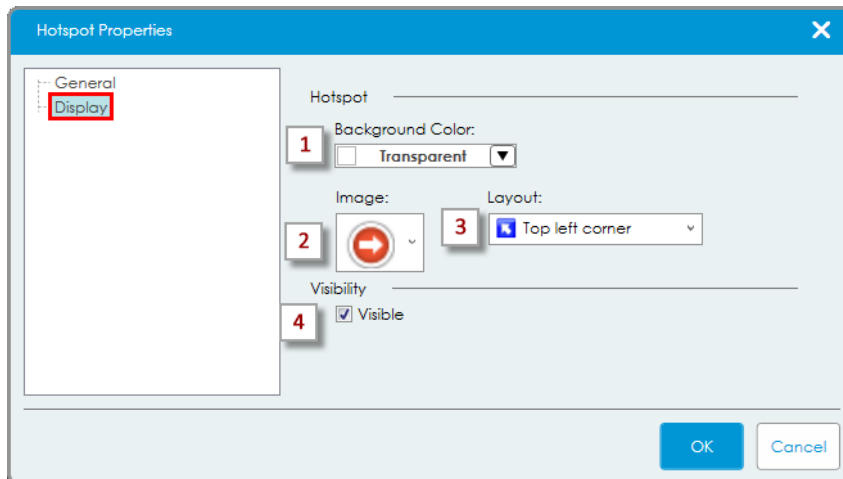
5 Popup text: The current status of the interaction. Possible values include:

- Open
- Open-Idle
- Open-Linked

6 ☐ Show popup by default

OK Cancel

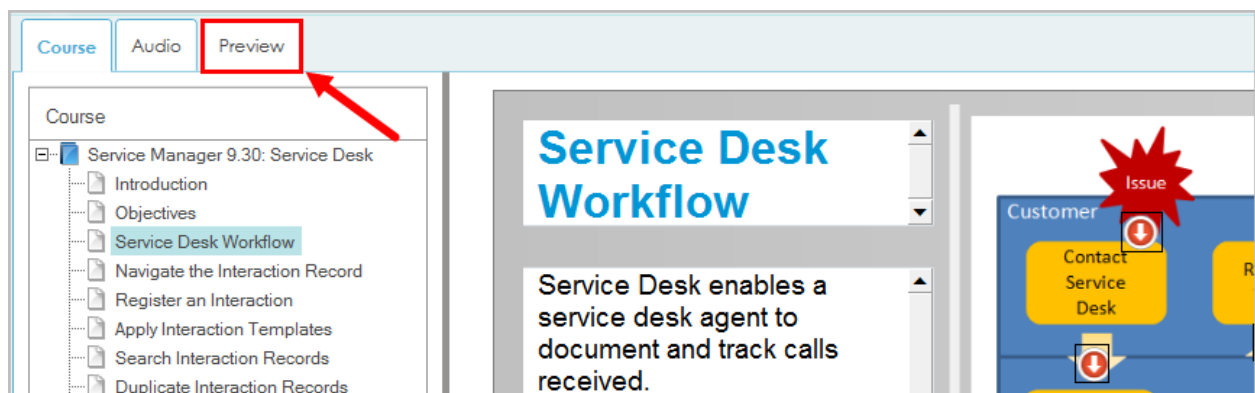
- Within the **Display** pane, you can configure the appearance of the hotspot:
 1. **Background Color:** The color of the hotspot background. When using an image hotspot, this should be set to transparent.
 2. **Image:** The image to be used as the hotspot. There are several OOTB images to choose from. Additional images can be added within the template.
 3. **Layout:** Use to position the image within the hotspot area.
 4. **Visibility:** A checkbox that controls whether the hotspot is visible in the published course. This setting does not apply when an image hotspot is selected.



Preview a Course Page

To preview a course page at any time, select the **Preview** tab in the upper left of the editor window. This allows you to view the published page during the editing process.

During this view you will not see the Back/Next navigation buttons or the Menu, History, or Download drop-down menus.



Course

Audio

Preview

Course

Service Manager 9.30: Service Desk

Introduction

Objectives

Service Desk Workflow

Navigate the Interaction Record

Register an Interaction

Apply Interaction Templates

Search Interaction Records

Duplicate Interaction Records

Escalate an Interaction

Add a Required Action

Close an Interaction

Employee Self Service Portal

Log an Interaction Using ESS

Summary

Assessment

Question 1

Question 2

Question 3

Question 4

Question 5

Question 6

Question 7

Service Desk

Page 1 of 1: Service Desk Workflow

hp

Service Desk Workflow

Service Desk enables a service desk agent to document and track calls received.

Service Desk provides one-click access to other Service Manager applications to automatically enter information received during a call. For example, you can use information in a call to open an incident ticket if a reported issue requires further action.

The diagram illustrates the Service Desk Workflow. It is divided into two main sections: Customer and Service Desk Agent. The Customer section includes 'Contact Service Desk' and 'Resume Work'. The Service Desk Agent section includes 'Log Interaction Ticket', 'resolved?' (a decision diamond), 'Create Incident Ticket', 'Open Callback Customer', 'Work and Resolve Incident Ticket', and 'Close Incident'. Arrows show the flow from 'Contact Service Desk' to 'Log Interaction Ticket', then to 'resolved?'. If not resolved, it goes to 'Create Incident Ticket', then 'Open Callback Customer', then 'Work and Resolve Incident Ticket', and finally 'Close Incident'. If resolved, it goes to 'Resume Work'. There is also a direct arrow from 'resolved?' to 'Resume Work'. A red starburst labeled 'Issue' points to the 'Contact Service Desk' step.

Working with Simulation Stencils

You use the **simulation stencil** to create an interactive page where the user can launch a Show Me, Try Me, Quiz Me, and/or Test Me from within a course page. Two simulation stencils are available:

- **Simulation**: Contains an informational content block and simulation buttons.
- **Simulation – Half-Right**: Contains a content title block, a picture block, an informational content block, and simulation buttons.

Simulation

The Simulation stencil template shows a rectangular box with a light gray background. At the top, it says "Click the buttons below to launch the Simulation." Below this is a large white area for content. At the bottom, there are two buttons: "Edit Simulation Properties" and "Update Simulation".

Simulation – Half-Right

The Simulation – Half-Right stencil template shows a rectangular box with a light gray background. At the top, it has a blue header area with the text "{Enter content title here}". Below this is a large white area for content. At the bottom, there are two buttons: "Add Picture" and "Edit Simulation Properties".

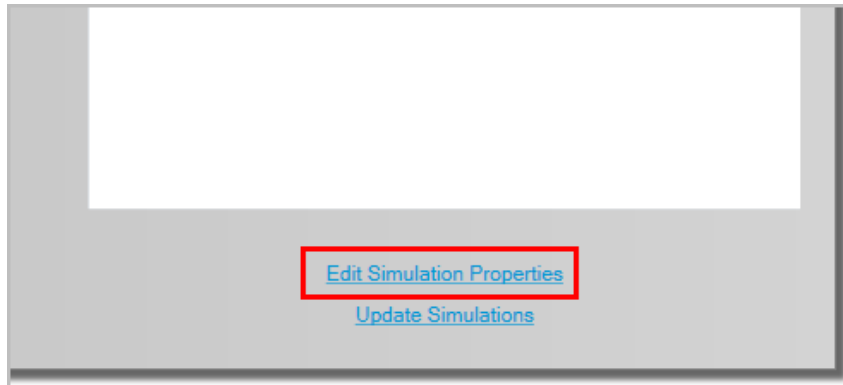
The process of adding the content title, content information, and an image is the same for all stencils. Refer to [Working with Content Stencils section](#) for information about working with these block types.

Page 69 of 92

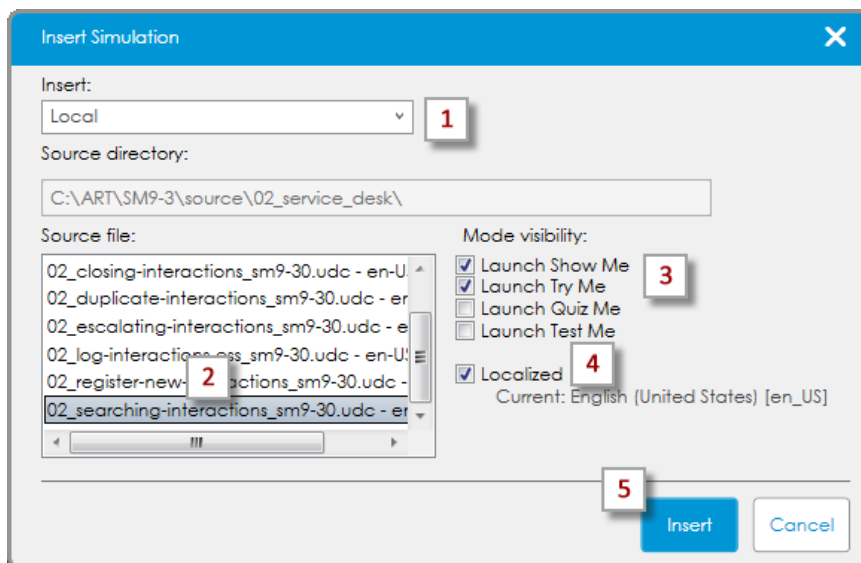
© Copyright 2014 – 2015 Hewlett-Packard Development Company, L.P.

Link a Recording to a Simulation Stencil

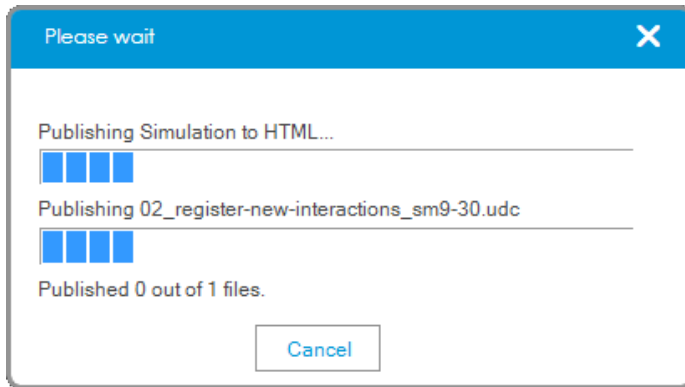
- To link a recording using the simulation stencil, click the **Edit Simulation Properties** hyperlink.



- Within the **Insert Simulation** window:
 - Within the Insert drop-down menu, select **Local** from the drop-down list.
 - Select a recording from the local source directory. The local source directory is by default the same location as the course file.
 - Under **Mode visibility**, select the checkboxes next to the desired output types.
 - The **Localized** checkbox is selected by default. This feature tags the recording for localization when the course is exported for translation.
 - Click the **Insert** button.



- ART automatically publishes the recording when linked to the page.



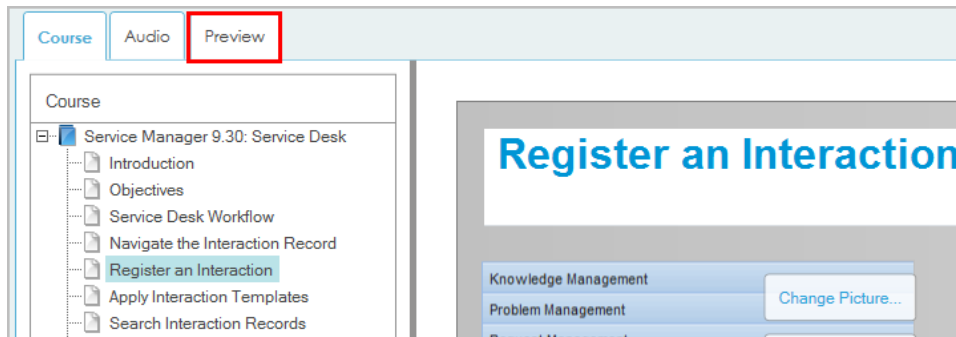
- Based on the simulation modes selected, corresponding buttons display on the simulation content page.



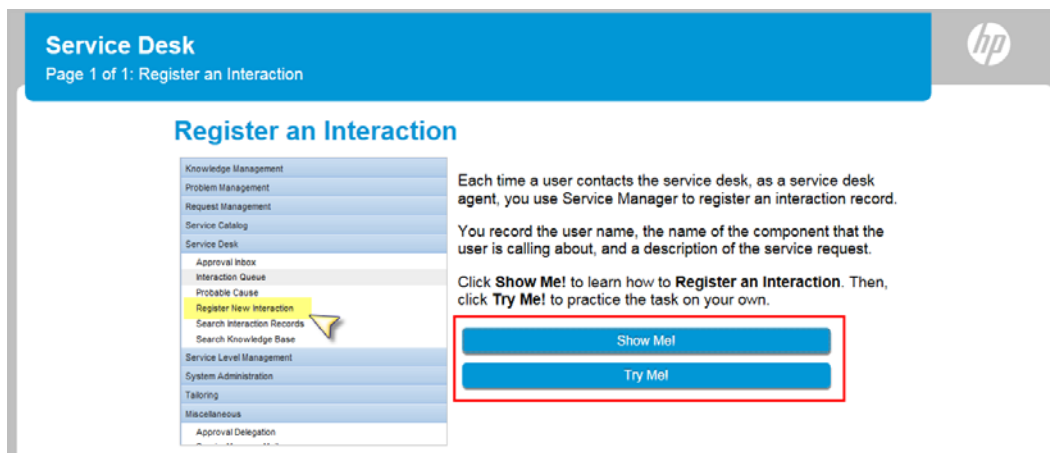
Preview a Simulation within a Course Page

It is always good practice to preview a simulation page. This ensures that the correct simulation is linked to the page.

- Click the **Preview** tab located in the upper left of the window.



- Click the **Show Me!** or **Try Me!** button.



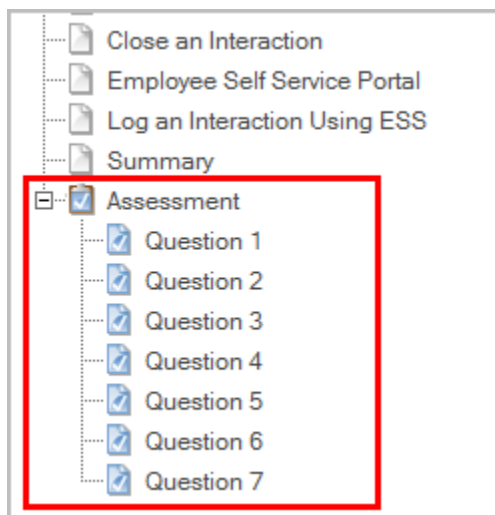
- Validate that the correct simulation is launched.

Assessments and Learning Checks

HP ART provides two ways to allow you to validate whether a user understands the content that is contained within a course:

- **Assessments:** True/False, Multiple Choice, Test Me pages inserted at the *end of the course* to validate knowledge transfer. The results of the assessment questions are captured for LMS scoring.
- **Learning Checks:** True/False, Multiple Choice, Quiz Me pages inserted *throughout the course* to monitor learning. The results of these learning check questions are *not* captured for LMS scoring.

The stencils used for assessments and learning checks are identical. The difference lies in their *location* within the course. Learning check questions can be placed anywhere in a course. Assessment questions must be placed at the end of the course, within the Assessment container.

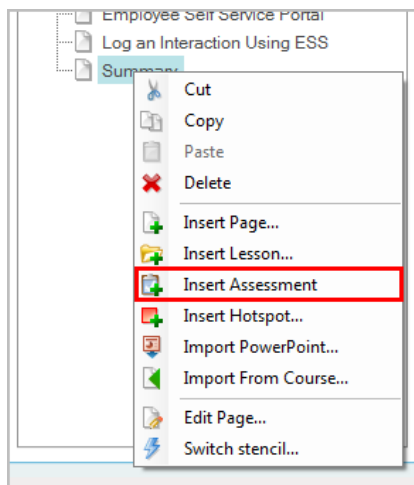


All OOTB HP ART courses include an assessment at the end of each course. Each assessment contains a set of multiple choice, True/False, and simulation assessment questions.

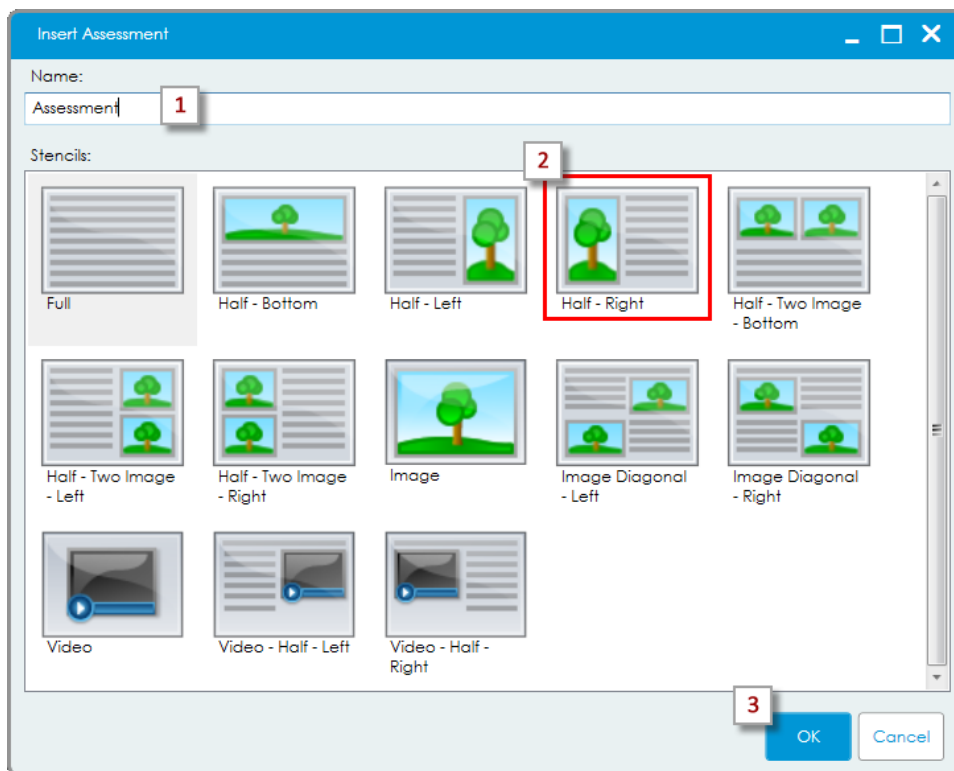
Add an Assessment

Assessments are used to test user knowledge. Results can be tracked and reported using a Learning Management System (LMS) or Active Server Pages (ASP).

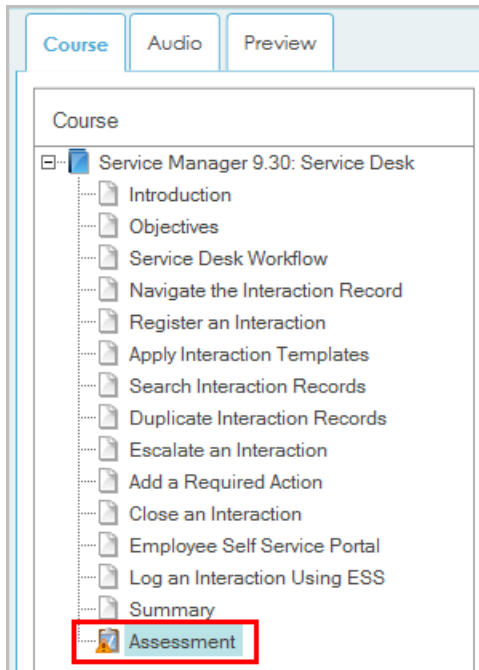
- To add an Assessment, right-click the *last* page of your course within the Course pane and select **Insert Assessment**.



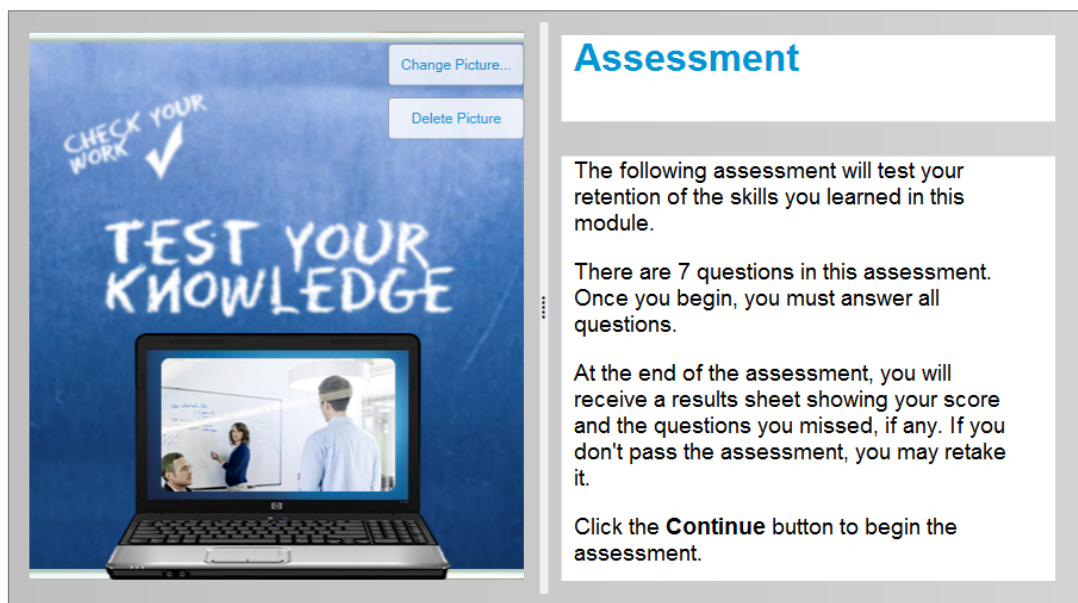
- Within the **Insert Assessment** window, perform the following steps:
 1. Enter Assessment in the **Name** field.
 2. Select the desired **stencil** for the assessment introduction page.
 3. Click the **OK** button.



- The new assessment introduction page is added to the course.

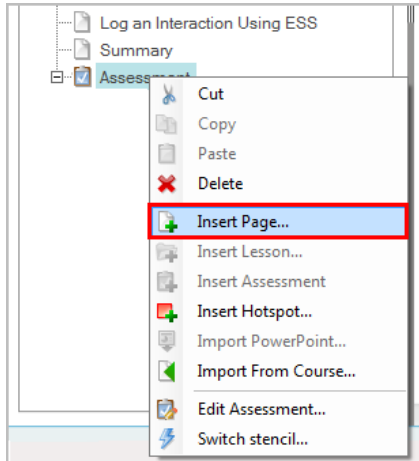


- Next, add the required text and graphic(s) to the assessment introduction page. For information about how to add content to a page, refer to the [Working with Content Stencils](#) section of this document.



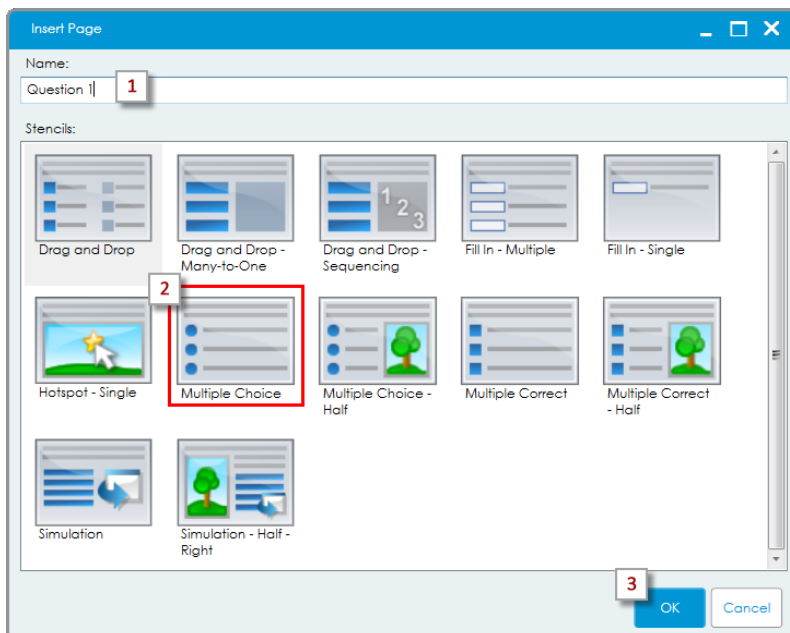
Add an Assessment Question Page

- To add an assessment question page, right-click the assessment introduction page in the Course pane and select **Insert Page...**



- Within the **Insert Page** window, perform the following steps:
 - Enter the **name** of the assessment question.
 - Select the desired **stencil**.
 - Click the **OK** button.

Note that because you are inserting a page within the Assessment container, only assessment stencils are available for selection.



The image below shows the **Multiple Choice** stencil. This stencil is used both for Multiple Choice and True/False questions. There are three content blocks:

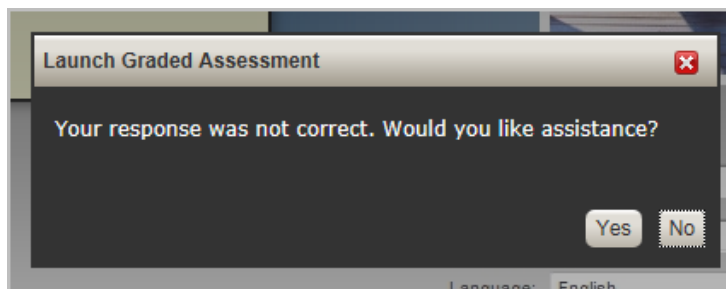
1. **Optional Text:** Used to enter optional text.
2. **Question:** The question that the user must answer.
3. **Answer:** The list of possible answers. The correct answer is marked by selecting the appropriate radio button. For the multiple choice stencil, only one answer can be selected as correct.

The diagram illustrates the layout of a Multiple Choice stencil. It consists of three main sections:

- 1 optional_text:** A text input field at the top for optional text.
- 2 {Enter question text here}:** A text input field for the question text.
- 3 {Enter answer text here}:** A list of six radio button options, each with a text input field for the answer text.

Create a Simulation Assessment

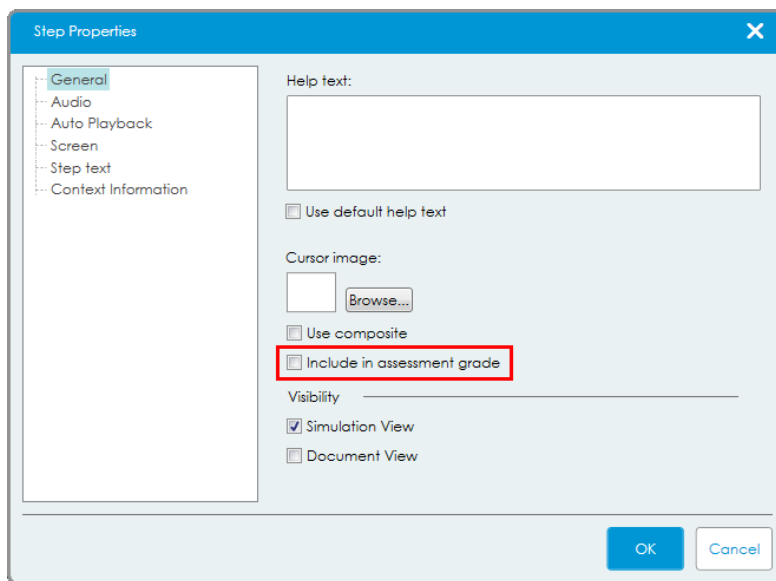
By default, the Quiz Me (Non-graded Assessment) and Test Me (Graded Assessment) output modes do not display any information or action notes when viewed, unless the user clicks in the wrong location and asks for assistance.



Guided help should be added to the simulation file to aid the user in stepping through the simulation. The guided help should not be a duplicate of the action notes but an aid about what they need to accomplish next.

Complete the following steps for all recordings that will be used as an assessment (details steps for each item are in the next sections):

- Add a Test Me Note to the Welcome step.
- Add **Assessment Notes** to guide the learner through the assessment. There will generally be a guided help note on every step.
- Add the **Assessment Confirmation** note to the last step in the simulation.
- Ensure that in the Step Properties | General page the Include in assessment grade check box is *not* selected.

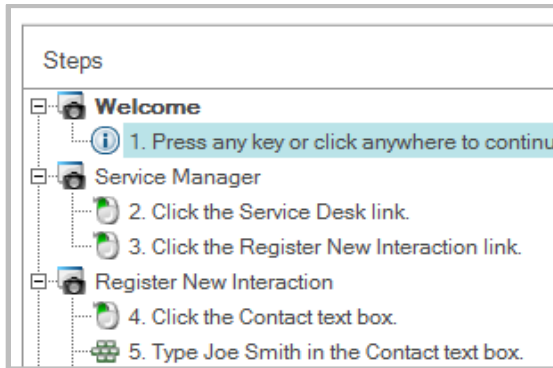


- Add a simulation page to the assessment.

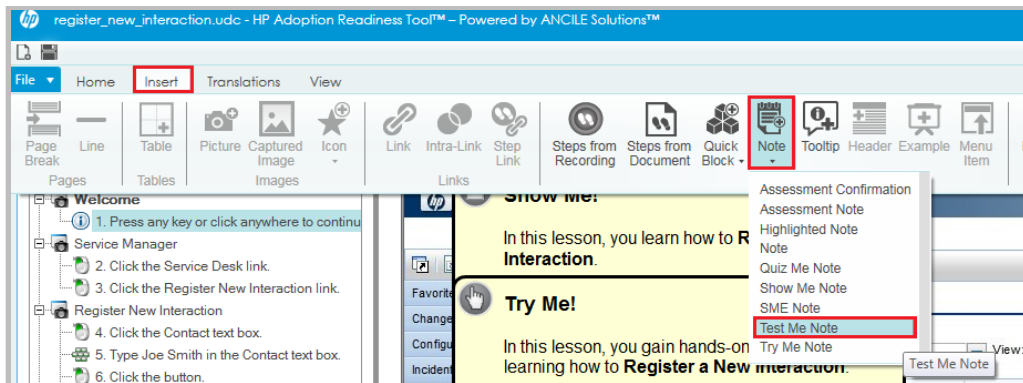
Add a Test Me Note to the Welcome Step

At this point, it is assumed that you have already created a Welcome step for your recording. Refer to the [Add a Welcome Step](#) section for more information.

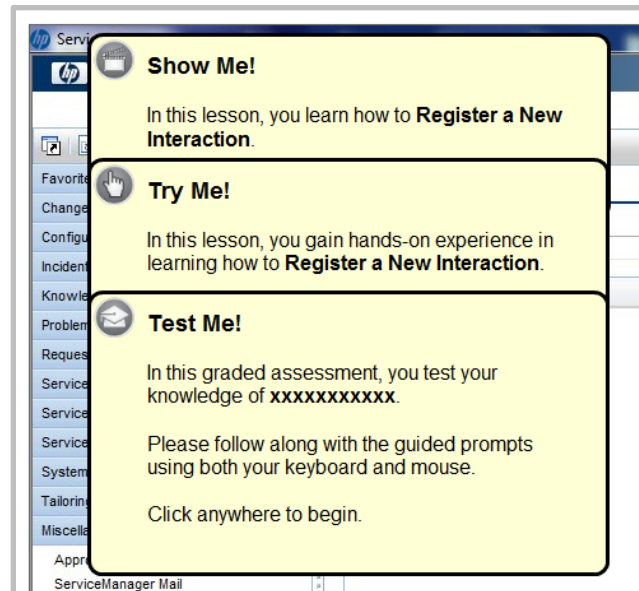
- To add a **Test Me Note**, click the **Welcome step** within the **Steps** pane.



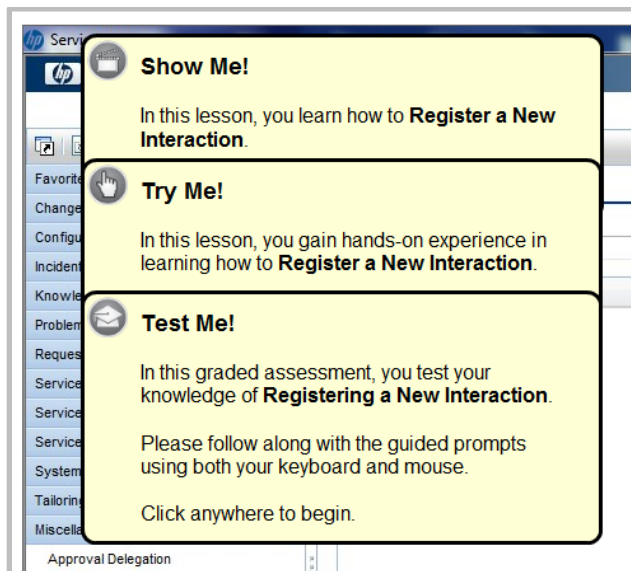
- From the main menu, select **Insert | Note | Test Me Note**.



- The **Test Me** note is displayed in the upper left of the window. Position the note and resize the note so that it matches the width of the other notes. Recall that the Show Me Note, Try Me Note, and Test Me Note never display at the same time.



- Replace the xxxxxxxxx with the **task title** of the simulation.



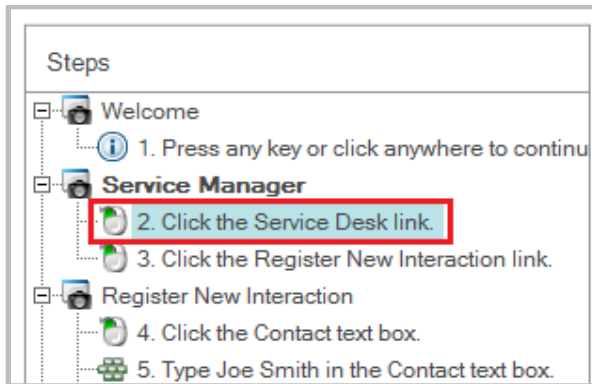
- Preview the simulation to ensure that the note is working as expected in the Test Me output mode.

Note: Repeat the process above to add a **Quiz Me Note**, if the simulation will be used in a learning check. Refer to the [Assessments and Learning Checks section](#) to learn about the difference between the two assessment types.

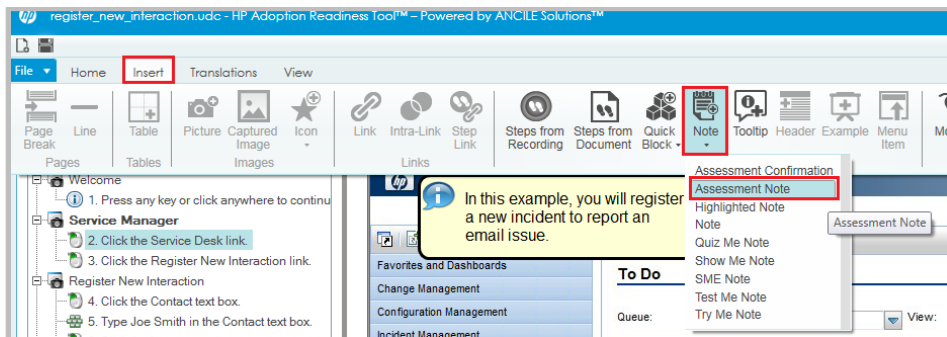
Add Assessment Notes

You can add Assessment Notes, or guided help, to a recording to guide the user when viewing the Quiz Me or Test Me output modes. You should add an assessment note to every step in the recording. These notes should not duplicate the action note but should give the user enough information so that they know how to proceed.

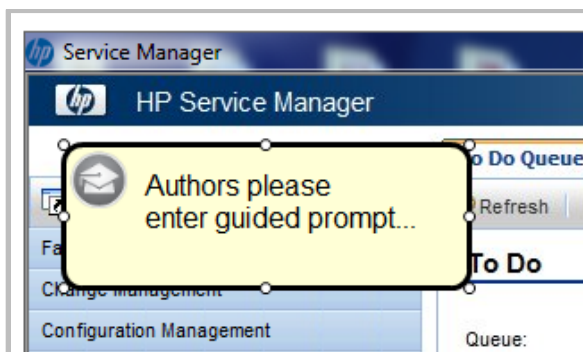
- To insert an Assessment Note, select the step in the **Steps** pane.



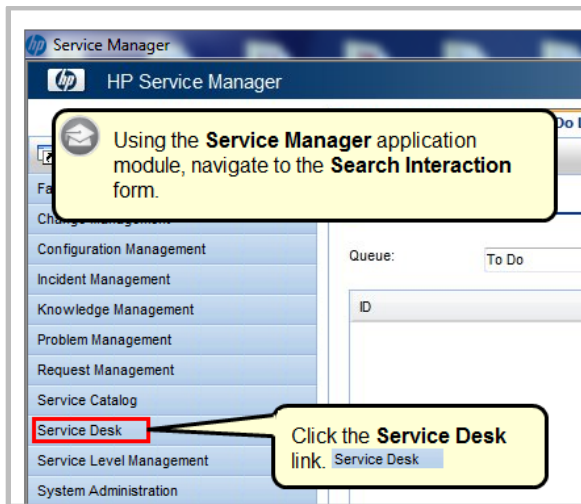
- From the main menu, select **Insert | Note | Assessment Note**.



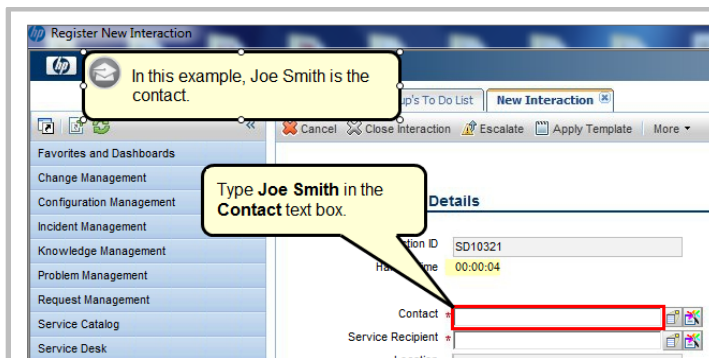
- The Assessment Note is displayed in the upper left of the screen.



- Replace the text with the guided help for the selected step. It is important that the note not be placed on top of an action note or informational note because these notes display if the user needs help during the Test Me or Quiz Me.



- Add additional Assessment Notes at approximately every 1 or 2 steps. Again, the purpose of the Assessment Note is to guide the user in a task without telling them exactly where to click.

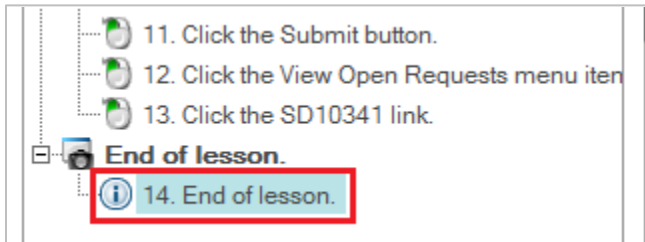


- Preview the simulation to ensure all notes are working as expected in the Test Me output mode.

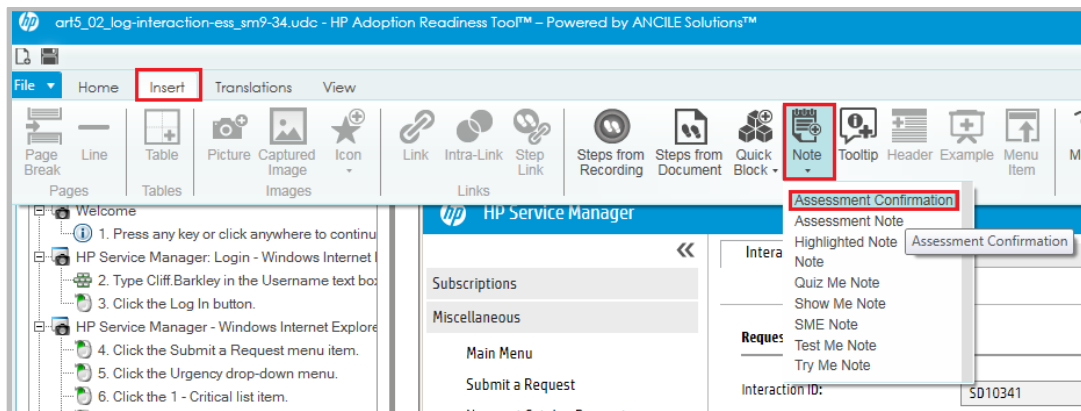
Add the Assessment Confirmation

When a learner completes the Test Me simulation, it takes a few seconds for the ART course to score the question. If the learner closes the Test Me window during this time, they will not receive credit for completing the question. To alleviate this issue, add the Assessment Confirmation note to the last step of a Test Me simulation.

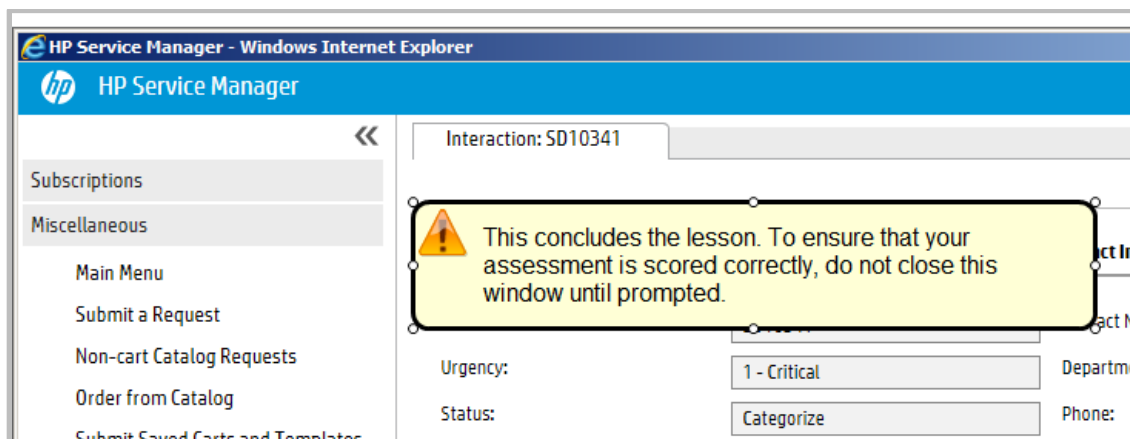
- On the last step of the recording, add the Assessment Confirmation note.



- From the main menu, select **Insert | Note | Assessment Confirmation**.

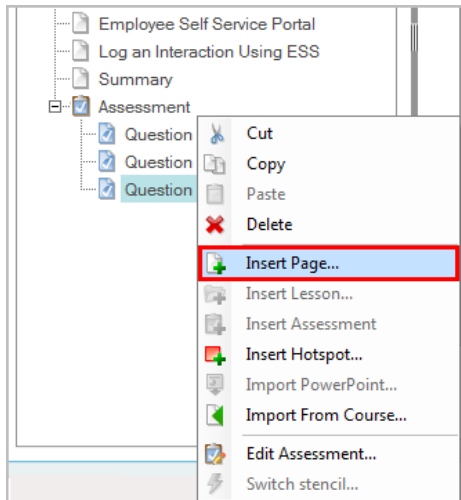


- The Assessment Confirmation is displayed in the upper left of the screen.

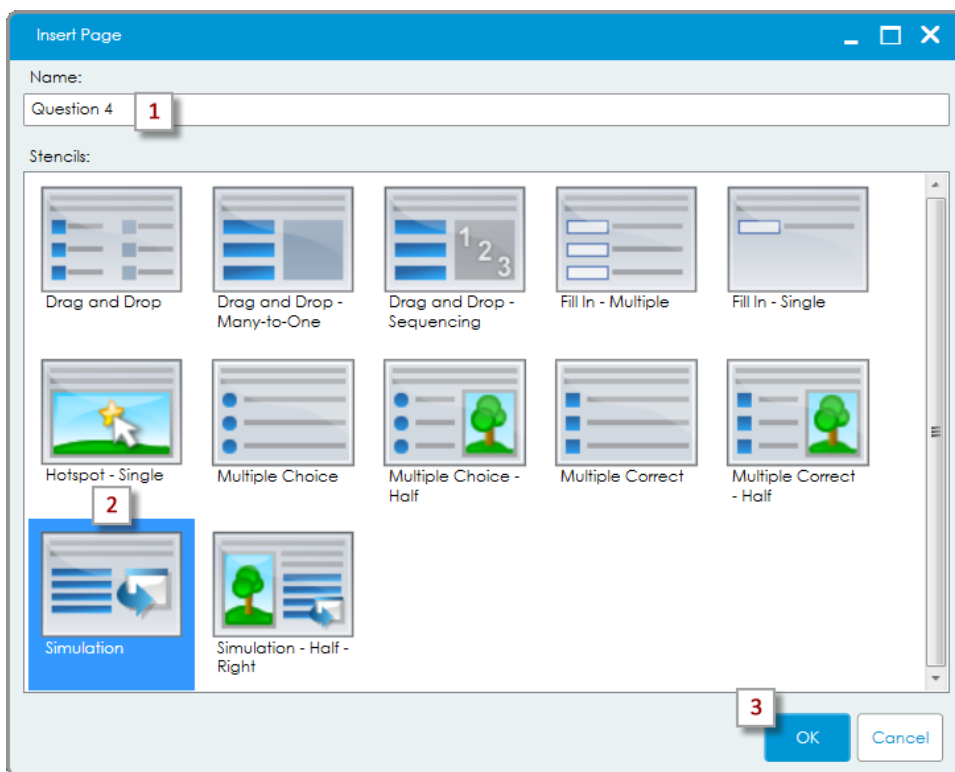


Create a Simulation Assessment Page

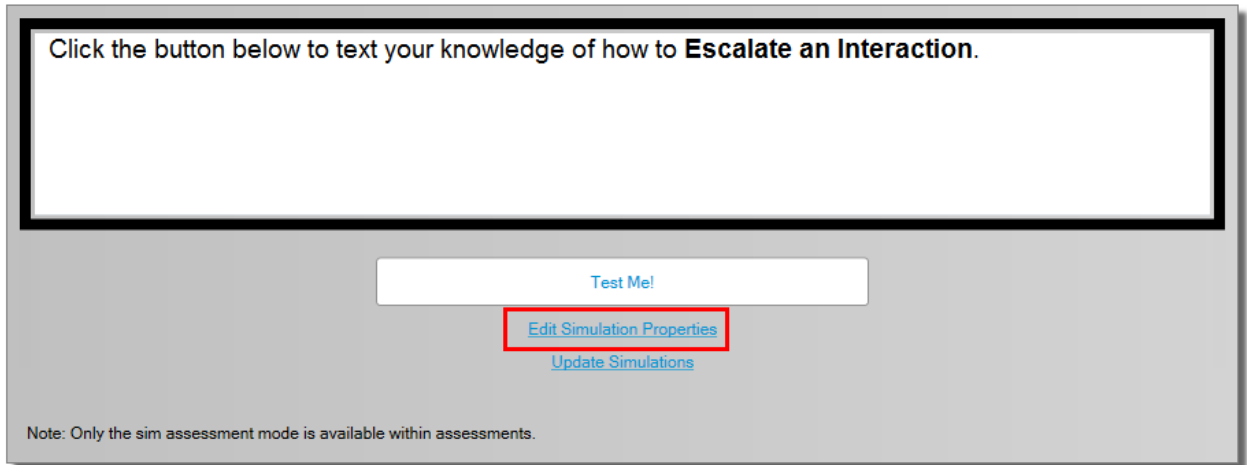
- To create a simulation assessment page, right-click the question in the assessment you want above the simulation assessment page.



- Within the **Insert Page** window, perform the following steps:
 - Enter the **name** of the assessment question.
 - Select one of the two simulation assessment **stencils**.
 - Click the **OK** button.



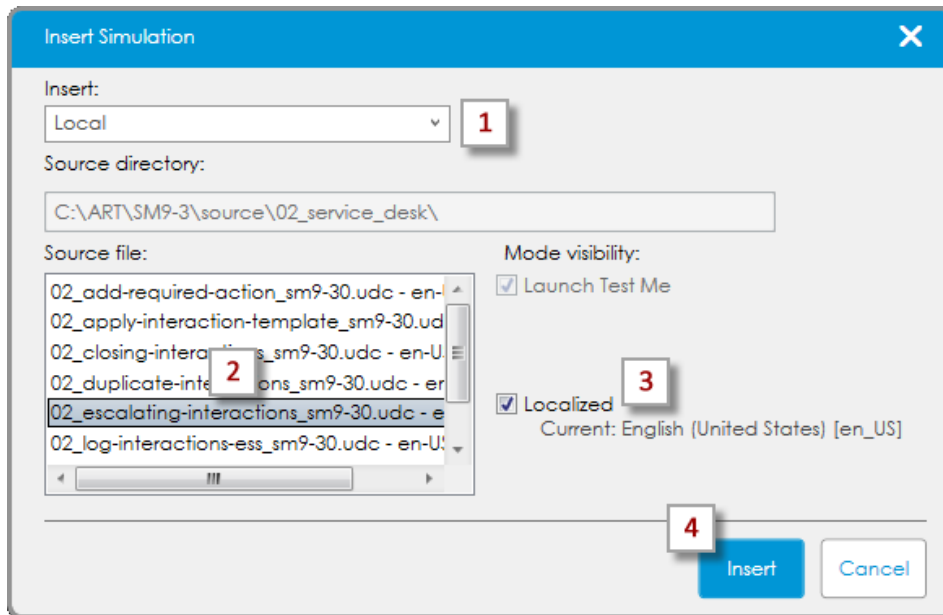
- The new page is added. Add the desired text and graphic(s) to the page. For information about how to add content to a page, refer to the [Working with Content Stencils section](#) of this document.
- To link the simulation, click the **Edit Simulation Properties** link.



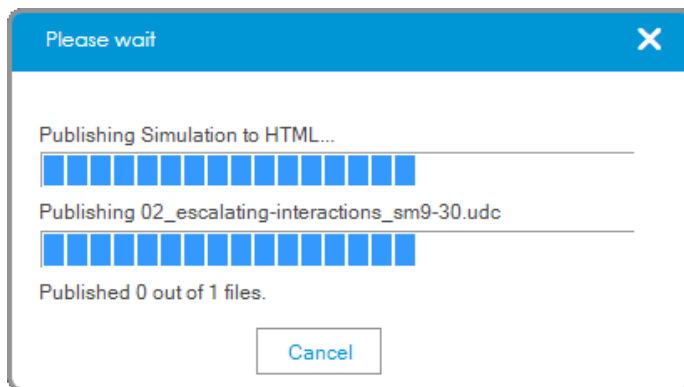
- Within the **Insert Simulation** window:
 1. Select **Local** from the Insert drop-down list.
 2. Select a recording from the local source directory. The local source directory is by default the same location as the course file.
 3. The **Localized** checkbox is selected by default. This feature tags the recording for localization when the course is exported for translation.

4. Click the **Insert** button.

Note: Because this page is located within the Assessment container, the check boxes for the different output modes do not display. Only the Test Me output mode is available.



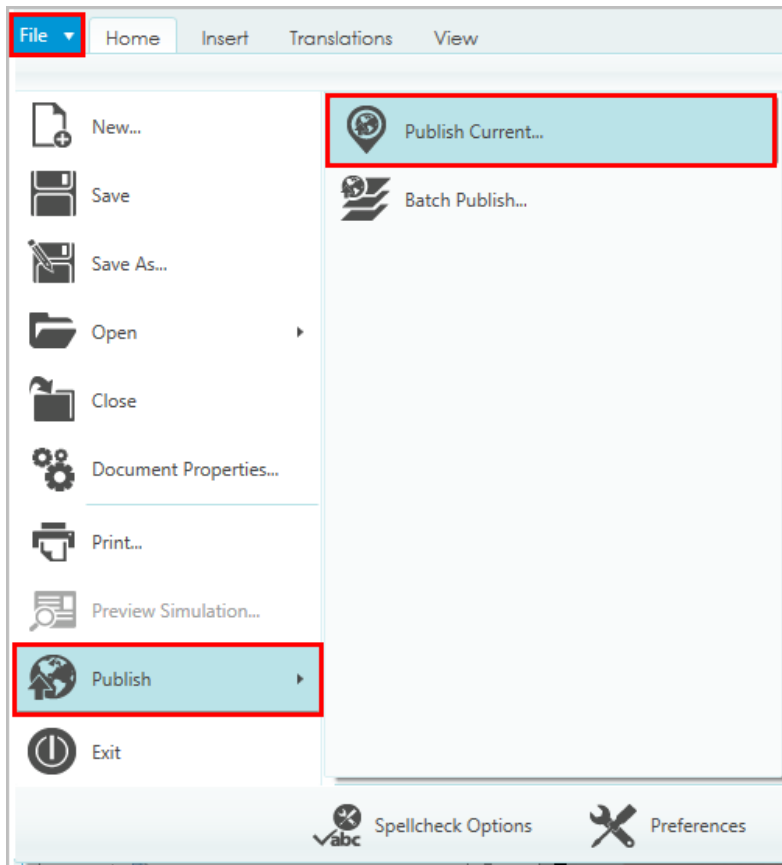
- ART automatically publishes the recording when linking it to the page.



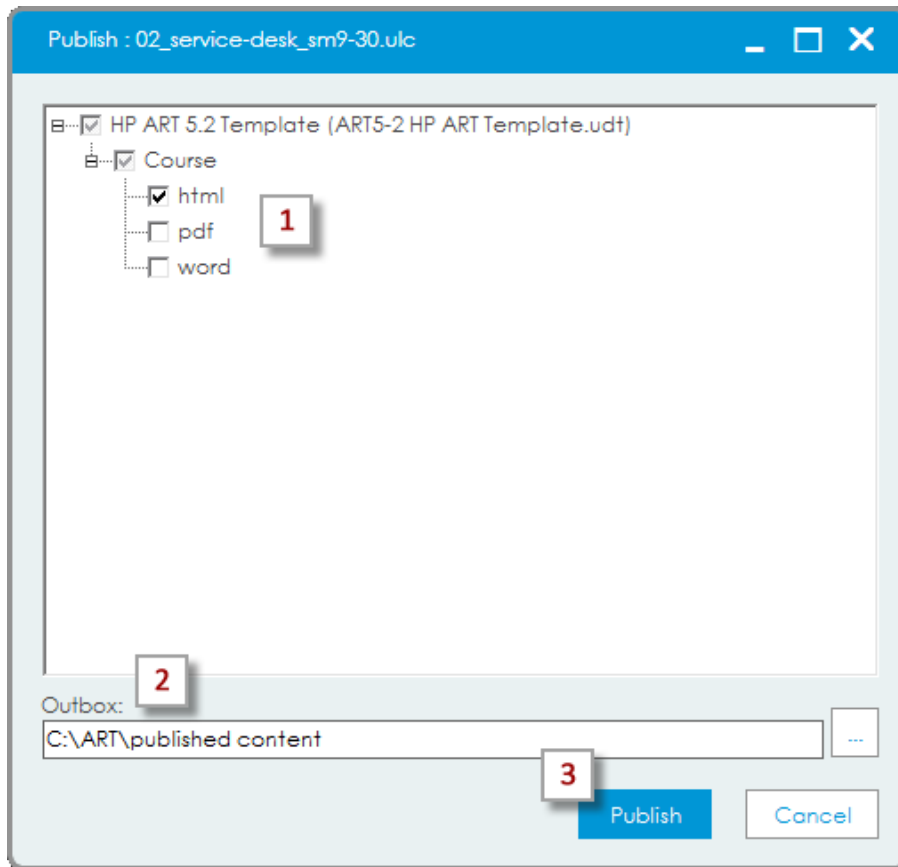
- Click the Preview tab in the upper left of the window to preview the assessment page to ensure it functions as required.

Publish a Course

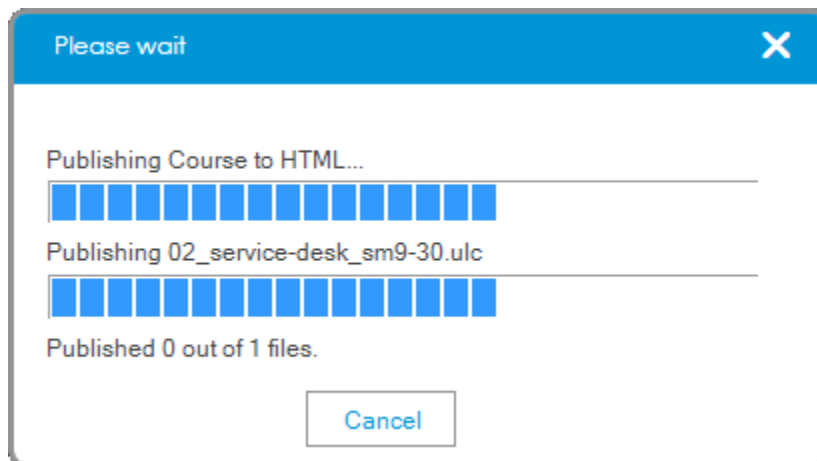
- To publish a course, select **File | Publish | Publish Current...** from the main menu.



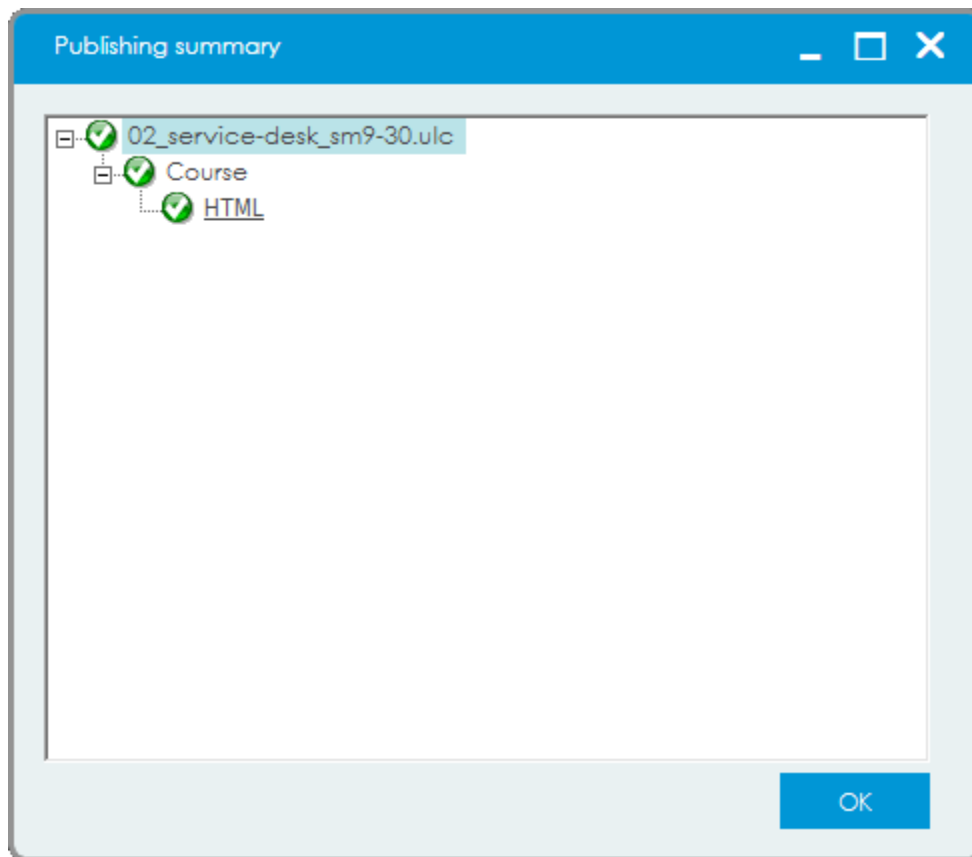
- Within the **Publish** window, perform the following steps:
 1. Use the **check boxes** to select the desired output modes.
 2. Browse to the desired **Outbox** location for the published files.
 3. Click the **Publish** button.



- A **progress** window displays showing the publishing status.



- When finished, you are prompted with the **Publishing summary** window with links to each of the selected output modes. You can view the course by selecting the associated link. This example shows only the HTML link.



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