

HP ART 5.1 Quick Reference Guide



Quick Reference Guide

Rev. B

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HP ART 5.1 Quick Reference Guide

Quick Reference Guide

Revision B

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January 2014

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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 on 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 Product Manuals page to ensure you have the current version.

HP ART Project Directory Structure

An HP ART course is comprised of several courses, each representing a single module. This type of design enables you to modularize course content and it supports the automatic website generation process.

When developing an HP ART course, you should use the following directory structure:

Project-name (main folder for your HP ART Project)

source

01_module-name (folder for .ulc and .udc files used in the first module of the project)

graphics (optional folder for all graphics and screen captures for module 1)

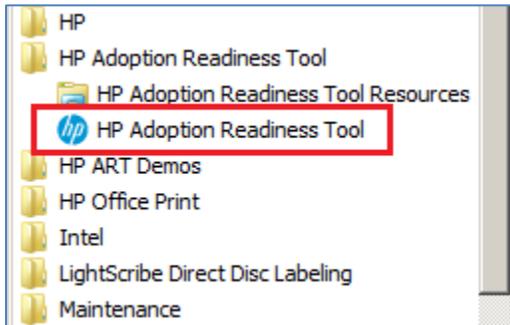
02_module-name (folder for .ulc and .udc files used in the second module of the project)

graphics (optional folder for all graphics and screen captures for module 2)

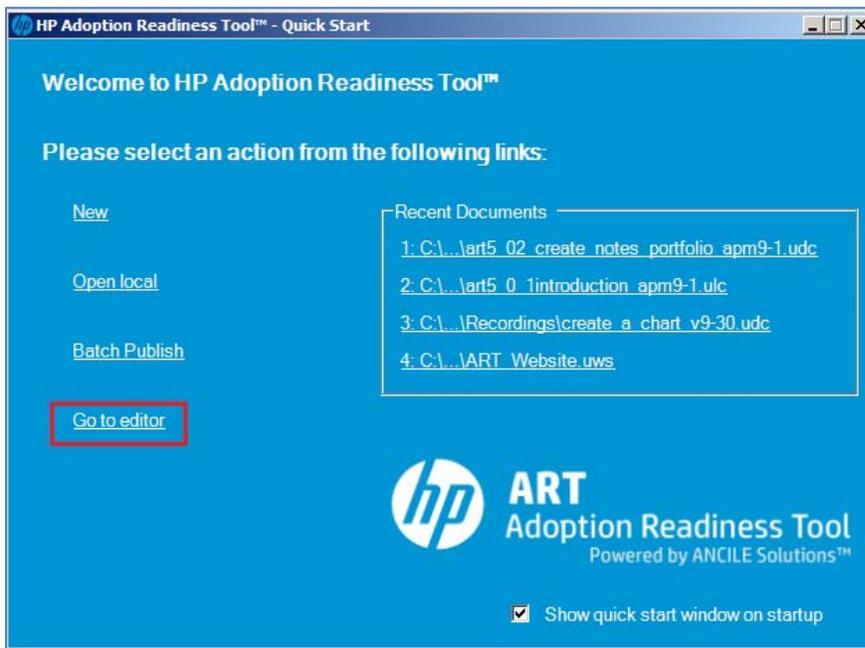
.....

Launch HP ART

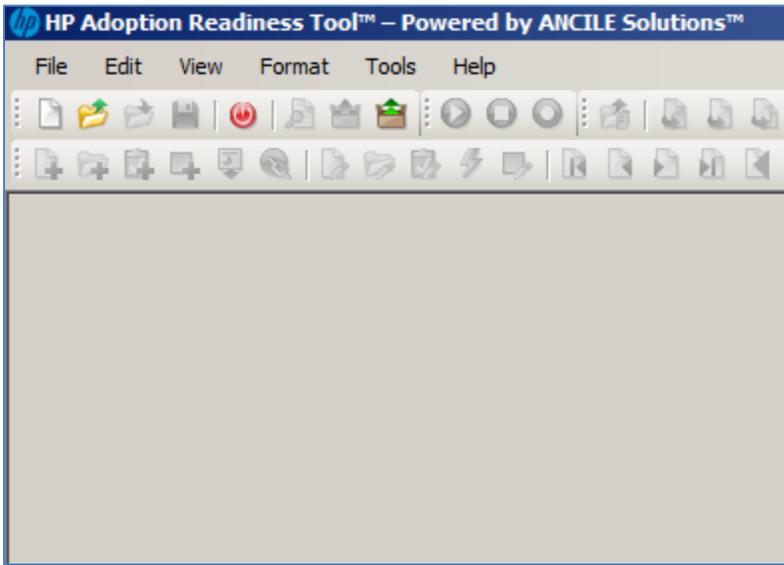
From the **Start Programs** menu, select **HP Adoption Readiness Tool**:



The **Quick Start** window displays. Select **Go to editor**.



The HP ART **Editor** opens.



HP ART Recordings

Using HP ART, you can record a task in a software application and publish the single recording to multiple output modes:

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

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

Before You Begin Recording

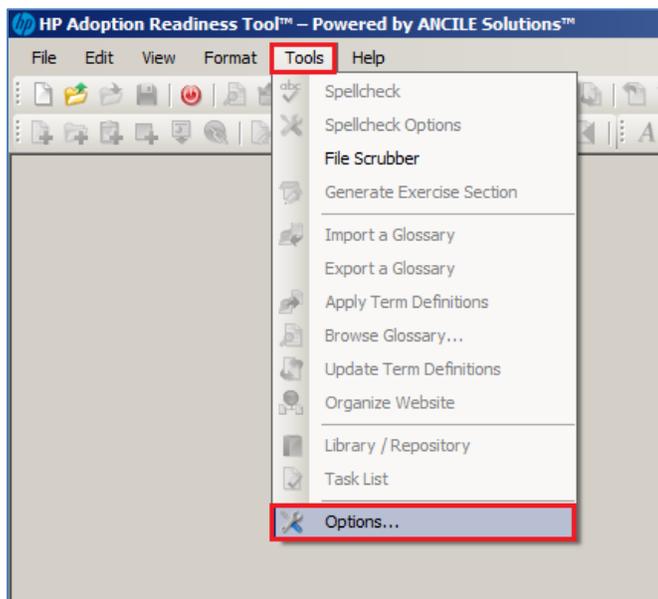
Before you begin recording a task using HP ART, please validate your screen resolution and the HP ART recording options settings:

Validate Screen Resolution

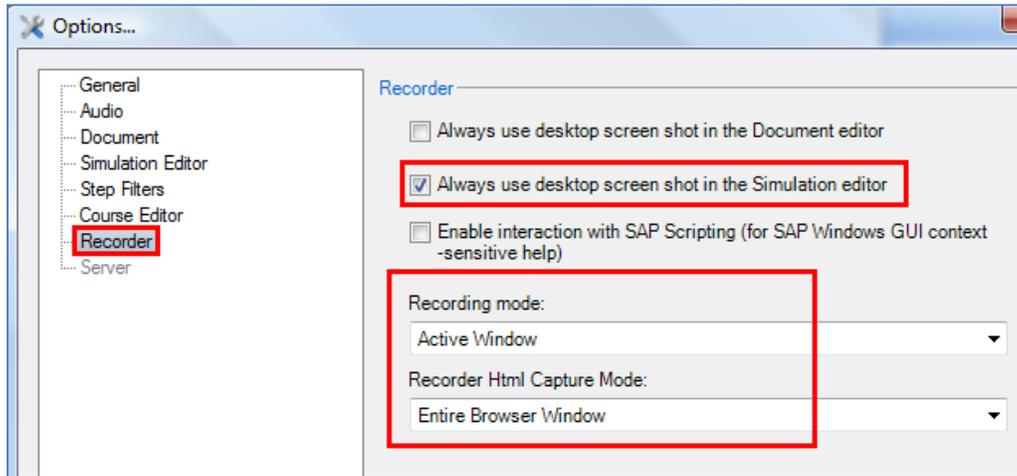
Please ensure that your laptop or desktop screen resolution is set to **1024x768**.

Validate HP ART Recorder Options Settings

Select **Tools | Options** from the HP ART main menu.

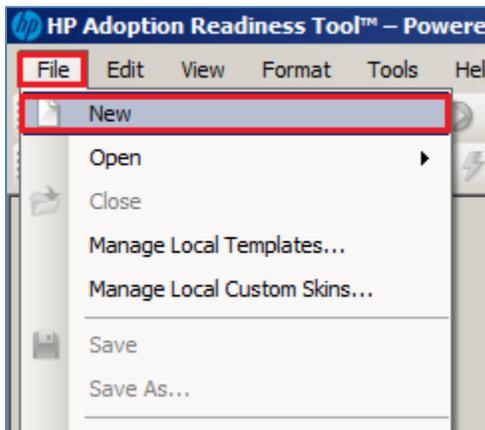


Within the **Recorder** pane, ensure that the following settings are enabled and click the **OK** button:



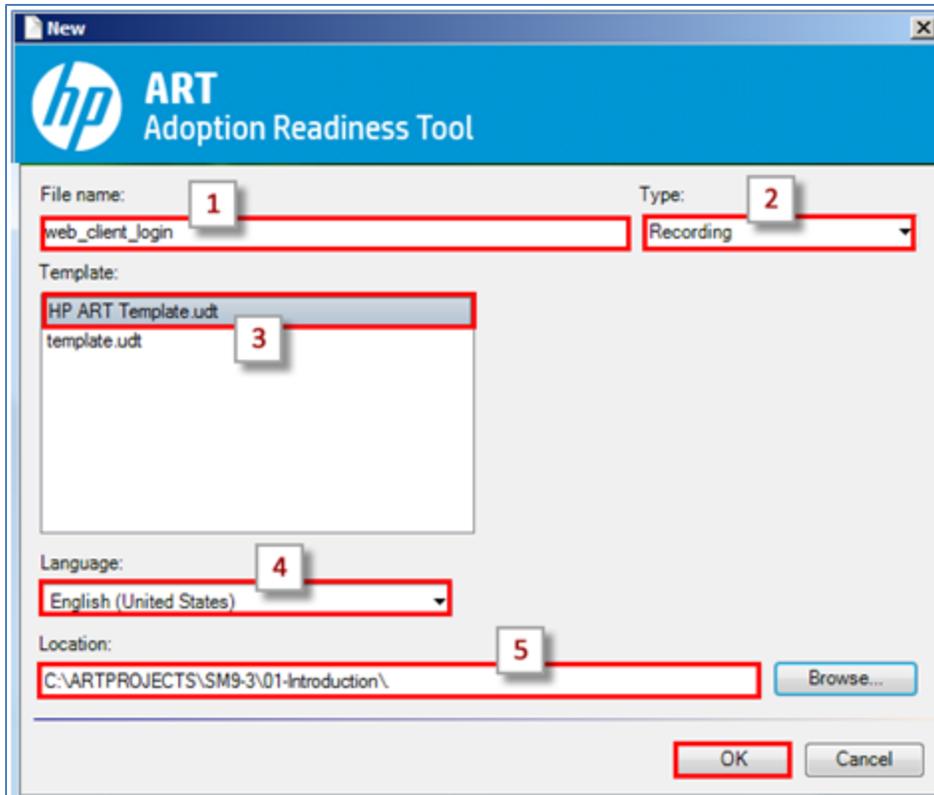
Create a New Recording

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



Within the **New** window, populate the required fields and click the **OK** button.

1. **Filename:** The name of the task that you are recording. Please 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 minimizes and the HP ART Recorder window is displayed in the lower left of the window:



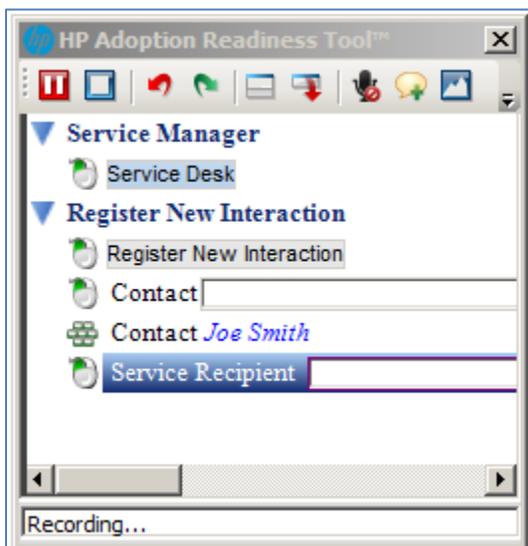
HP ART Recorder

Launch the software application that you are recording and maximize the window. Please 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. You can see the text **Recording..** in the lower left of the recorder window when ready.



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



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

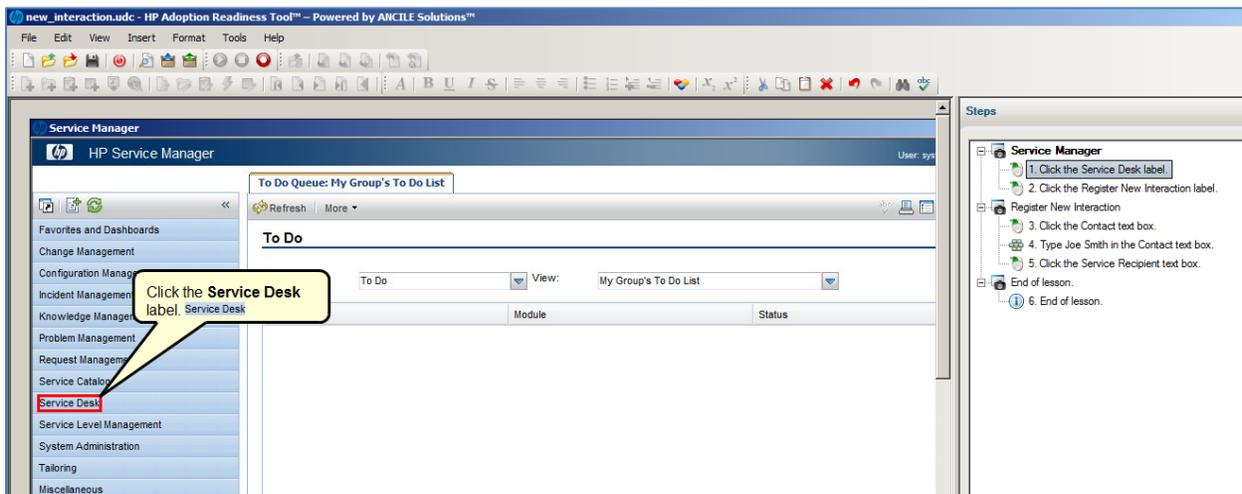
You can use the **Pause**, **Undo**, and **Redo** buttons within the toolbar to control your recording session:

 **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.

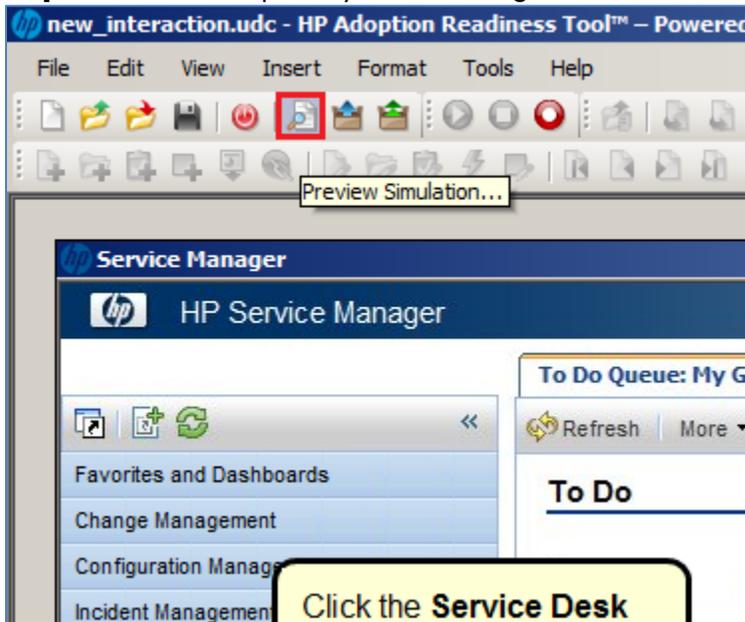
 **Redo:** Use the **Redo** button if you accidentally undo a step.

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

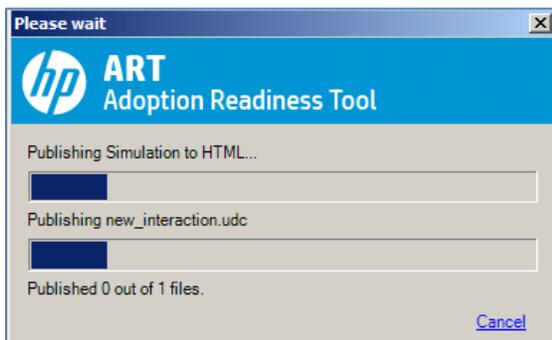


Preview a Recording

To **preview** the output of your recording, click the **Preview** toolbar button.



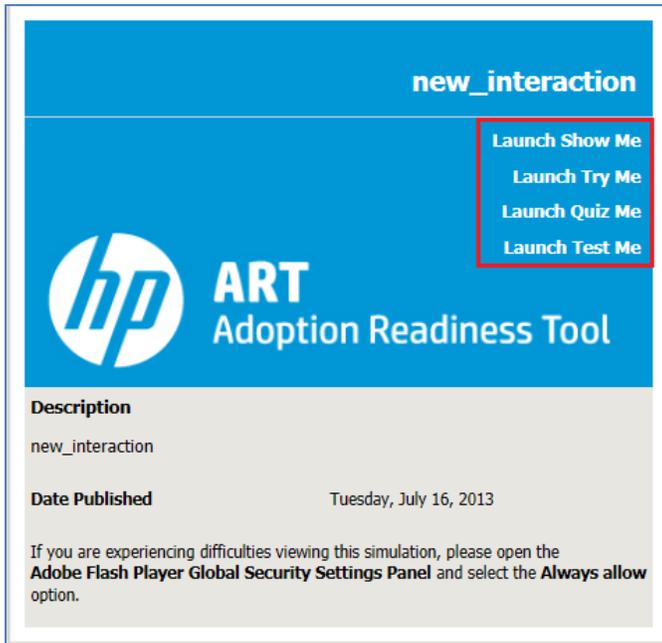
A **status** window is displayed, providing feedback on the publishing process:



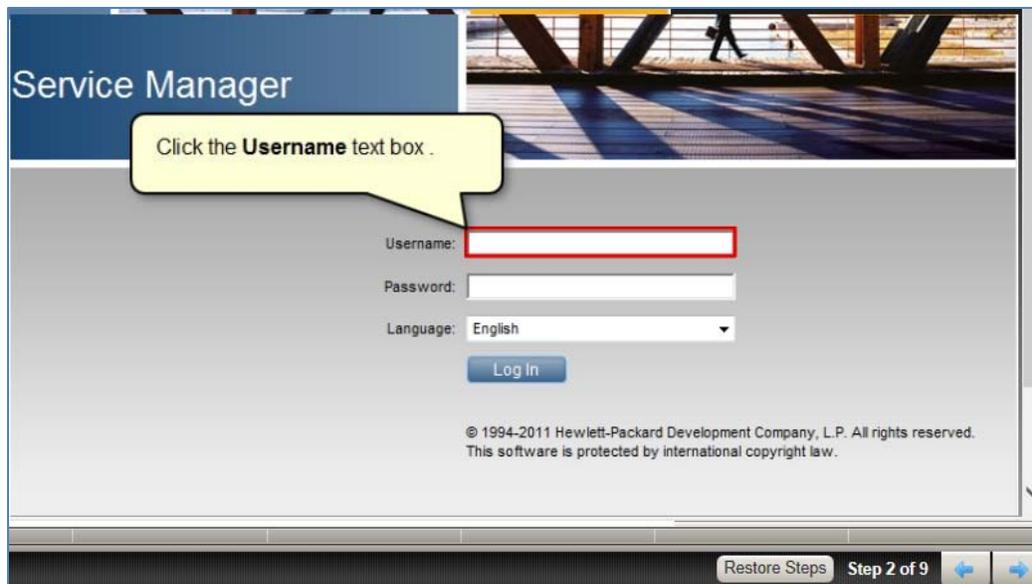
When finished, the simulation **launch window** is displayed. There are four **output modes** to choose from:

- **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.



The published simulation is launched 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

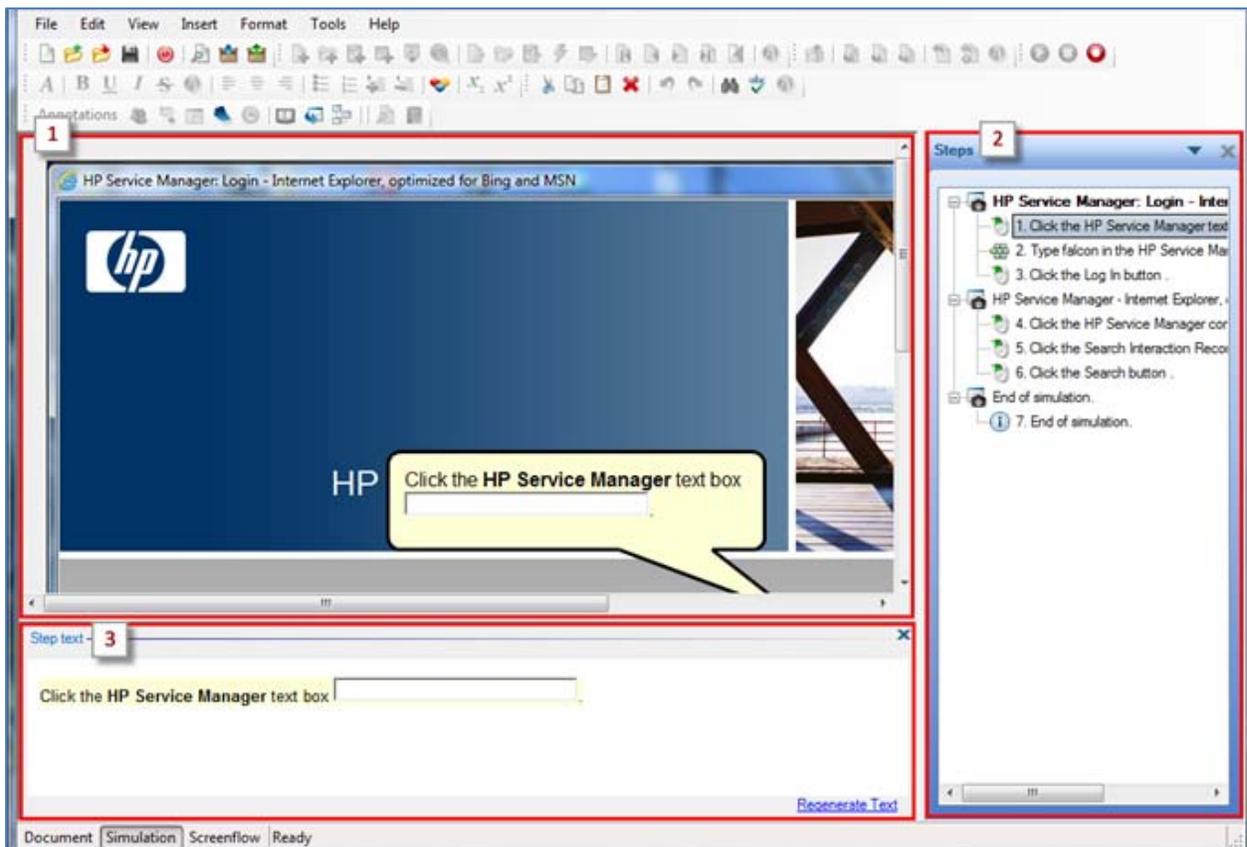
modes do not display any of the action notes. This is by design because these output modes are intended to *test* the learner's ability to perform the task on their own.

Edit a Recording

Note: This section focuses on common editing tasks that are associated with the Show Me and Try Me output modes. Please refer to the [Creating Simulation Assessments](#) section for information on working with Quiz Me and Test Me output modes.

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

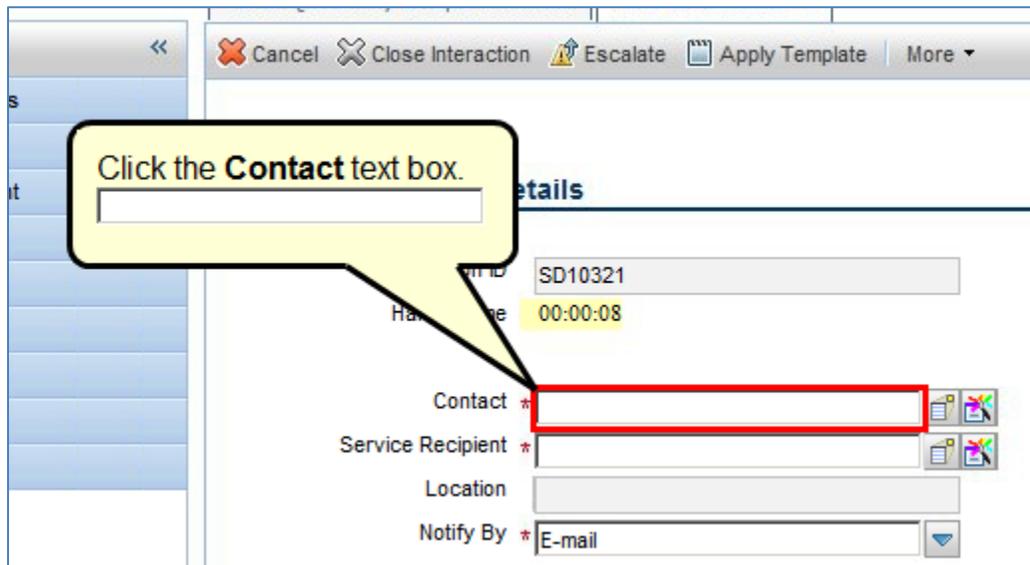
1. **Editor Pane.** Contains the screen capture and action for the selected step.
1. **Steps Pane:** Contains a list of all captured steps. As you click on a step, the Editor pane updates.
2. **Step Text Pane:** Contains the action text associated with the step.



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, etc.

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

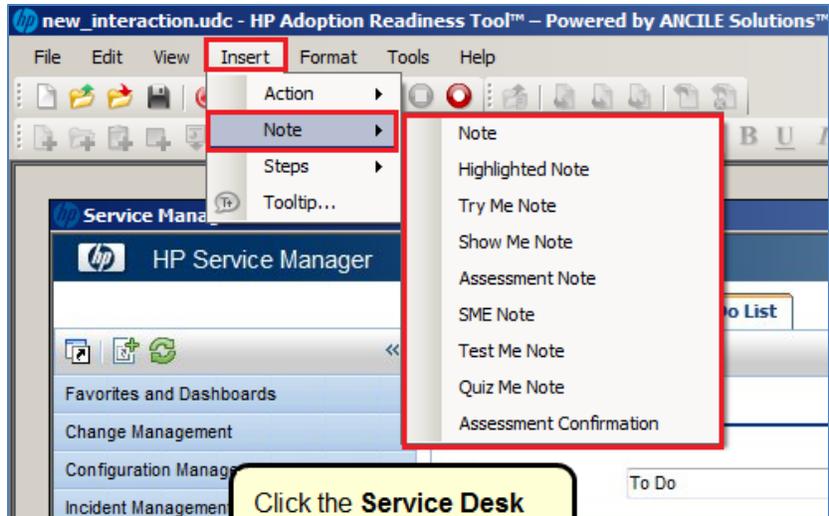


In the event that you need to alter the text within an action note, double-click on the action note and modify the text as needed. As a general rule, please leave action notes untouched unless there is an error in the auto-generated text. To add additional information to a step, use informational notes.

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, etc.

There are several **note types** configured in the out-of-the-box HP ART Template:



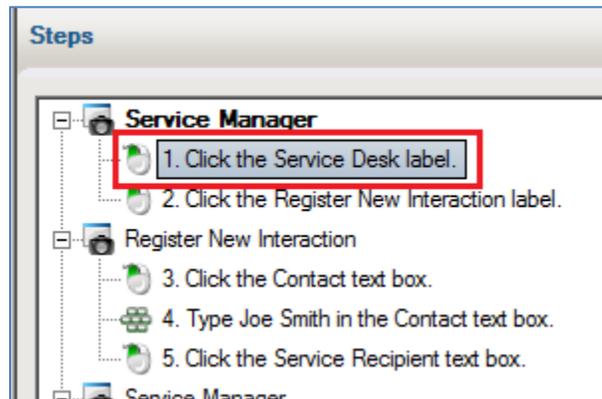
- **Note:** Informational note to be used in Show Me demonstrations to add supporting information per step, as needed. By default, this note is only displayed when viewing the Show Me output mode.
- **Highlighted Note:** Informational note to be used in Show Me demonstrations to add supporting information. This note includes a highlight box that allows you to focus on a specific area in the capture. By default, this note is only displayed when viewing the Show Me output mode.
- **Try Me Note:** Introduction note to be used at Step 1 of a simulation to introduce a Try Me simulation. By default, this note is only displayed when viewing the Try Me output mode.
- **Show Me Note:** Introduction note to be used at 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.
- **Assessment Note:** Informational note to be used for guided help in Simulation Assessments. By default, this note is only displayed when viewing the Quiz Me or Test Me output modes.
- **SME Note:** Temporary note to be used by Subject Matter Experts (SMEs) to communicate information to Instructional Designers while recording tasks. 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.
- **Test Me Note:** Introduction note to be used at Step 1 of a simulation to introduce the Test Me simulation. By default, this note is only displayed when viewing the Test Me output mode.
- **Quiz Me Note:** Introduction note to be used at Step 1 of a simulation to introduce the Quiz Me simulation. By default, this note is only displayed when viewing the Quiz Me output mode.

Add an Informational Note

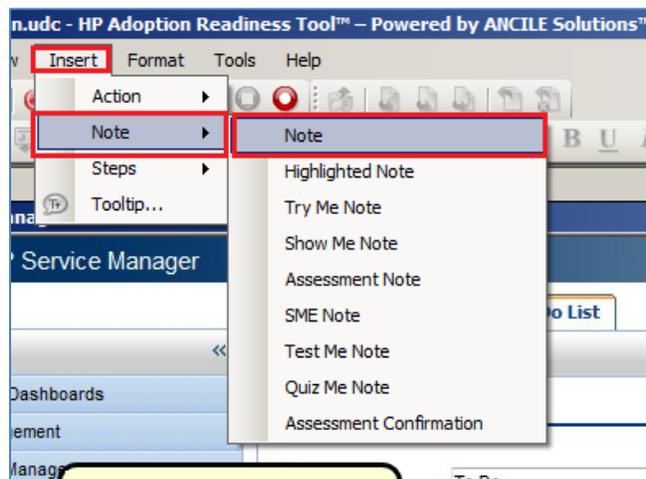
Adding informational notes to your recording allows you to provide extra information to assist users in learning the task.

Please follow the steps below to add an informational note:

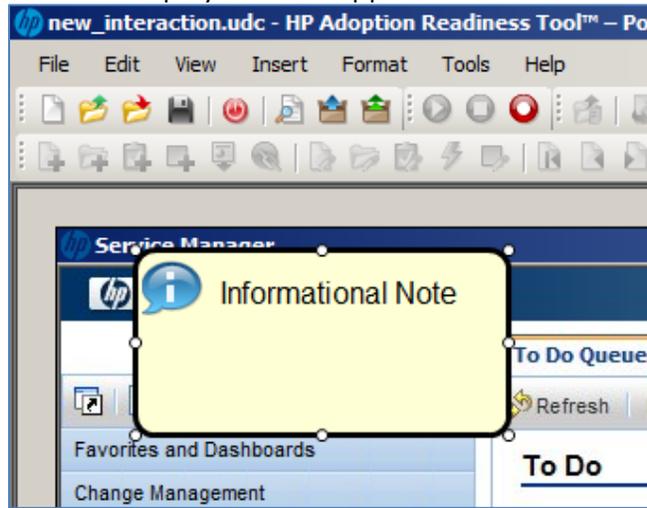
1. From the **Steps** pane, select the desired step where the information note is to be added.



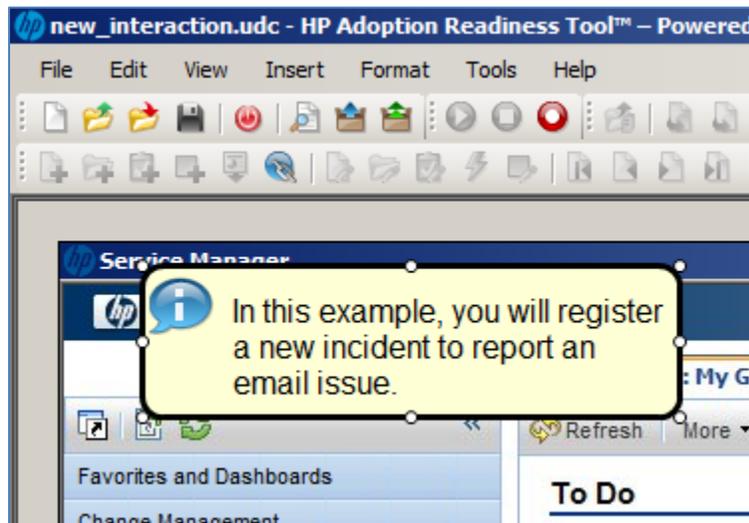
2. From the editor **main menu**, select **Insert | Note | Note**.



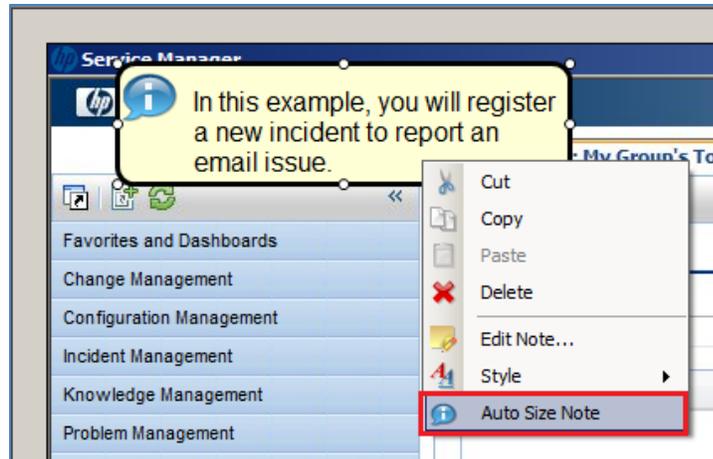
3. A note is displayed in the upper left of the window.



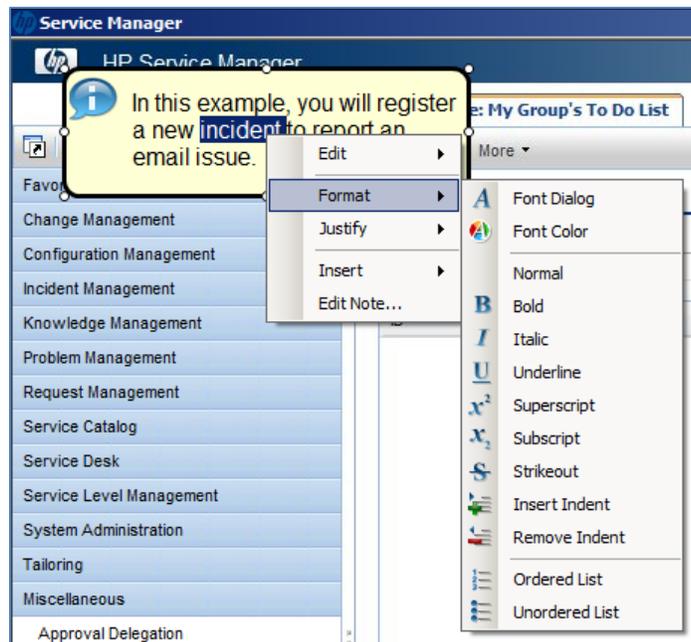
4. Double-click within the note bubble and type the desired information. If needed, you can use the resize handles to adjust the width of the note.



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 on the information note and select **Auto Size Note**.



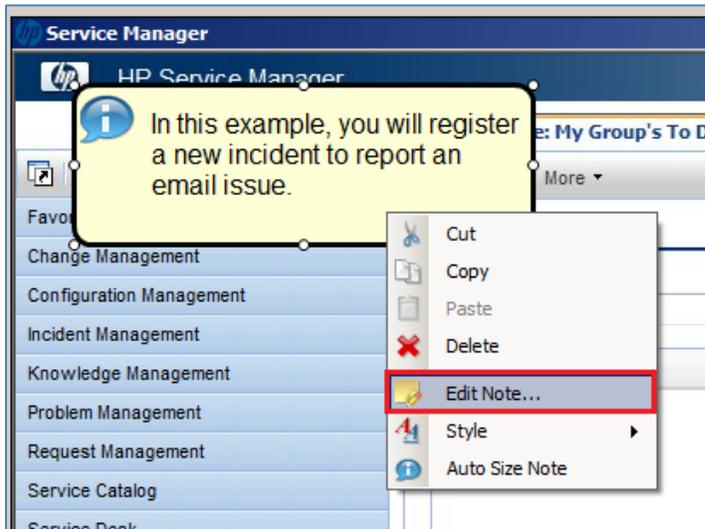
5. If desired, you can change the format of the text within the note. For example, you can bold or underline key words. To change the formatting of a key word or phrase, select the desired text and right-click to access the Format menu.



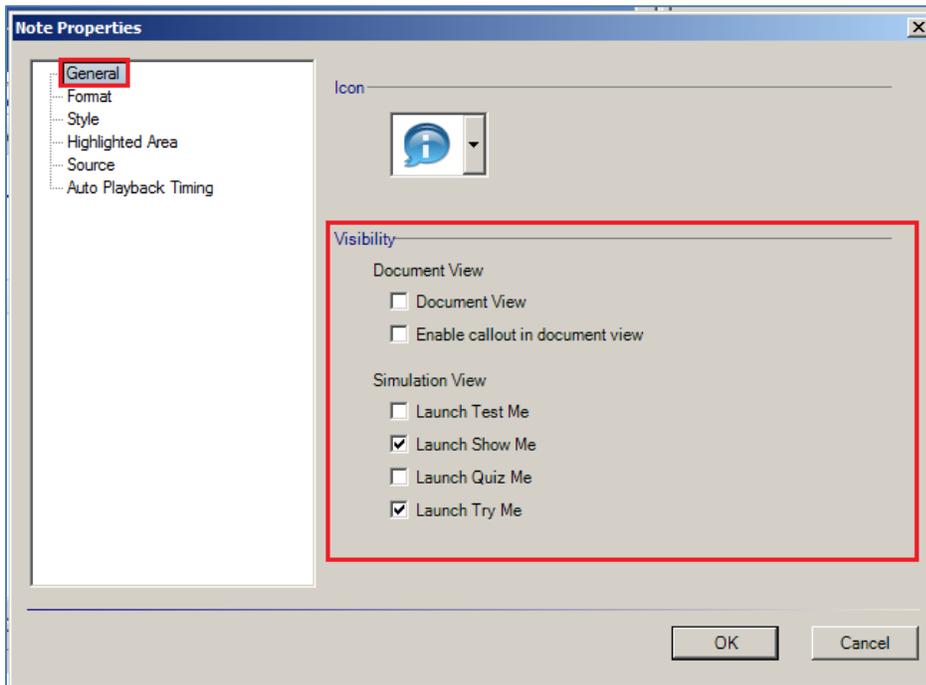
Controlling Note Visibility

Because a single recording is published to multiple output modes, you must be able to 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 on 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.

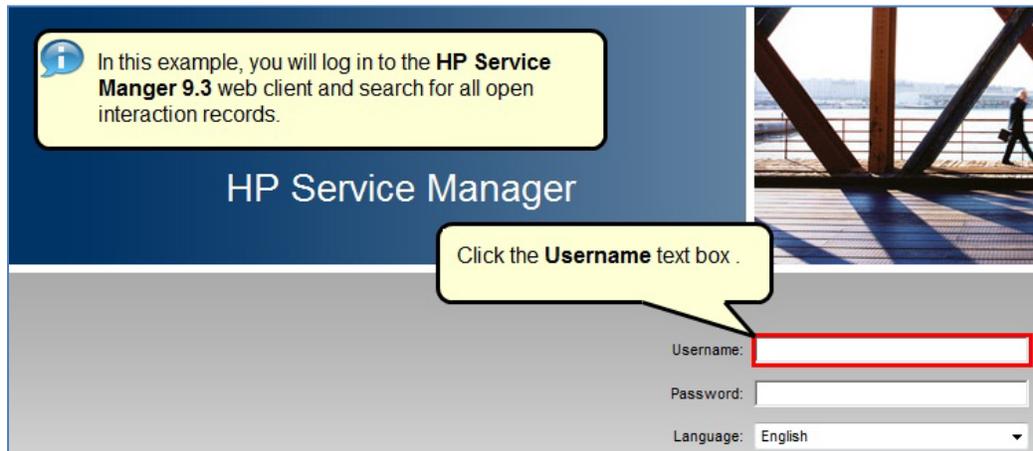
Note	Document View	Simulation View
Note	Yes	Show Me (Demonstration)
Highlighted Note	Yes	Show Me (Demonstration)
Show Me Note	No	Show Me (Demonstration)
Try Me Note	No	Try Me (Practice Lesson)
Assessment Note	No	Test Me and Quiz Me (Graded and Non-graded Assessment)
Test Me Note	No	Test Me (Graded Assessment)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

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 notes are not displayed on top of one another.

Synchronize Note Timing

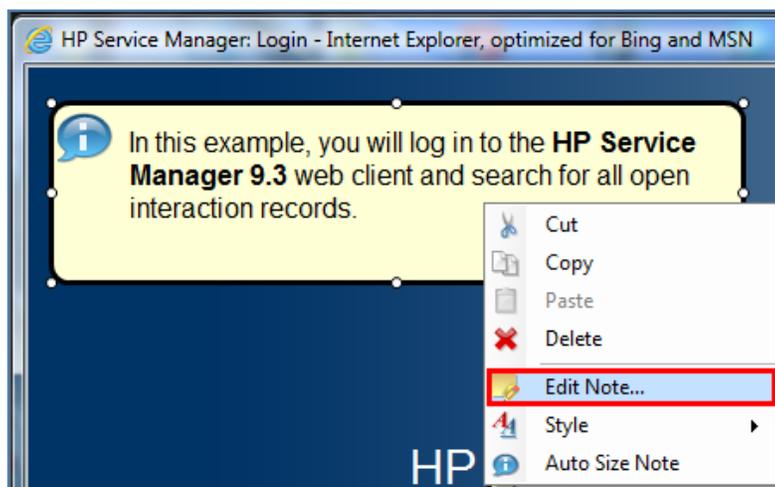
When you add an informational note to the Show Me (demonstration) output mode, you must ensure that the informational note is timed so that it displays *before* the action note. For example, you do not want two notes displaying at the same time.



Please follow the steps below to synchronize the timing of the informational note and the action note:

Step 1: Edit Informational Note Properties:

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

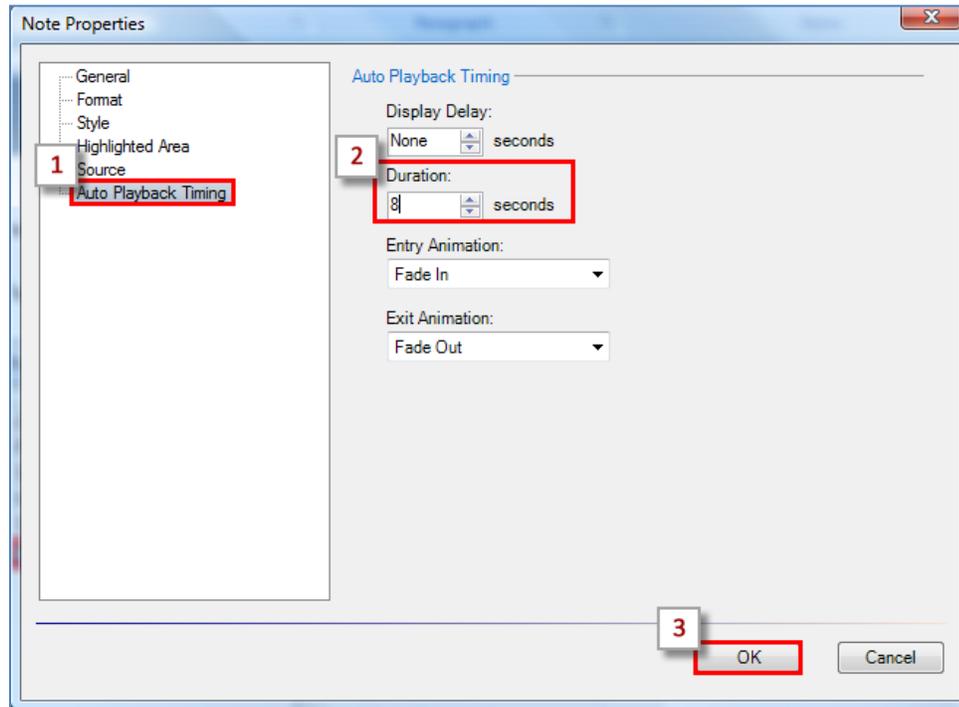


From the **Note Properties** window:

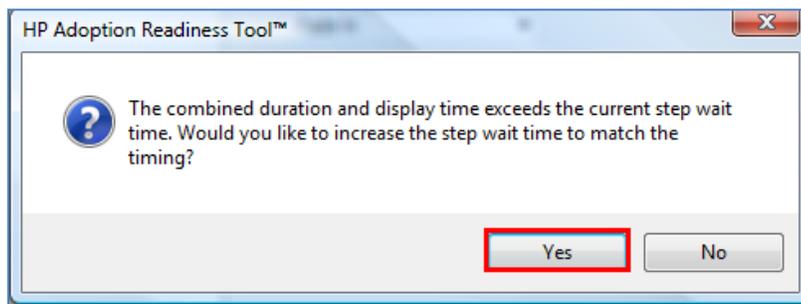
1. Select **Auto Playback Timing** from the left menu.
2. Set the desired **Duration**.

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.



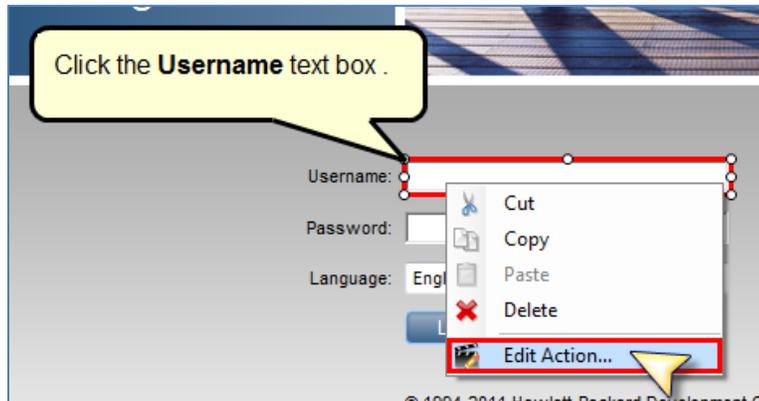
After you click the **OK** button, you are prompted with a message asking for confirmation that you want to increase the total step time to match the new settings. Click the **Yes** button.



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.

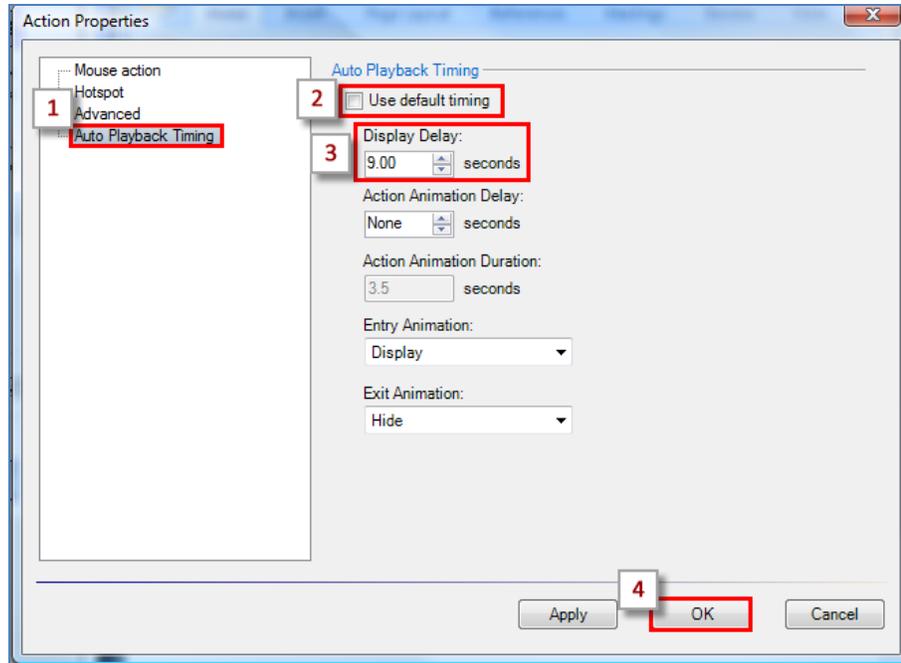
Right-click on the **red rubber band** of the Action Note and select **Edit Action**.



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 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.

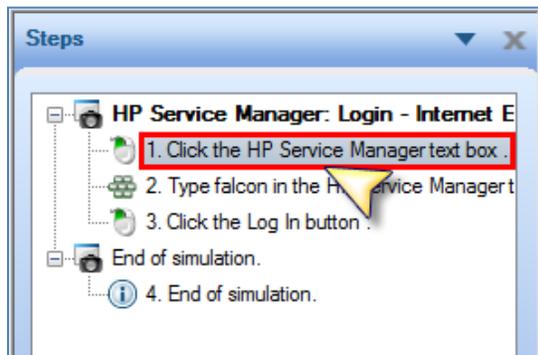


[Preview the recording](#) to ensure the correct timing has been configured.

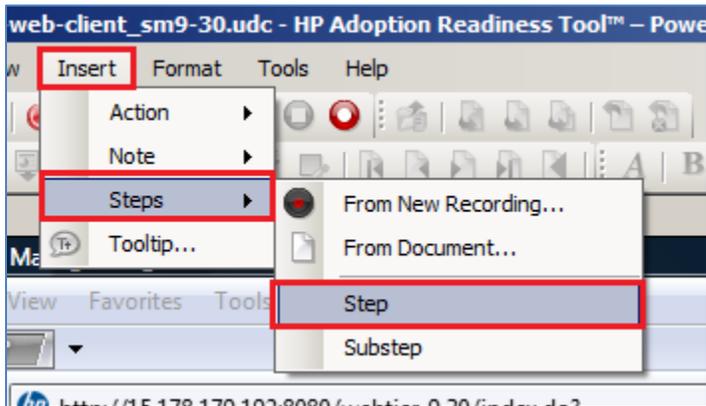
Add a Welcome Step

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.

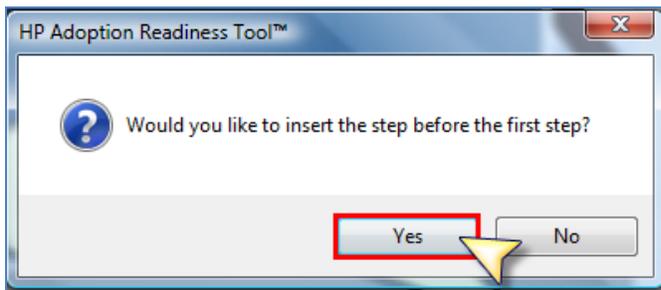
Within the **Steps** pane, click on the first step.



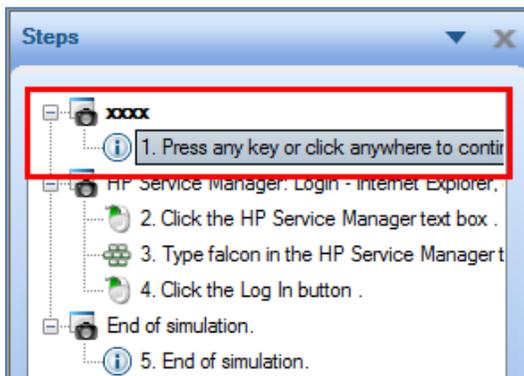
From the main menu, select **Insert** | **Steps** | **Step**.



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

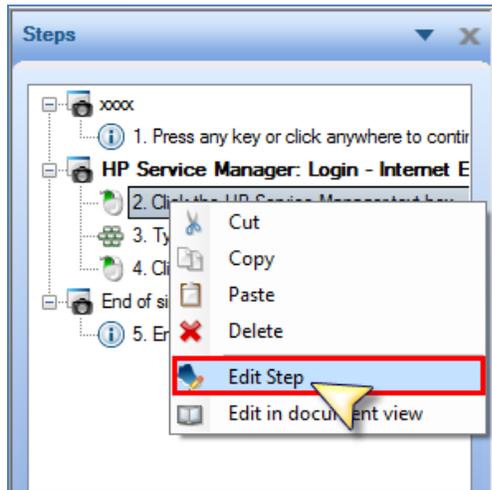


A new step is added as Step 1.



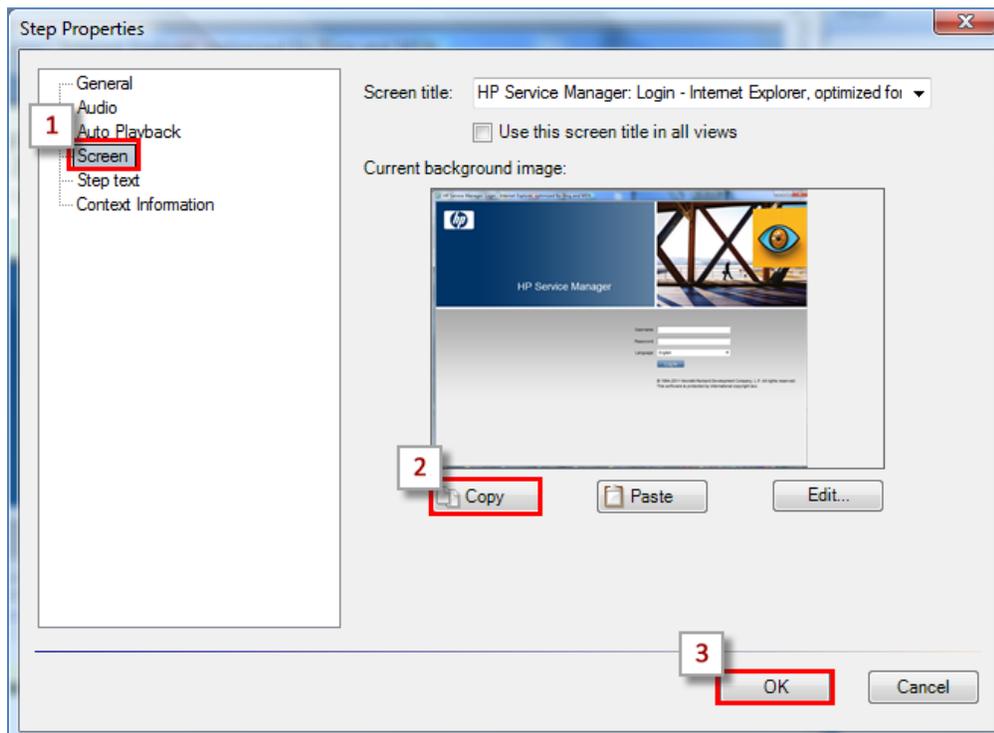
This new step is blank, meaning it does not contain a screen capture or any information. Next, copy the screen capture from Step 2 and paste it to this new step.

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

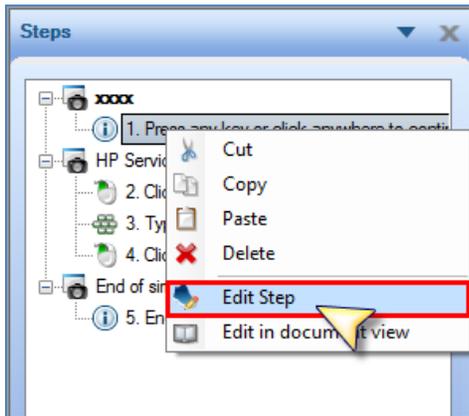


Within the **Step Properties** window, perform the following tasks:

1. Click on the **Screen** left menu item.
2. Click the **Copy** button.
3. Click the **OK** button.

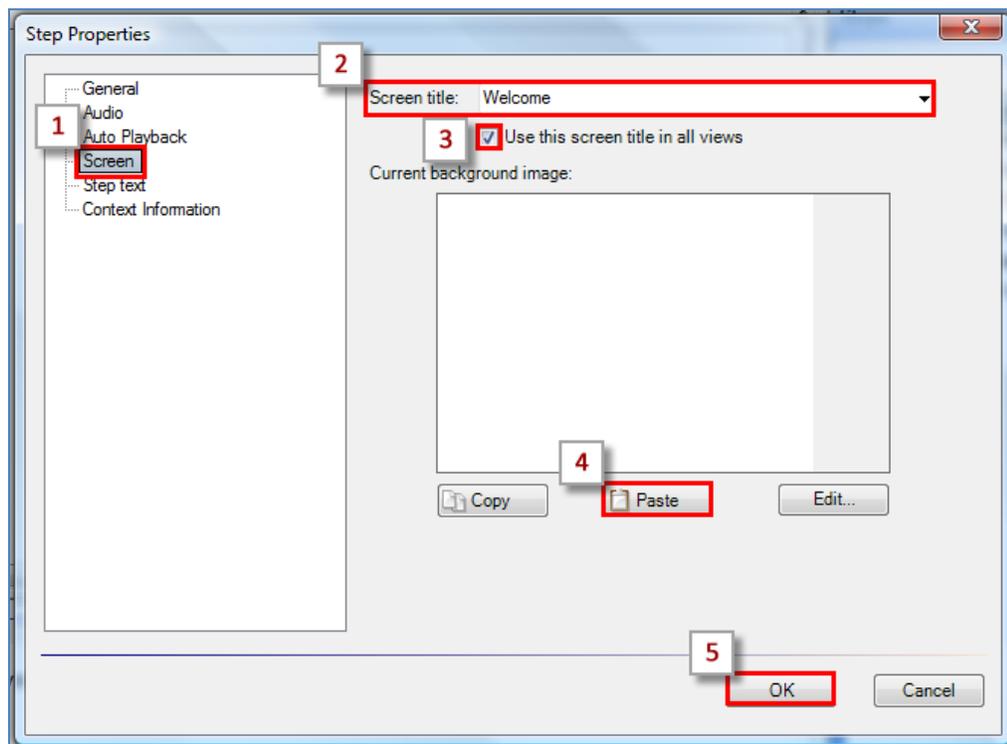


Next, within the **Steps** pane, right-mouse click on the new first step and select **Edit Step**.

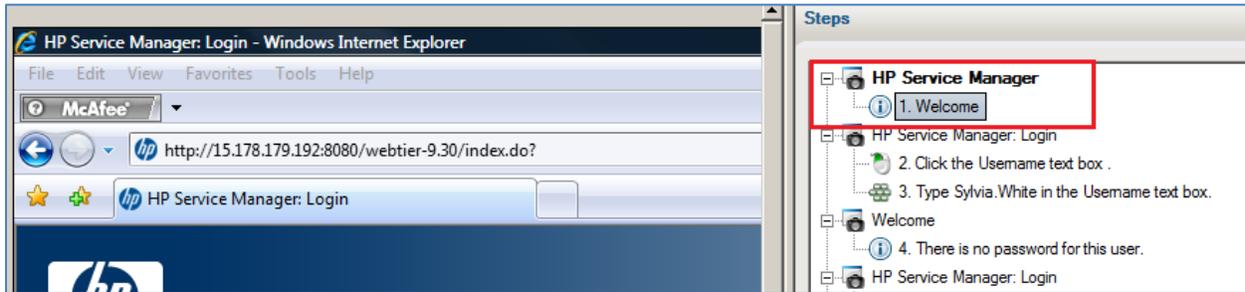


Within the **Step Properties** window, perform the following tasks:

1. Click the **Screen** left menu item.
2. Type *Welcome* within the **Screen Title** text box.
3. Click the **Use this screen title in all views** check box.
4. Click the **Paste** button.
5. Click **OK**.



The Welcome step is successfully added.



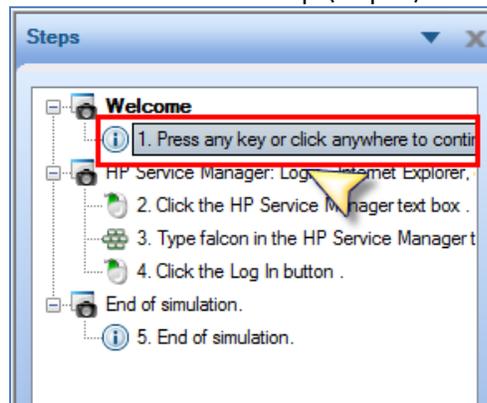
Add Show Me and Try Me Notes to the Welcome Step

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

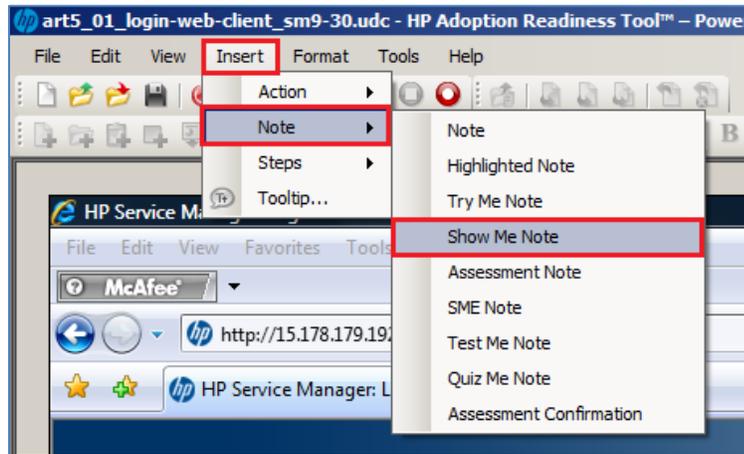
The out-of-the-box HP ART template includes notes to assist in creating the Welcome step. Please follow the steps below to add both a Show Me Note and a Try Me Note to the Welcome step.

Add a Show Me Note:

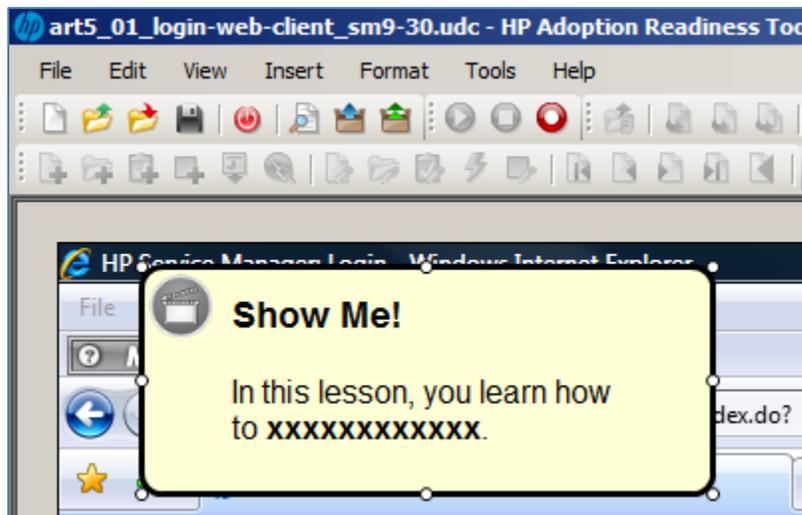
1. Select the Welcome step (step 1) from within the **Steps** pane.



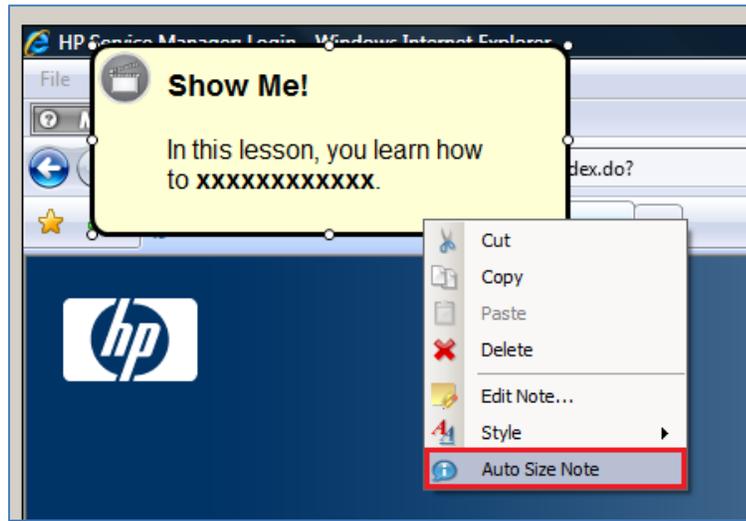
2. From the main menu, select **Insert** | **Note** | **Show Me Note**.



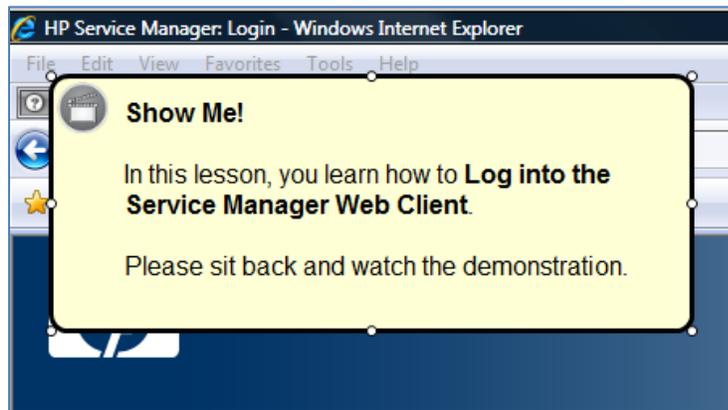
3. The **Show Me** note is displayed in the upper left of the window.



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

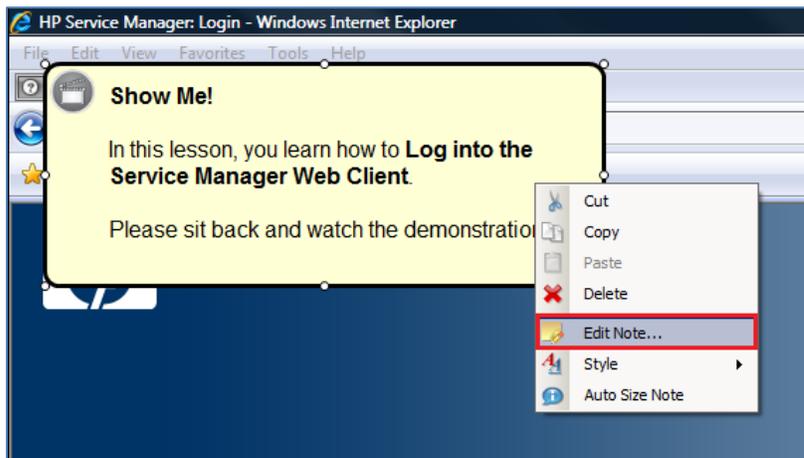


- Replace the xxxxxxxx with the **task title** of the simulation. Also, please resize the *width* of bubble to reduce the number of lines to ease readability.



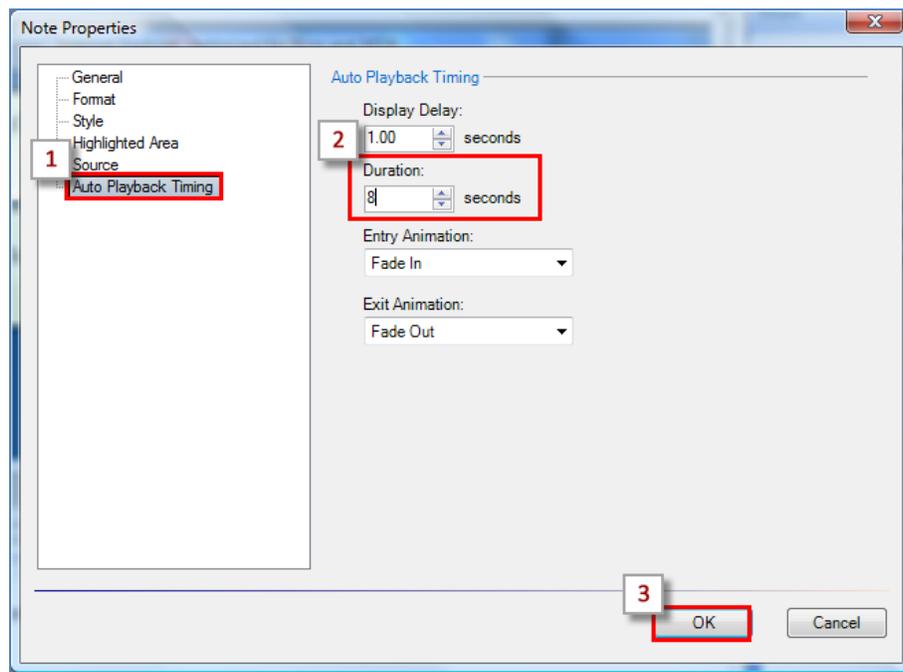
Because this note is configured to display during the Show Me (demonstration) mode, you must adjust the timing so that the learner has a chance to read the information before the simulation auto-advances to the next step.

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



Within the **Note Properties** window:

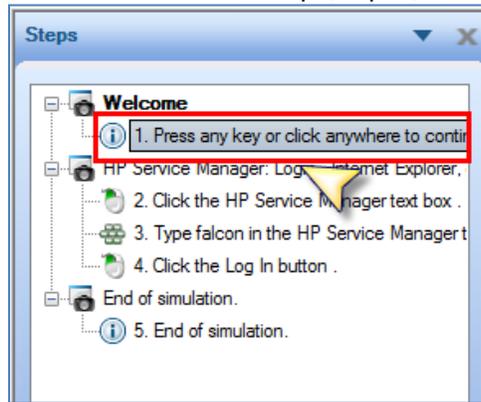
1. Select **Auto Playback Timing** from the left menu.
2. Set the **Duration** to **8**.
3. Click the **OK** button.



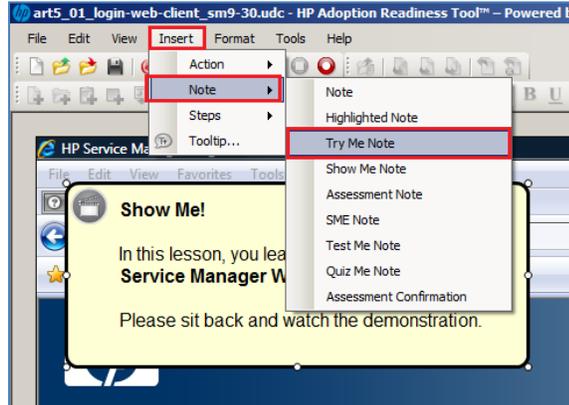
Add a Try Me Note:

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.

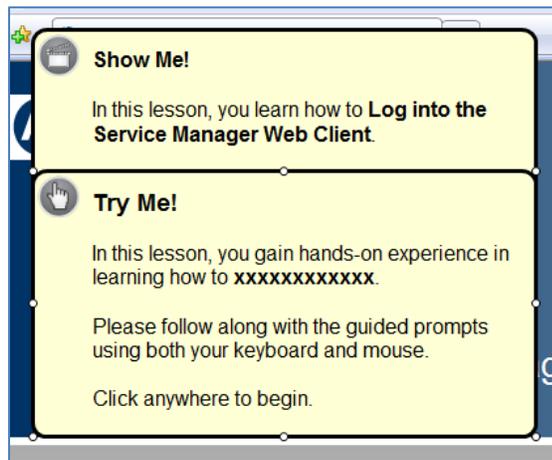
1. Select the Welcome step (step 1) within the **Steps** pane.



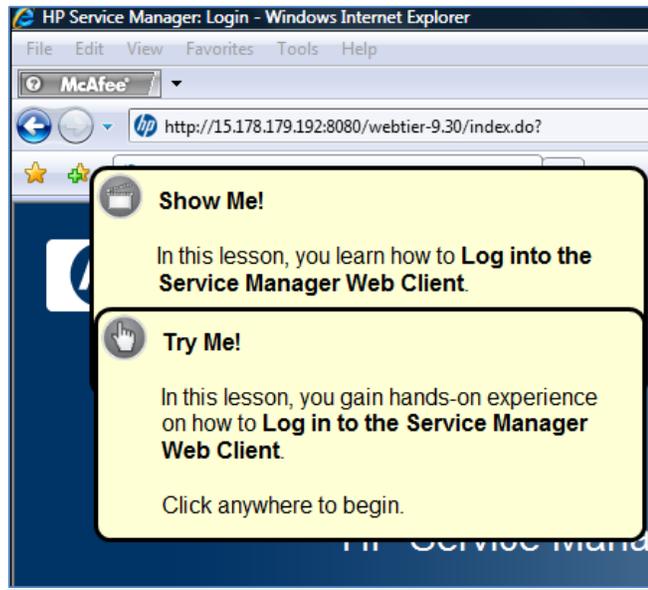
2. From the main menu, select **Insert** | **Note** | **Try Me Note**.



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



3. Because the notes are displaying 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.
4. Replace the xxxxxxxx with the **task title** of the simulation and adjust the note size so it matched that of the Show Me Note.



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

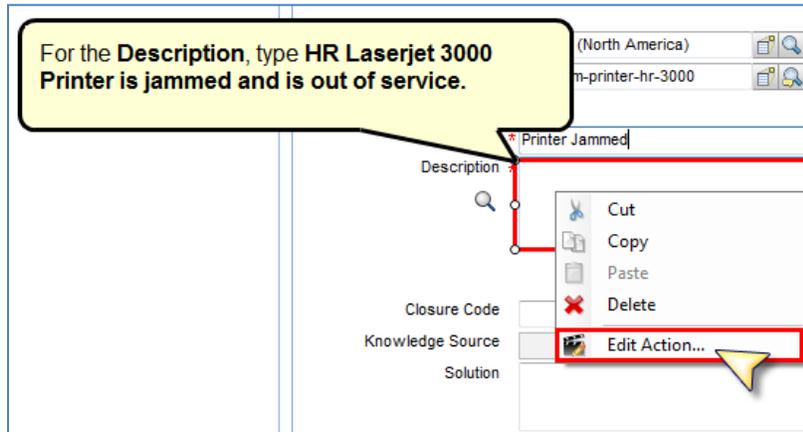
About Action Types

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

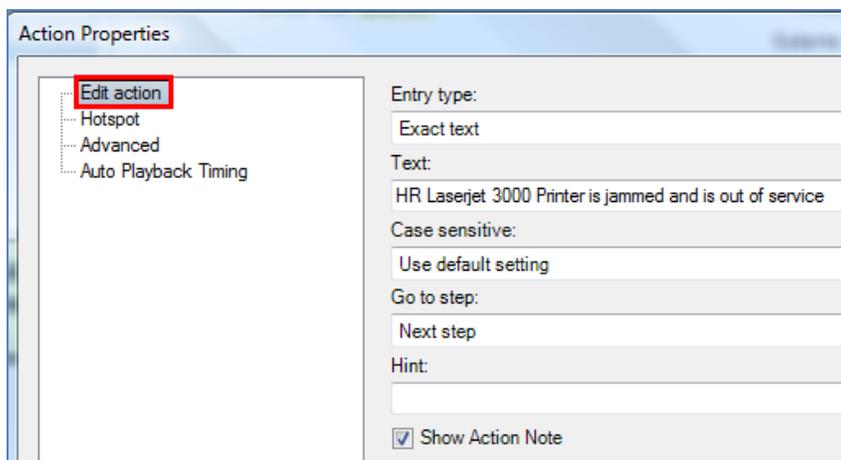
- **Mouse:** Left-Click, Double Left-Click, Right-Click
- **Edit:** Exact Text, Free Text, Regular Expression
- **Key:** ESC, F1-F2, 0-9, etc.
- **Drag-Drop:** Point A, Point B

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 on the red rubber band and select the **Edit Action...** menu item.



The **Action Properties** window is displayed. The example below is showing the properties for the **Edit** action.



There are several fields that can be modified for this action type, depending on the desired 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.
- **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.

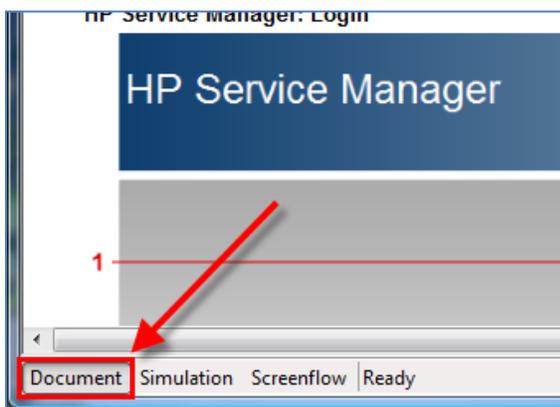
About HP ART Documents

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.
- **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.

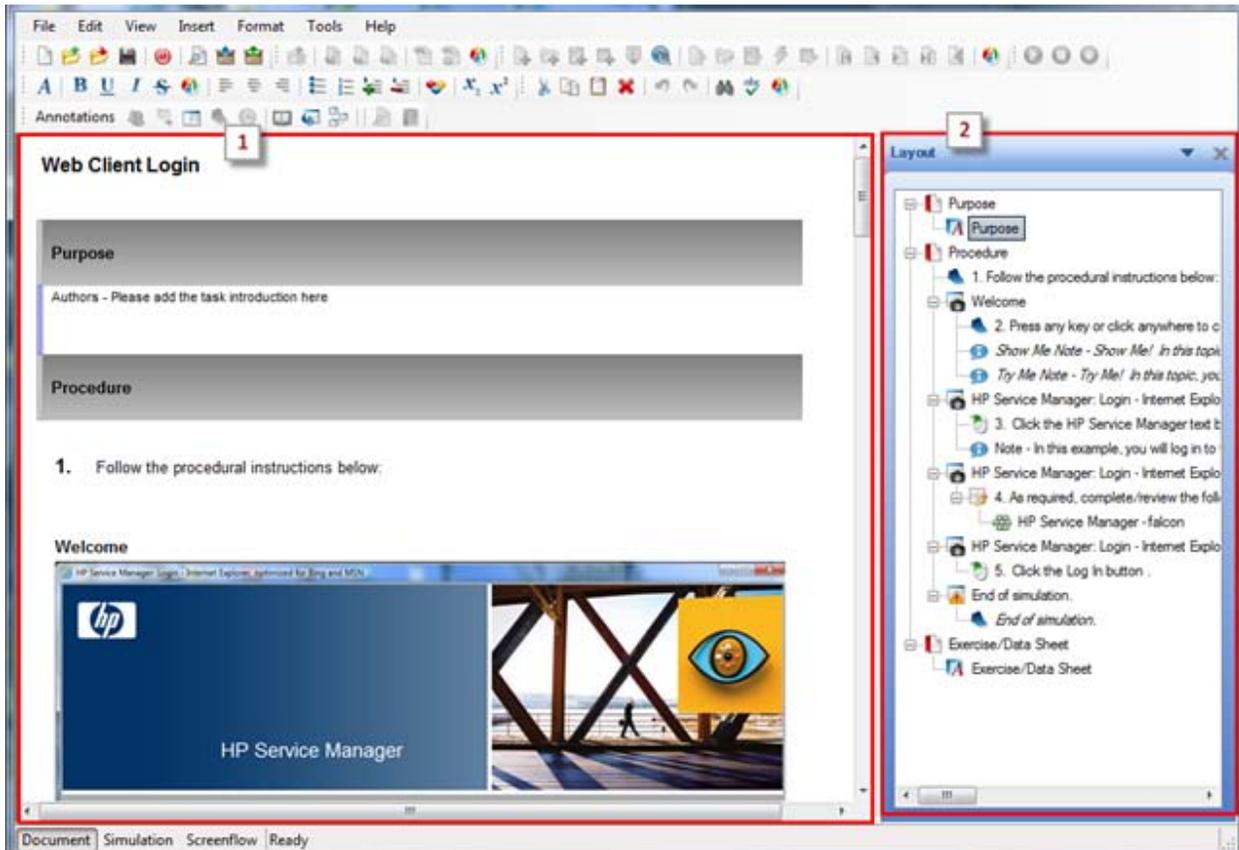
You can access the source of the document within the **Document** tab in the lower left of the HP ART editor.



There are 2 panes within the document editor:

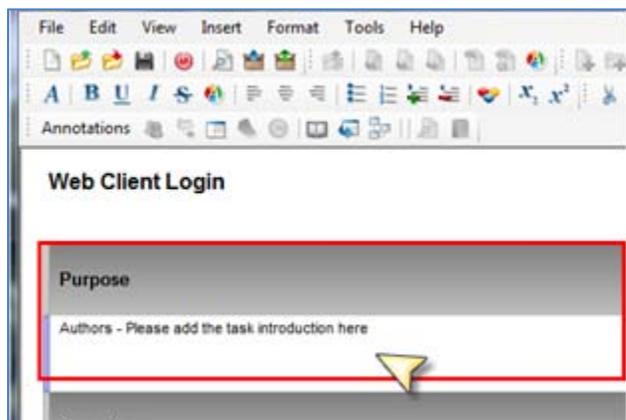
1. **Editor Pane:** Contains all of the text and screen captures for the recorded task.

2. **Layout Pane:** Displays each section and step within the document.

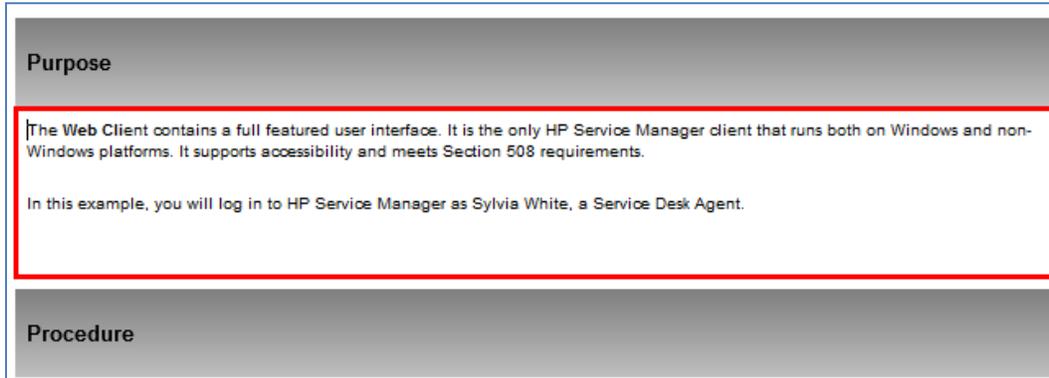


The Purpose Section

The first section of all documents is the **Purpose** section. It is used to introduce the task to the learner. The HP ART template auto-populates default text in this section to remind authors to add introduction information.

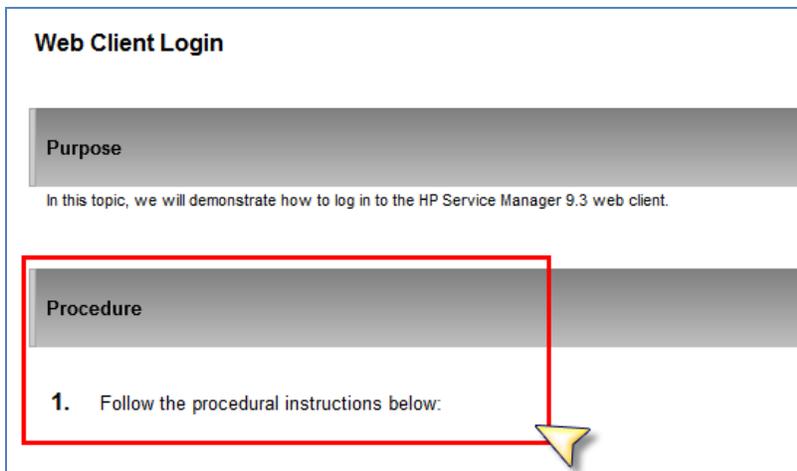


The first step in editing a document is to replace this default text with the task introduction. This is done by typing within the editor window, similar to any word processing application.



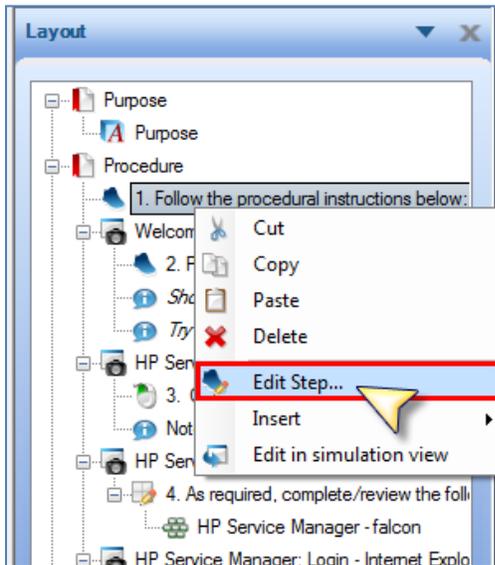
The Procedure Section

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

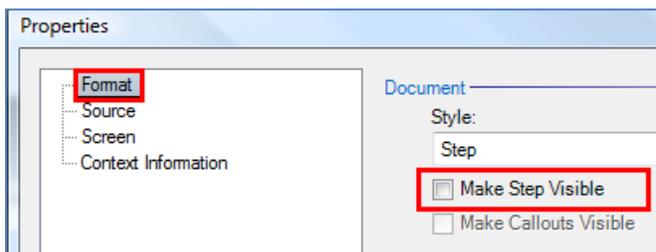


Hiding a Step from a Document

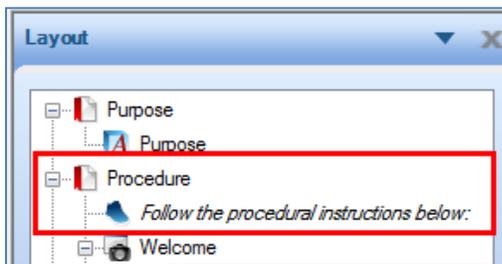
By default, all steps of the recorded task are included in a document. To hide an individual step from the document, right-click on the step number within the **Layout** pane and select **Edit Step...**



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

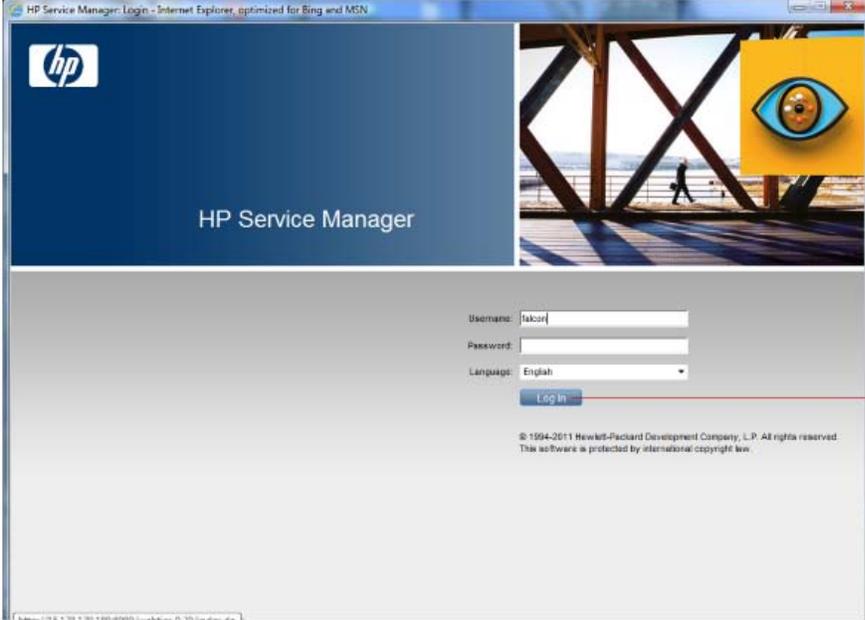


The step is removed from the document within the **Editor** pane and within all published documents. Note that the step still resides in the **Layout** pane, though it is displayed in italics, indicating that it is a hidden step.



Adjust Screen Capture Size

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

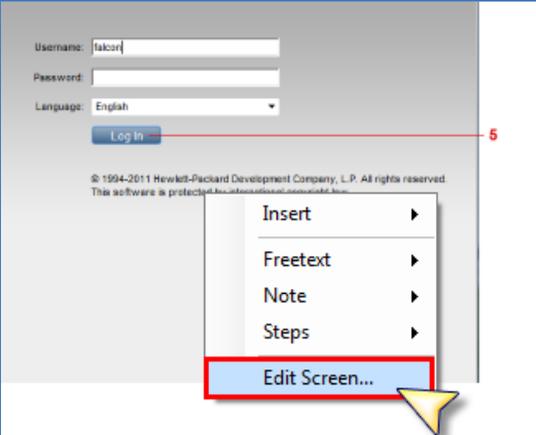


The screenshot shows the HP Service Manager login page. At the top left is the HP logo. To the right is a large image of a person walking on a pier with a large eye graphic overlaid. Below the image are login fields for Username (with 'takorj' entered), Password, and Language (set to English). A blue 'Log In' button is positioned below these fields. A red horizontal line extends from the right side of the 'Log In' button to the right edge of the screenshot, with the number '5' at its end.

5. Click the **Log In** button .

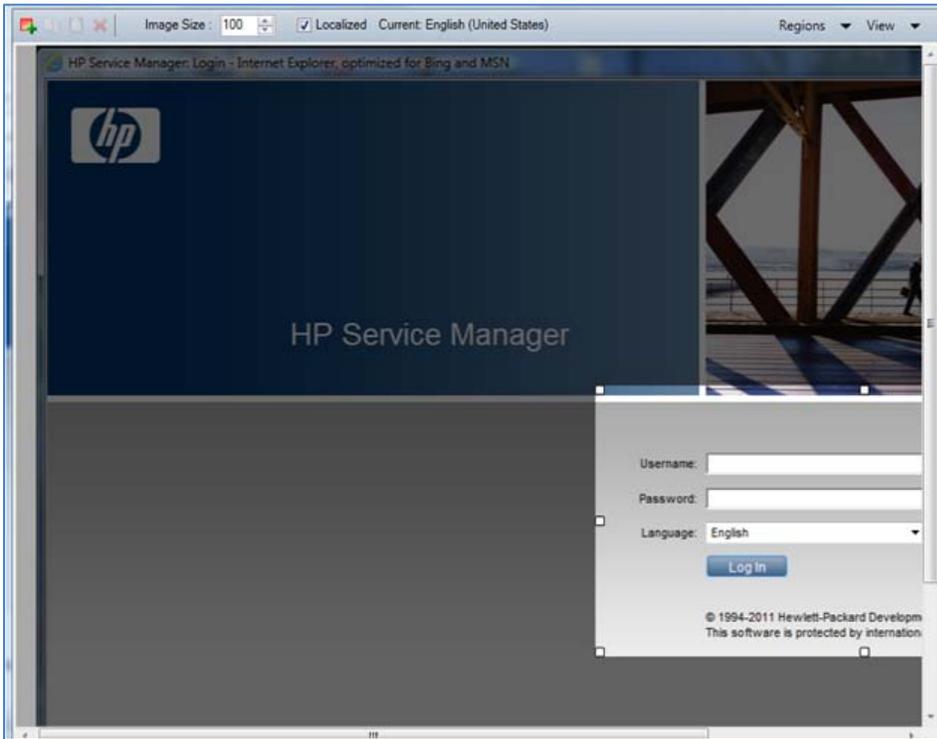
You can crop the screen capture so that only the area of interest is displayed.

Right-click on the screen capture within the editor pane and select **Edit Screen**.



This is a close-up of the screenshot from the previous image, focusing on the login fields and the 'Log In' button. A right-click context menu is open over the 'Log In' button. The menu items are: Insert, Freetext, Note, Steps, and Edit Screen... The 'Edit Screen...' option is highlighted with a red rectangular border. A yellow mouse cursor arrow points to the 'Edit Screen...' option.

The **Edit Screen...** window is displayed. Use the **resize handlers** 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.

HP Service Manager: Login

Username:

Password:

Language:

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This software is protected by international copyright law.

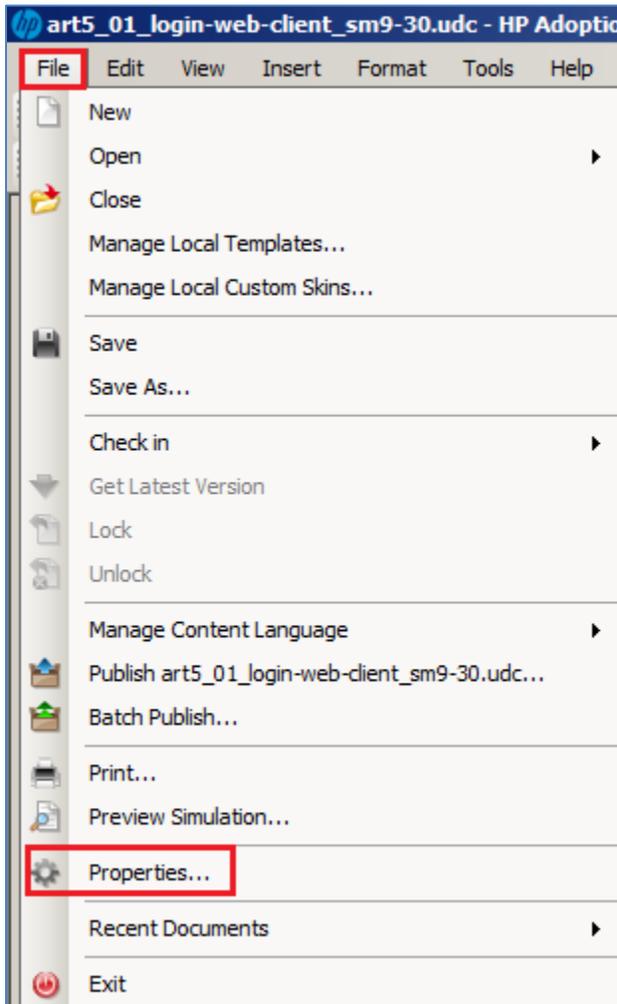
5. Click the **Log In** button

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.

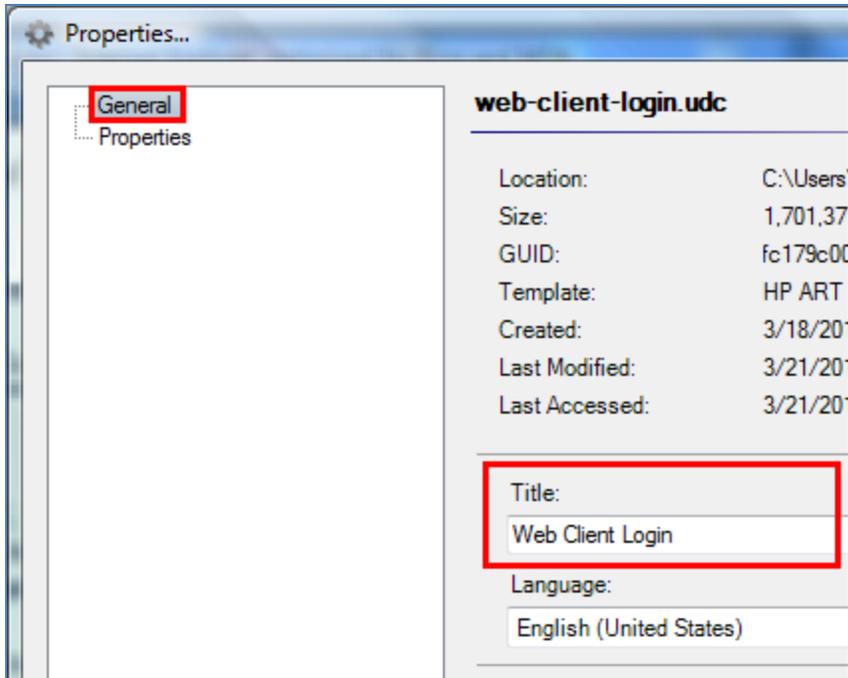
Set Recording Properties

When you have finished editing a recording, it is important to set the recording file properties. The file properties are used when building the course website.

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

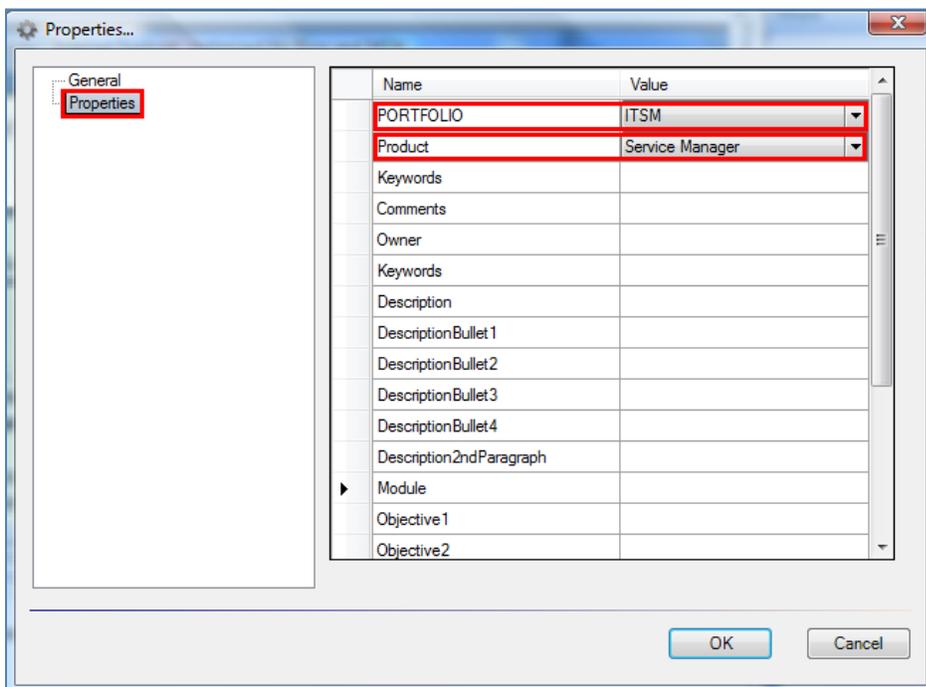


Within the **General** pane, enter the **Title** of the document. The title is displayed at the top of your published document, as well as on the website for all simulation output modes and document types that are included for the recording.



Within the **Properties** pane, select the following values:

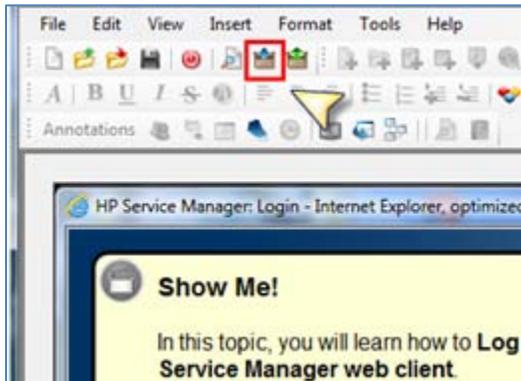
- **Portfolio:** Name of the HP Portfolio associated with the product.
- **Product:** Name of the application or product.



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.

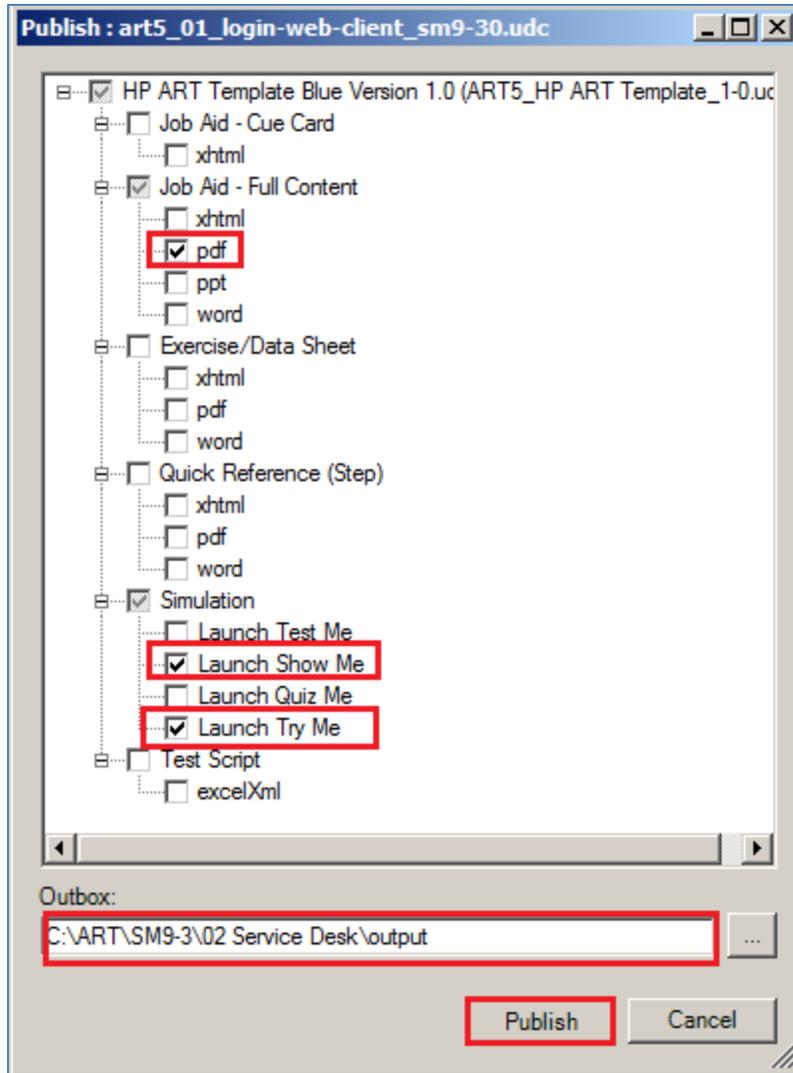
Publish a Recording

To publish a recording, click the **Publish** toolbar icon.

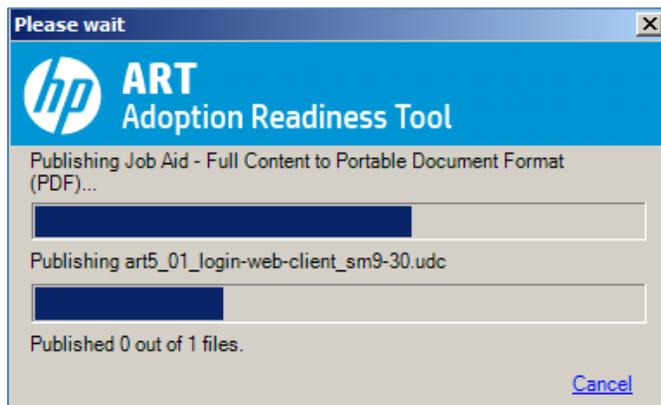


The **Publish** window is displayed. Here, you can select exactly which output modes you want to publish. Notice that all of the available document and simulation output modes are listed.

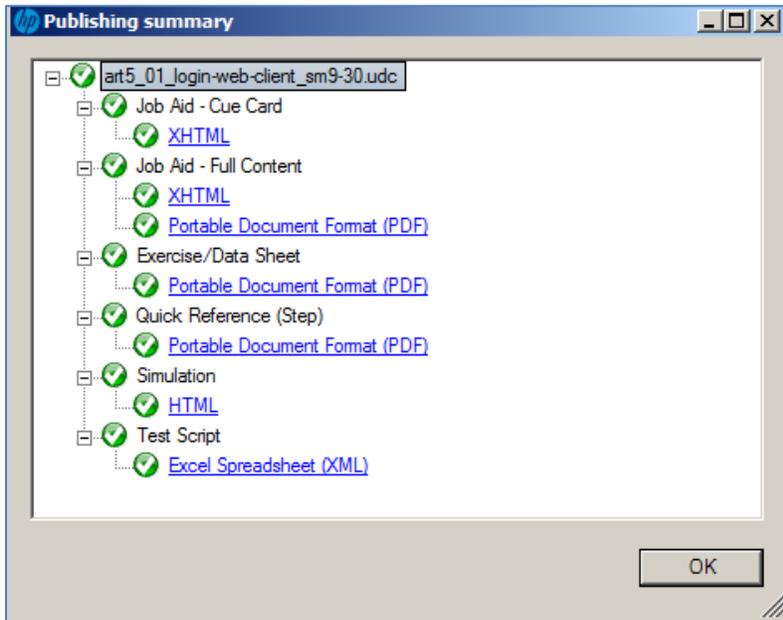
1. Use the **checkboxes** to select the desired output modes.
2. Browse to the desired **Outbox** location.
3. Click the **Publish** button.



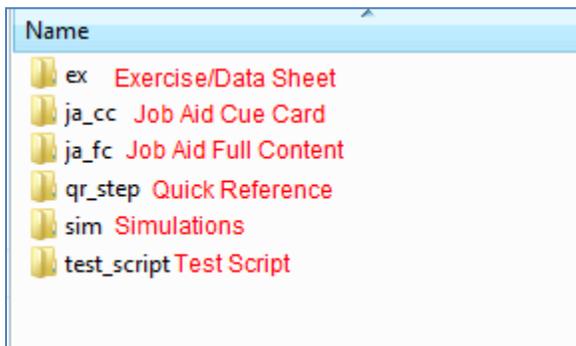
A **progress** window is displayed showing the publishing status.



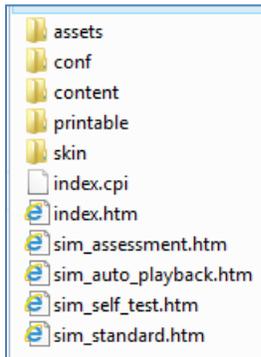
When finished, you are prompted with the **Publishing summary** window with links to each of the selected output modes. You can view each output mode by selecting the associated link.



Note that all published files can be located within your saved output 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.



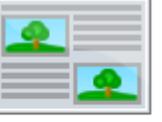
HP ART COURSES

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:

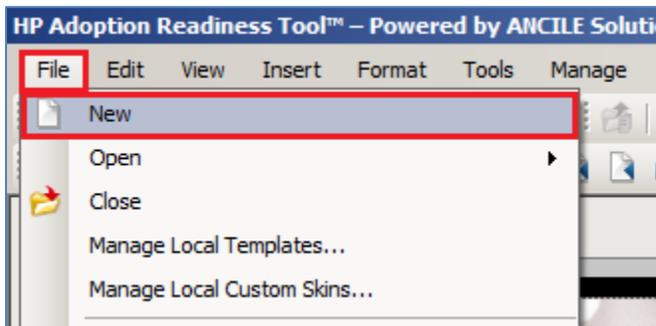
- **Content Stencils:** Used for pages containing only text and graphics.
- **Multimedia Stencils:** Used for pages containing text and embedded multimedia (.swf, .mov, .avi)
- **Simulation Stencils:** Used for interactive pages that will launch Show Me, Try Me, Quiz Me, and/or Test Me simulations.
- **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	 Standard - Full	 Standard - Half - Bottom	 Standard - Half - Left	 Standard - Half - Right	 Standard - Half - Two Image - Bottom
	 Standard - Half - Two Image - Left	 Standard - Half - Two Image - Right	 Standard - Image	 Standard - Image Diagonal - Left	 Standard - Image Diagonal - Right
Multimedia Stencils	 Standard - Flash	 Standard - Video	 Standard - Video - Half - Left	 Standard - 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
	 Multiple Choice	 Multiple Choice - Half	 Hotspot - Single	 Multiple Correct	 Multiple Correct - Half

<p>Branching Stencils</p>	 <p>Branching</p>				
----------------------------------	--	--	--	--	--

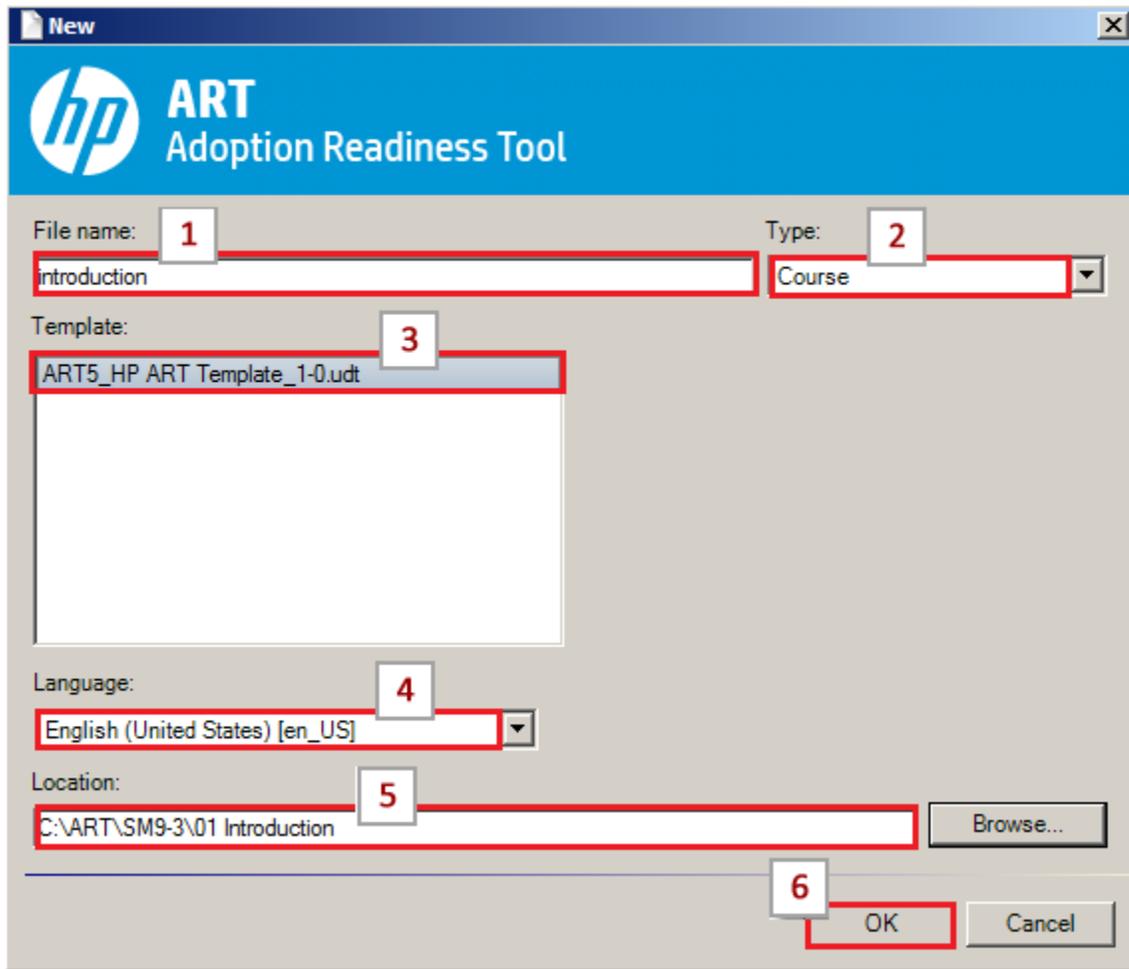
Create a New Course

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

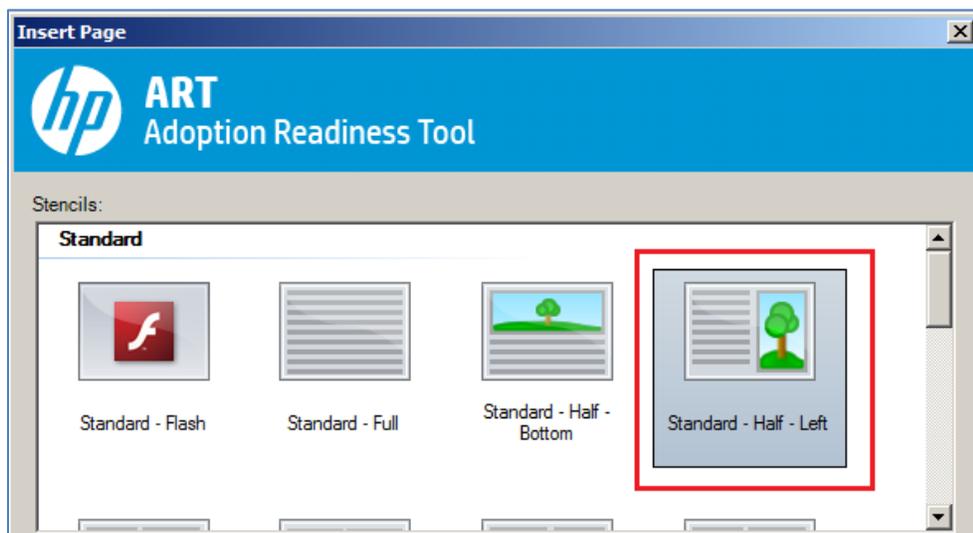


From the **New** window, select the following values:

1. **Filename:** The name of the course. Please do not use spaces or capitalization.
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.

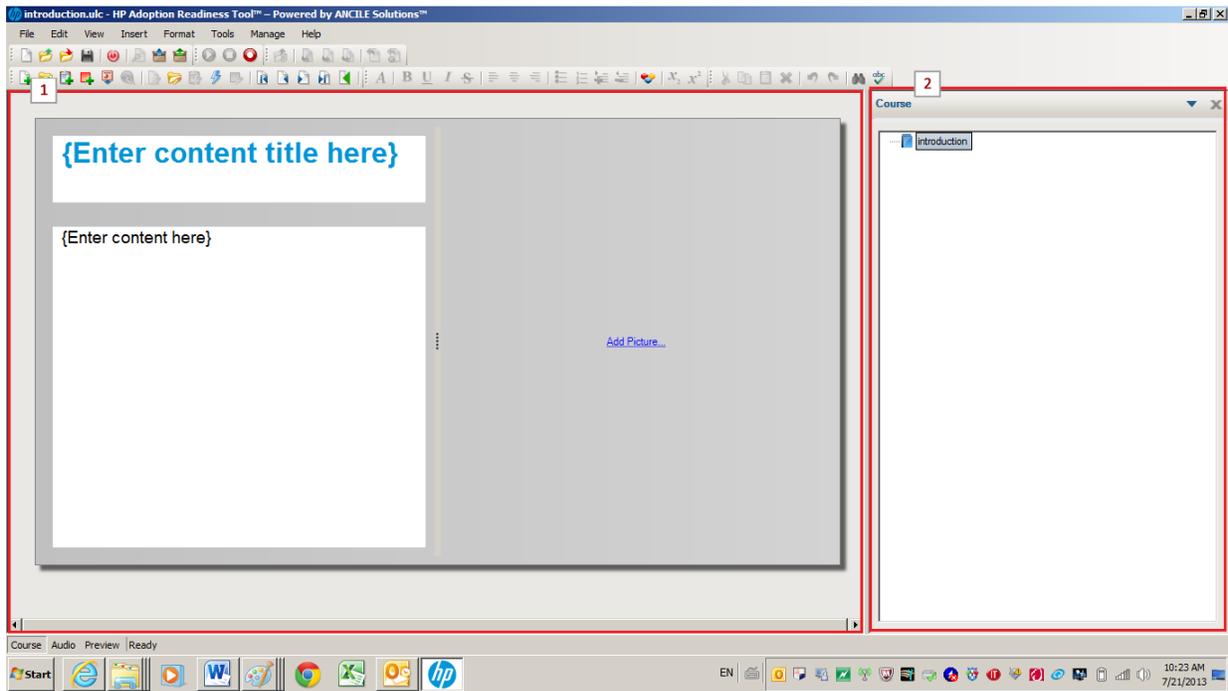


The **Select Introduction Page Stencil** window is displayed. Select the desired stencil to be used for the root page of the course.



The HP ART editor opens with the root page displayed. There are two panes in the course editor window:

1. The **Edit** pane: Contains page blocks used to design the page.
2. The **Course** pane: Contains a list of all course pages. Used to organize and view all lessons and pages within the course.



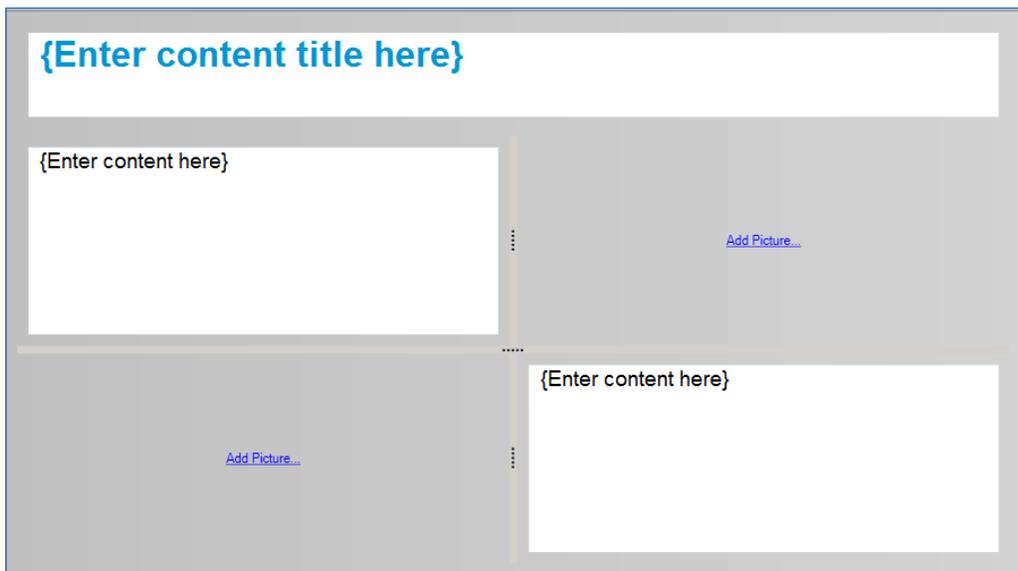
Working with Content Stencils

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.

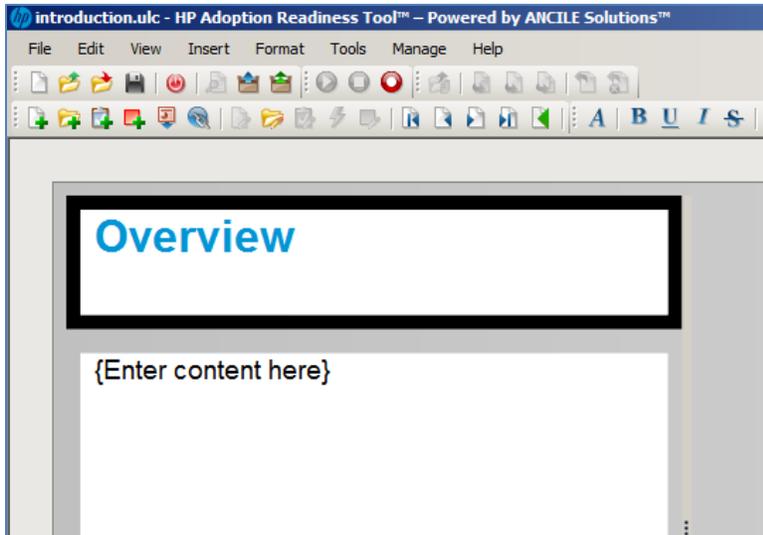


Some stencils have multiple block types on a single page. For example, the *Standard Image Diagonal Left* stencil below has 2 content blocks and 2 picture blocks:

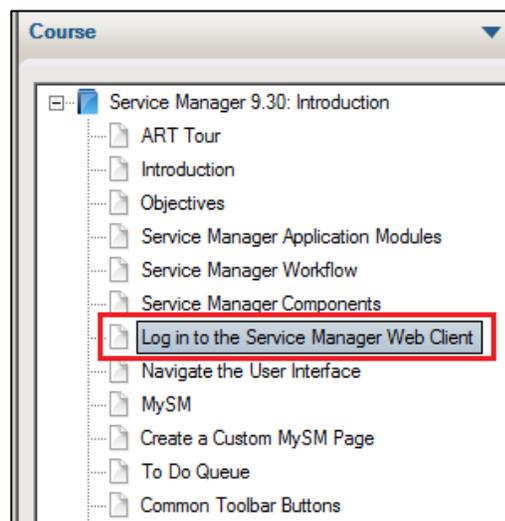
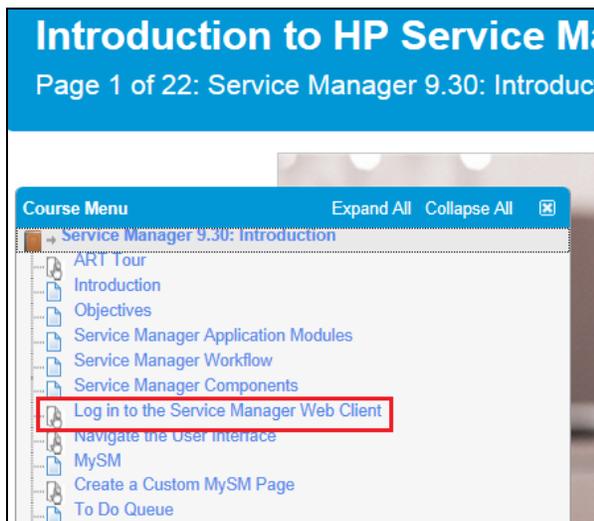


Add Content Title

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 in any way.

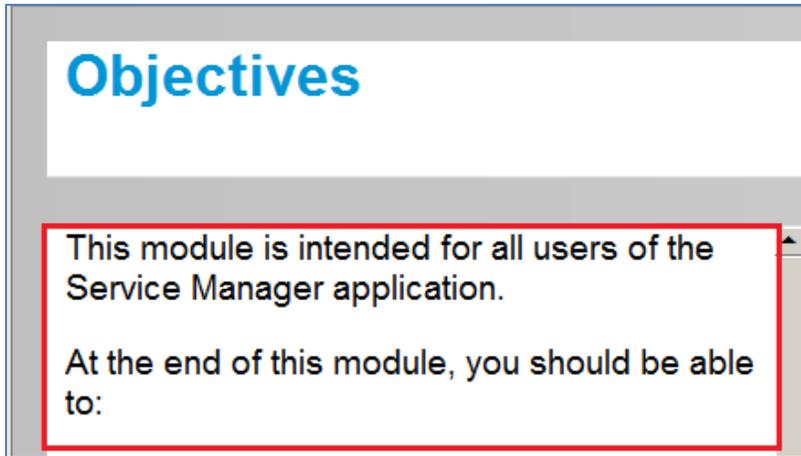


Important Note: The page title that appears in the published course navigation is controlled by the **Course** pane in the editor, not by the page title placed in the content title block.

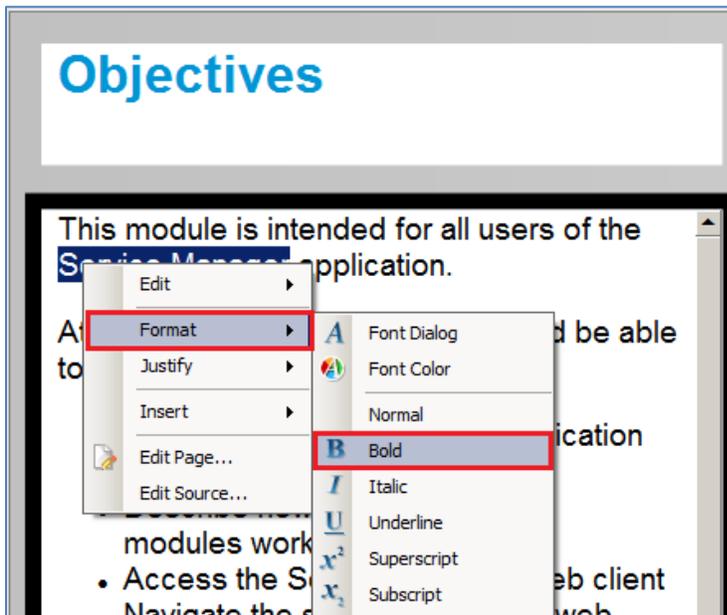


Add Informational Content

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.



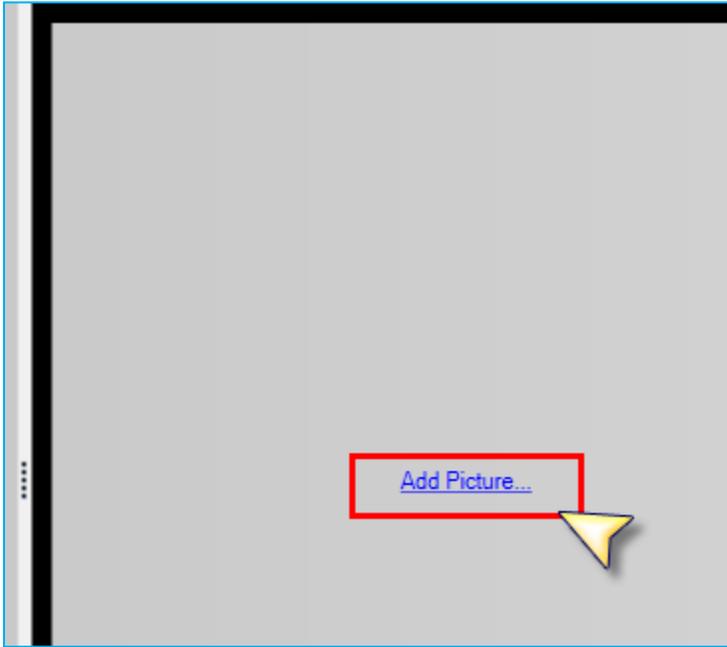
To bold key words within the content block, select the desired text and right-click to access the **Format** menu.



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.



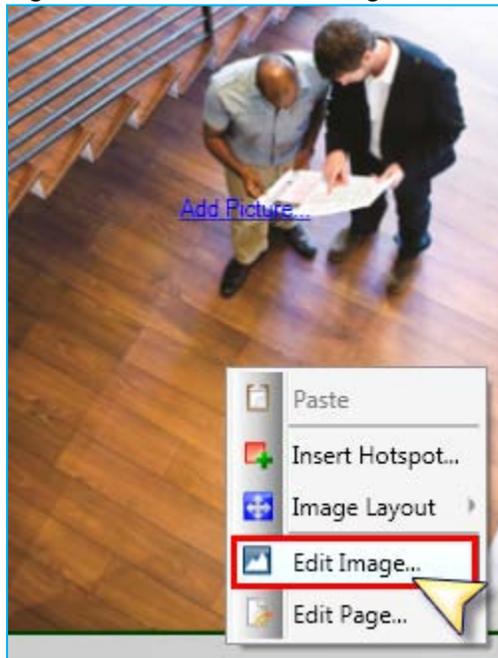
Locate the desired picture on your desktop. The picture is centered within the image block.



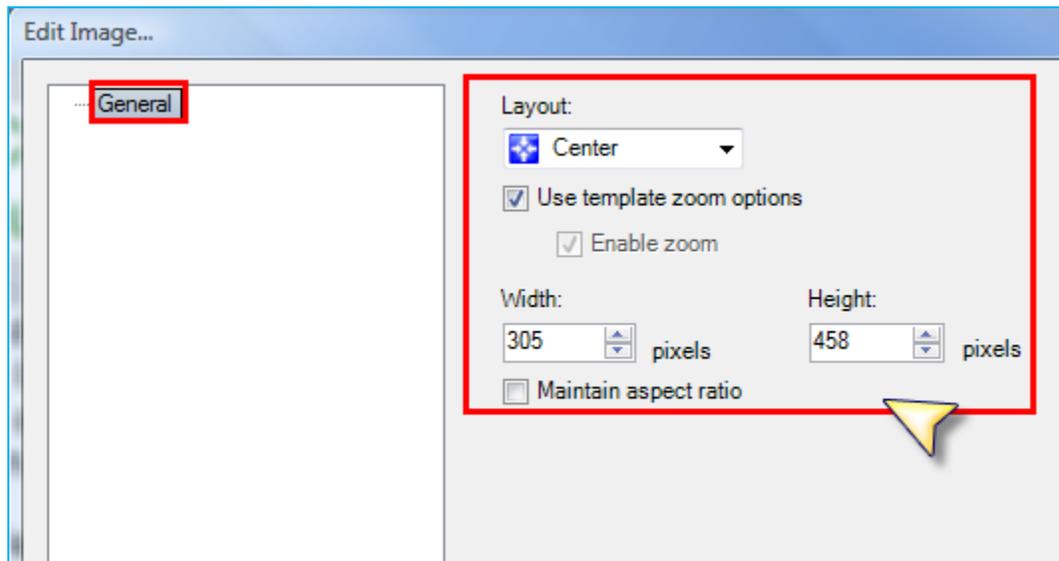
Adjusting the Image Size

There are two ways that you can adjust the size of an image once placed within the picture block:

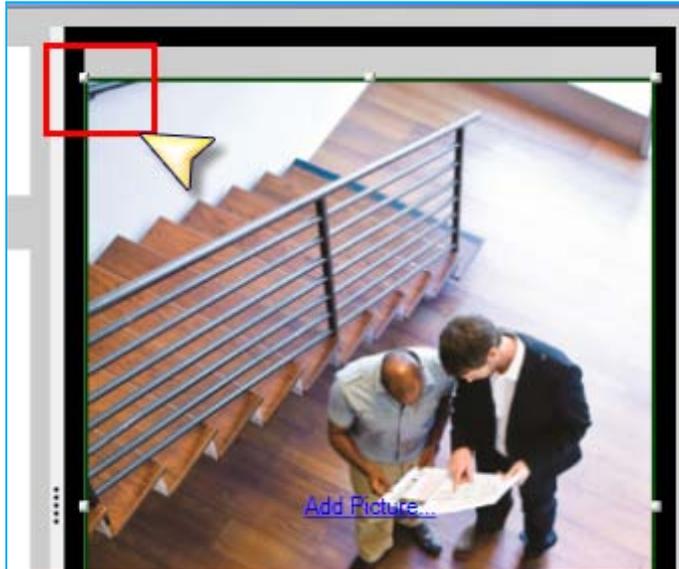
1. Right mouse click on the image and select **Edit Image**.



The **Edit Image** window is displayed. From here, you can 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.



- The second way to adjust the image size is using the **CTRL** key. Select the CTRL key and the image, and drag the corner of the image to either enlarge or shrink. Important: 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.

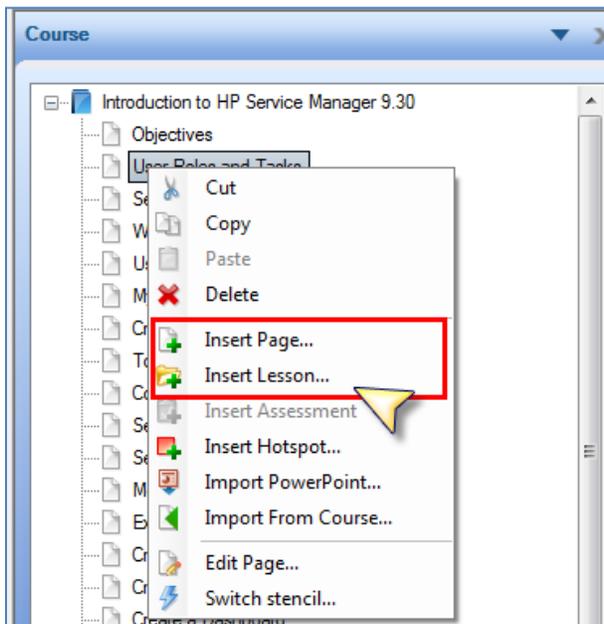


For stencils containing multiple blocks, you can control the layout sizing for each individual block.



Add a Lesson or Page

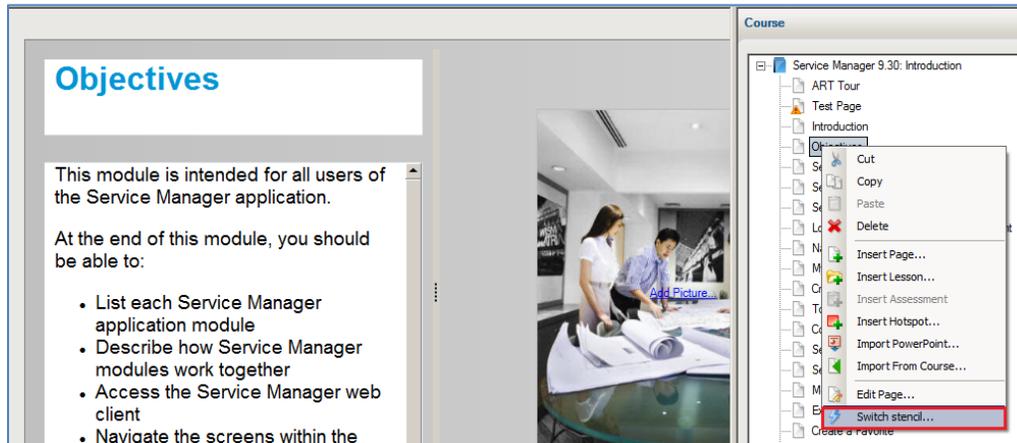
New lesson pages and course pages can be added using the right-click menu of the **Course** pane.



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 on 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** 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 example below shows a page that contains a screen capture. Hotspots have been added to highlight key fields. Each hotspot is denoted by a green arrow. When the user hovers the mouse over the hotspot image, a popup window defining the associated field is displayed.

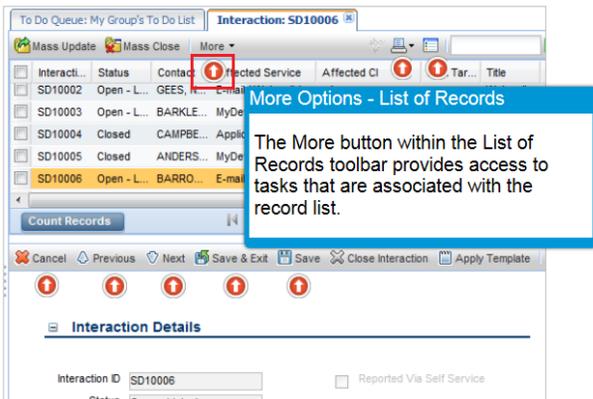
Introduction to HP Service Manager 9.30
Page 13 of 22: Common Toolbar Buttons

Common Toolbar Buttons

As you access records within Service Manager, you can use toolbar buttons to perform common tasks within the application.

The available buttons depend on your user role and the application module you are using within Service Manager.

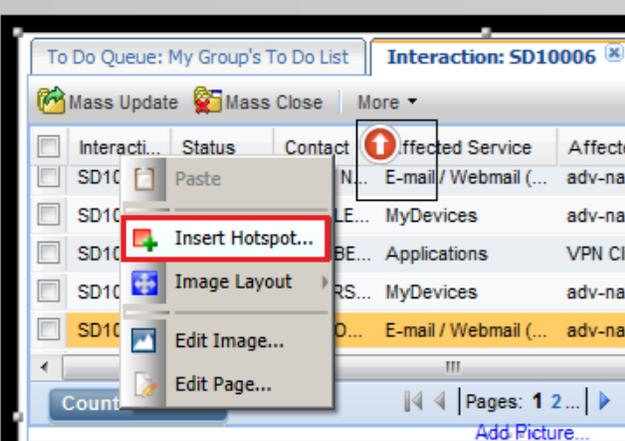
Hover over each icon to explore this topic.



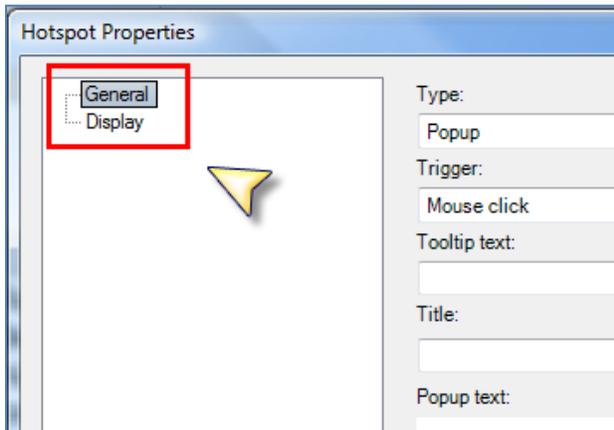
To add a Hotspot to page, right-click on the image, and select the **Insert Hotspot** menu item.

Common Toolbar

As you access records within Service Manager, you can use toolbar buttons to perform common tasks within the

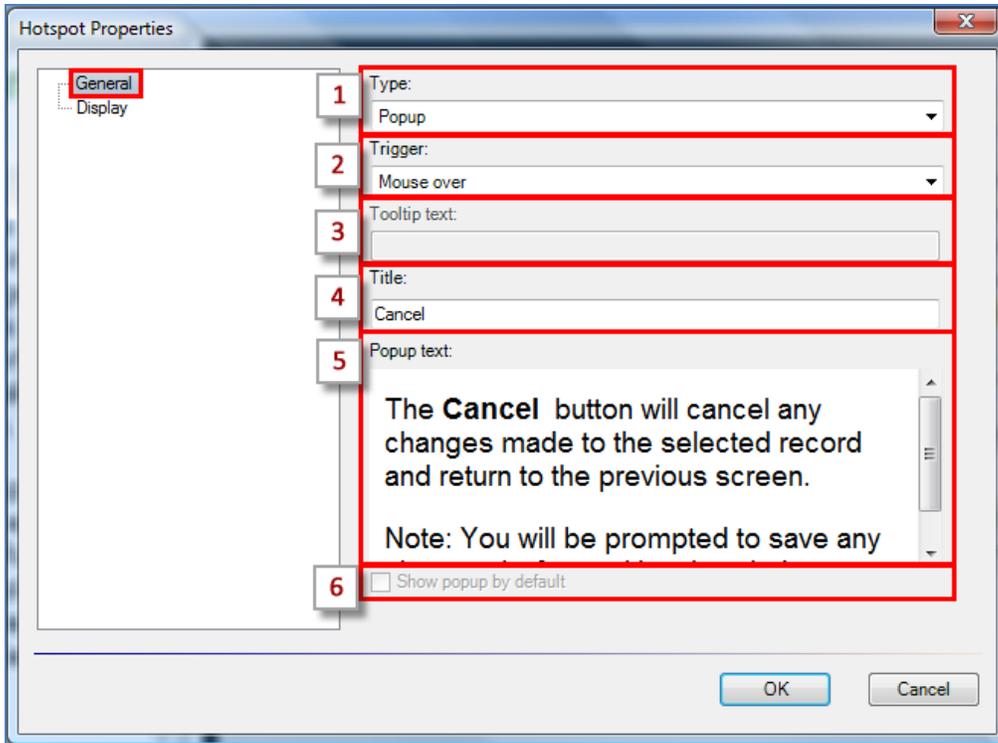


The **Insert Hotspot** window is displayed.



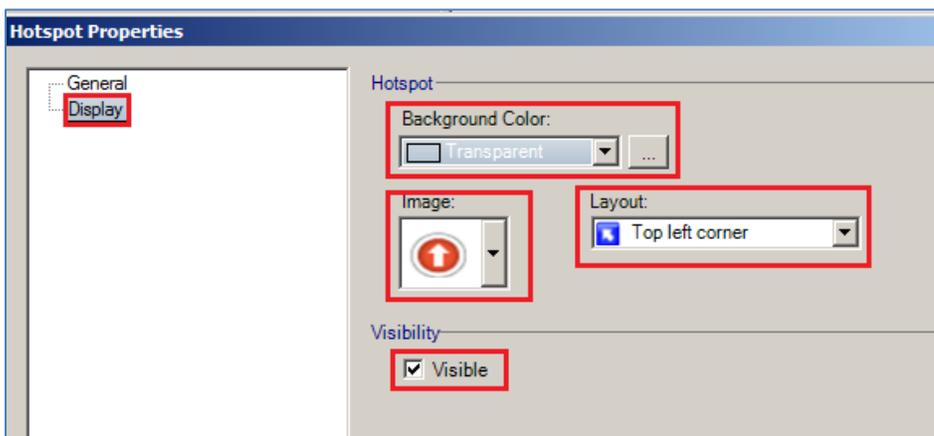
Within the **General** pane, there are several fields available for defining hotspot behavior:

1. **Type:** The action type associated with the hotspot:
 - **Popup:** Launches a popup window.
 - **Web Link:** Jumps to a URL.
 - **Page Link:** Jumps to a different page in the course.
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 popup 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 and Page Link hotspot types only.
4. **Title:** Name to be displayed at the top of the window. Used for 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 Popup window type only.



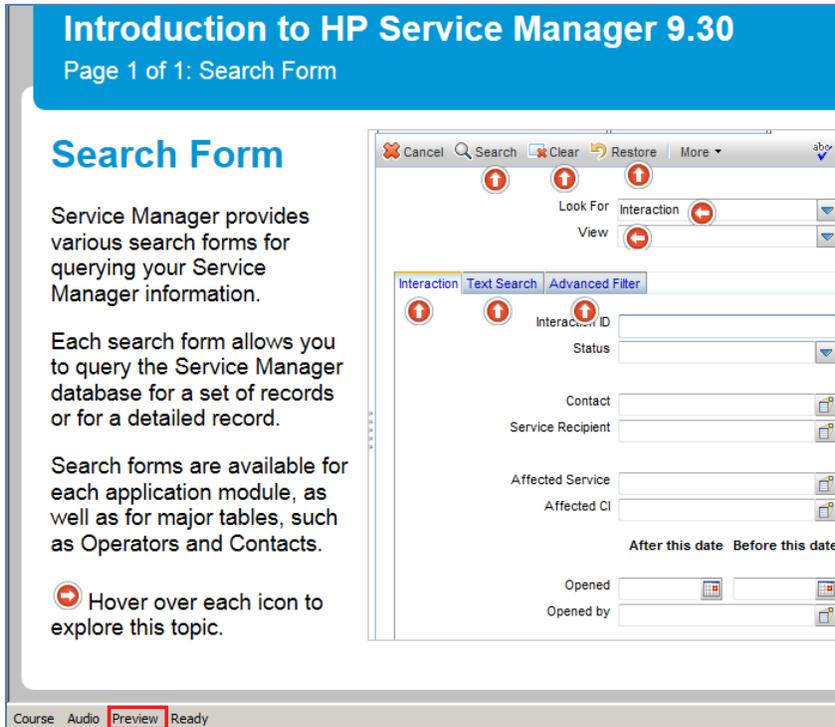
Within the **Display** pane, you can configure the appearance of the hotspot:

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 out-of-the-box 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

You can preview a course page at any time by selecting the **Preview** tab in the lower left of the editor window. This allows you to view the published page during the editing process.



Working with Simulation Stencils

The **simulation stencil** is used 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. There are two simulation stencils available:

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

Simulation



Simulation – Half-Right

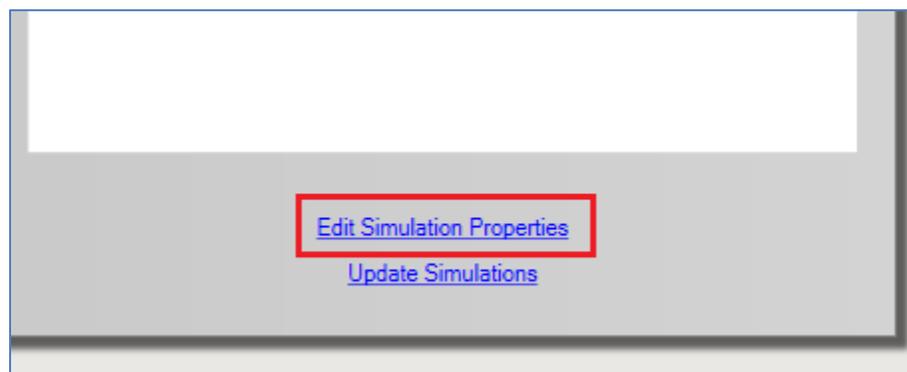


The process of adding the content title, content information, and an image is the same for all stencils. Please refer to [Working with Content Stencils](#) for information on working with these block types.

Link a Recording to a Simulation Stencil

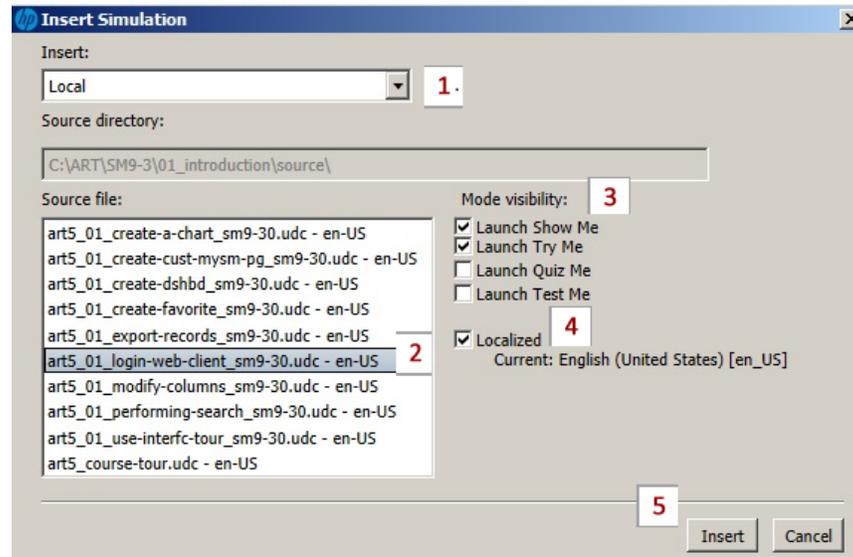
To link a recording using the simulation stencil, follow the steps below:

1. Click the **Edit Simulation Properties** hyperlink.

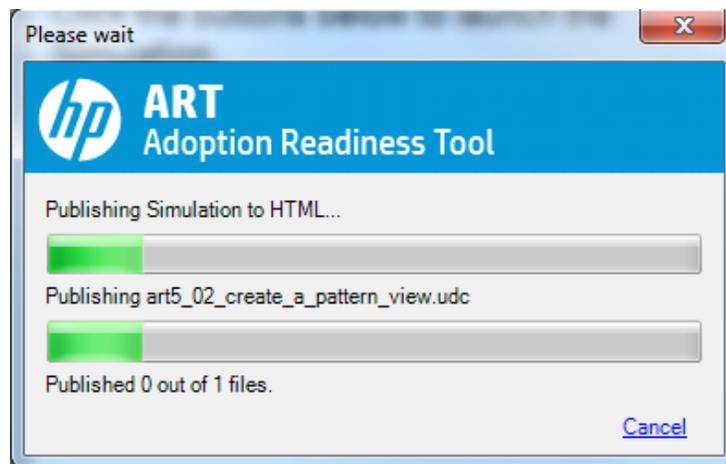


2. Within the **Insert Simulation** window:
 1. Within the Insert drop-down menu, select **Local** from the drop-down list.

2. Select a recording from the local source directory. The local source directory is by default the same location as the course file.
3. Under **Mode visibility**, select the checkboxes next to the desired output types.
4. The **Localized** checkbox is selected by default. This feature tags the recording for localization when the course is exported for translation.
5. Click the **Insert** button.

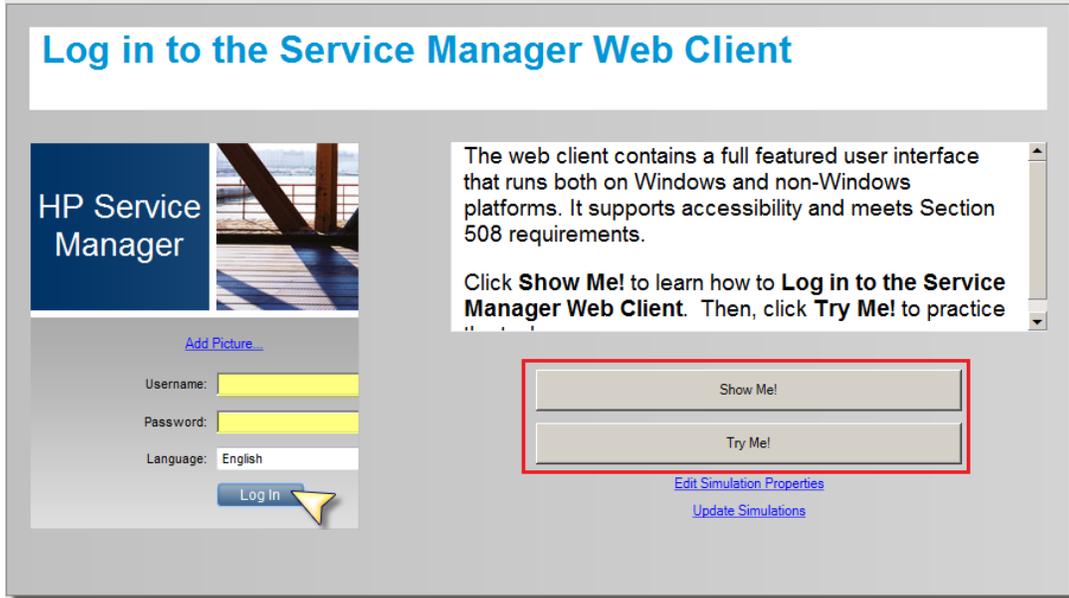


3. ART automatically publishes the recording when linked to the page.



4. The simulation types selected will display on the content page.

Log in to the Service Manager Web Client



The web client contains a full featured user interface that runs both on Windows and non-Windows platforms. It supports accessibility and meets Section 508 requirements.

Click **Show Me!** to learn how to **Log in to the Service Manager Web Client**. Then, click **Try Me!** to practice

[Add Picture...](#)

Username:

Password:

Language: English

[Log In](#)

[Show Me!](#)

[Try Me!](#)

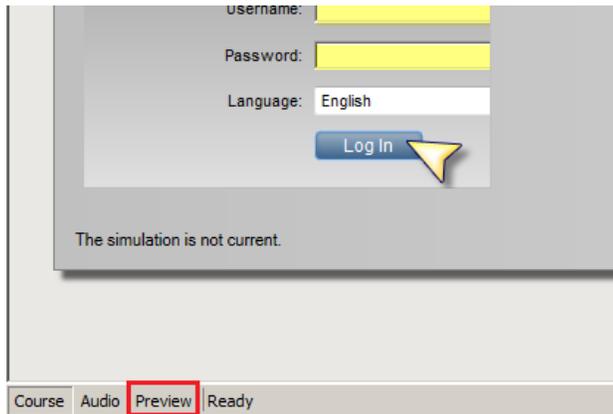
[Edit Simulation Properties](#)

[Update Simulations](#)

Preview a Simulation within a Course Page

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

1. Click the **Preview** tab located in the lower left of the window.



2. Click the **Show Me** button.

Log in to the Service Manager Web Client



The web client contains a full featured user interface that runs both on Windows and non-Windows platforms. It supports accessibility and meets Section 508 requirements.

Click **Show Me!** to learn how to **Log in to the Service Manager Web Client**. Then, click **Try Me!** to practice the task on your own.

Show Me!

Try Me!



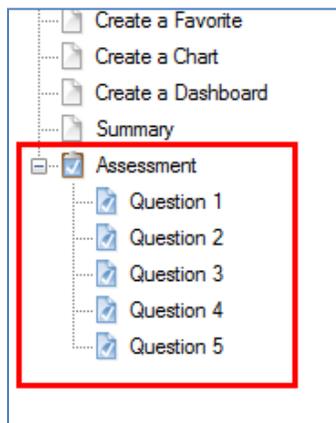
Validate that the correct simulation has been launched.

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:

1. **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.
2. **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.

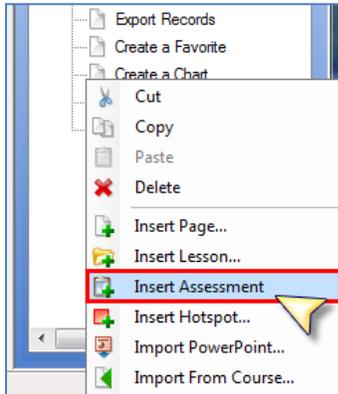


All out-of-the-box HP ART courses include an assessment at the end of each course. Each assessment contains a set of multiple choice, T/F, and simulation assessment questions.

Add an Assessment

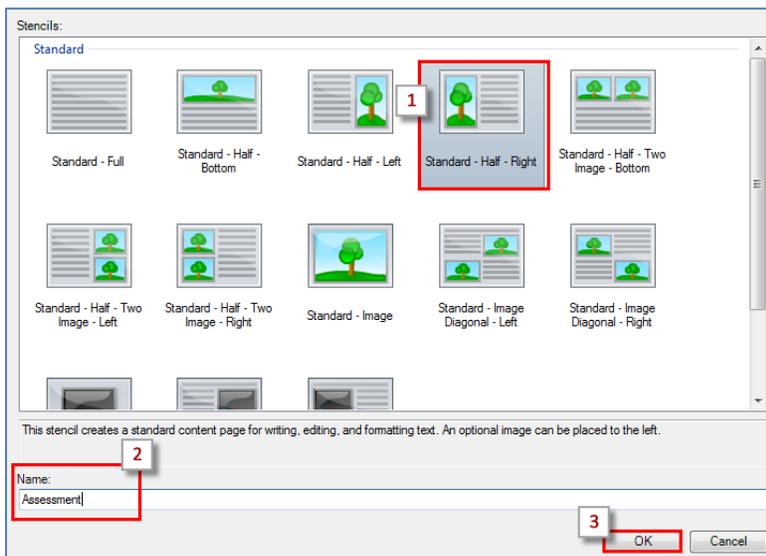
Assessments are used to test user knowledge. Results can be tracked and reported via a Learning Management System (LMS) or Active Server Pages (ASP).

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

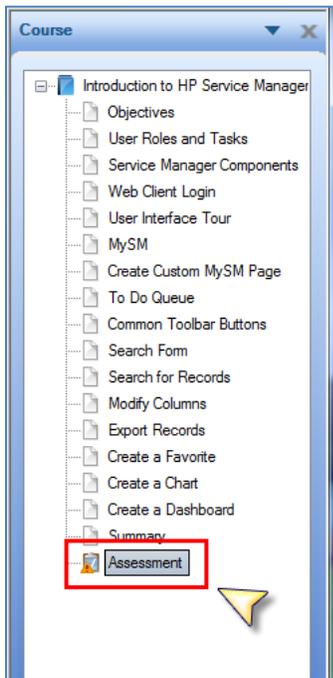


Within the **Insert Assessment** window, perform the following steps:

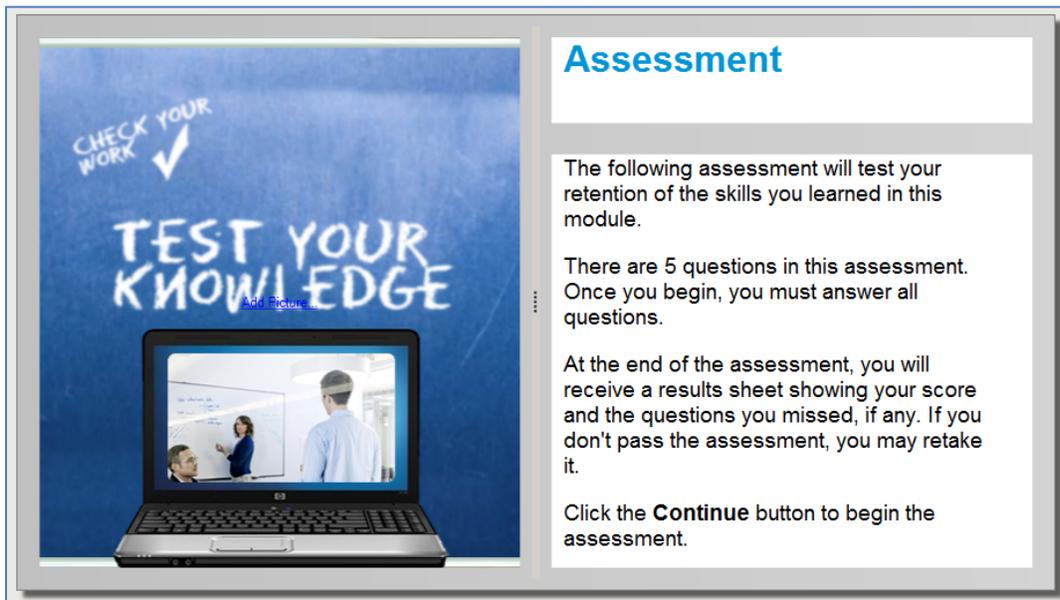
- 1) Select the desired **stencil** for the assessment introduction page.
- 2) Enter the **name** of the page.
- 3) Click the **OK** button.



The new assessment introduction page is added to the course.

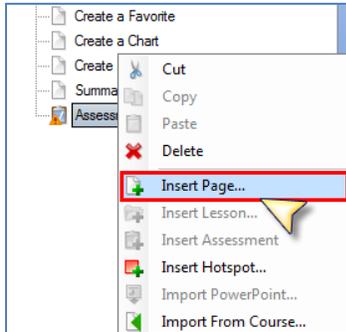


Next, add the desired text and graphic(s) to the assessment introduction page. For information on how to add content to a page, please refer to the [Working with Content Stencils](#) section of this document.



Add an Assessment Question Page

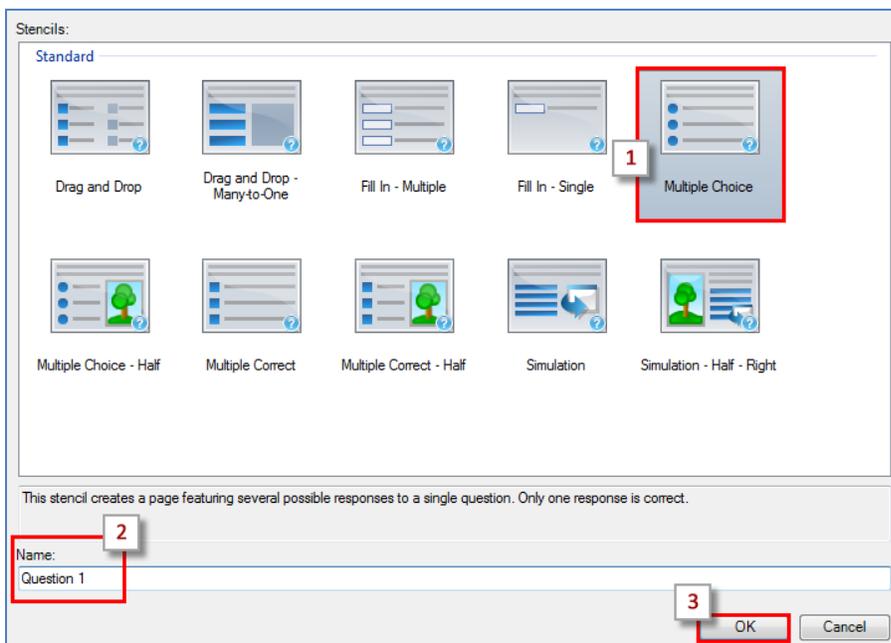
To add an assessment question page, right-click on the assessment introduction page in the Course pane and select **Insert Page**.



Within the **Insert Page** window, perform the following steps:

1. Select the desired **stencil**.
2. Enter the **name** of the assessment question.
3. Click the **OK** button.

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



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

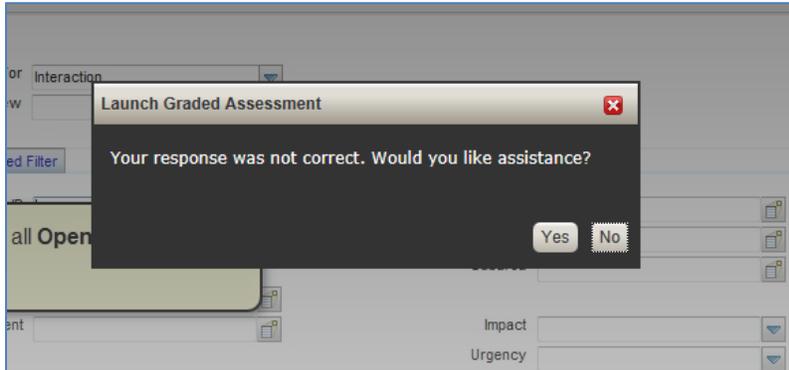
1. **Optional Text:** Used to enter optional text.
2. **Question:** The question that the user must answer.
3. **Answer:** The list of possible answers. The correct answer is marked by selecting the appropriate radio button. For the multiple choice stencil, only one answer can be selected as correct.

The diagram illustrates the layout of a Multiple Choice stencil, divided into three distinct sections:

- Block 1 (Optional Text):** A rectangular area at the top containing the text "optional_text" followed by a small red box with the number "1".
- Block 2 (Question):** A rectangular area in the middle containing the placeholder text "{Enter question text here}" followed by a small red box with the number "2".
- Block 3 (Answer):** A rectangular area at the bottom containing a list of six radio buttons, each followed by the placeholder text "{Enter answer text here}". A small red box with the number "3" is positioned to the right of the top-most radio button.

Create a Simulation Assessment

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



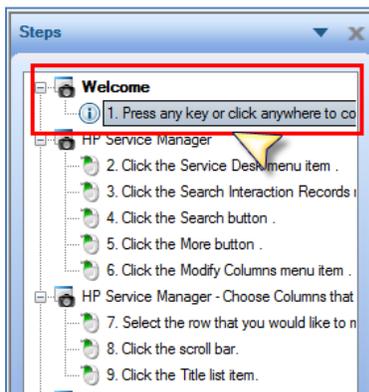
Because the user does not know the exact steps of the task, it is highly recommended to place guided help throughout the simulation assessment. The following steps should be performed for all recordings that will be used as an assessment:

1. Add a **Test Me Note** to the **Welcome** step.
2. Insert **Assessment Notes** at approximately every three steps to guide the learner through the assessment.
3. Publish the recording.
4. Link the assessment simulation within the course page.

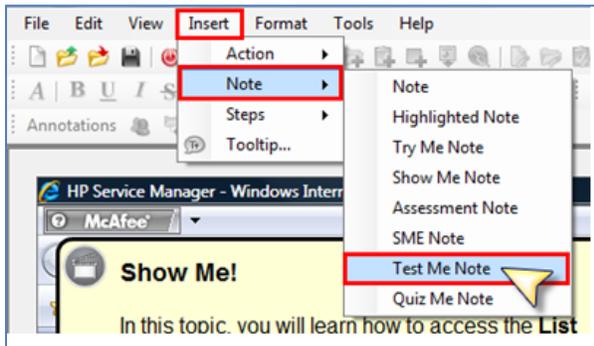
Add a Test Me Note to the Welcome Step

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

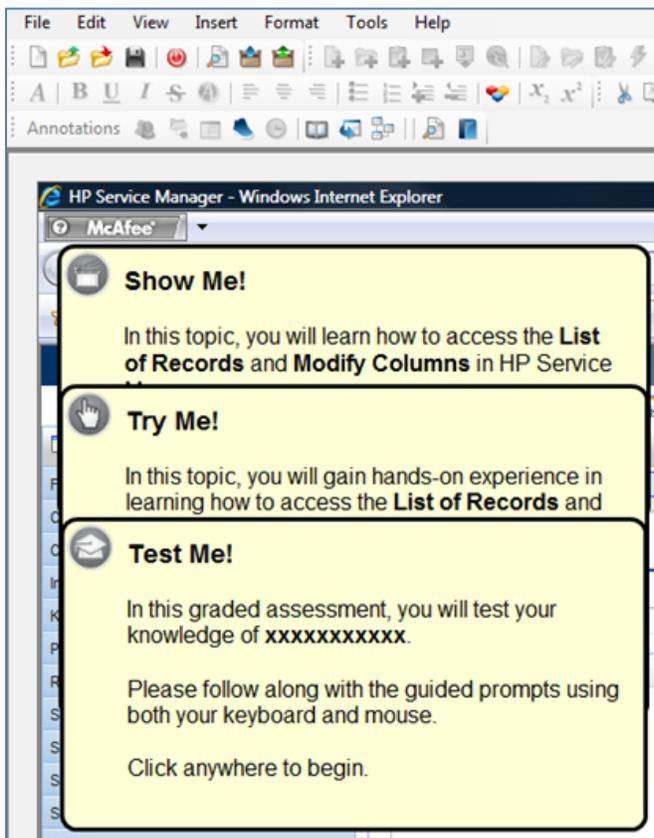
To add a **Test Me Note**, click on the **Welcome step** within the **Steps** pane.



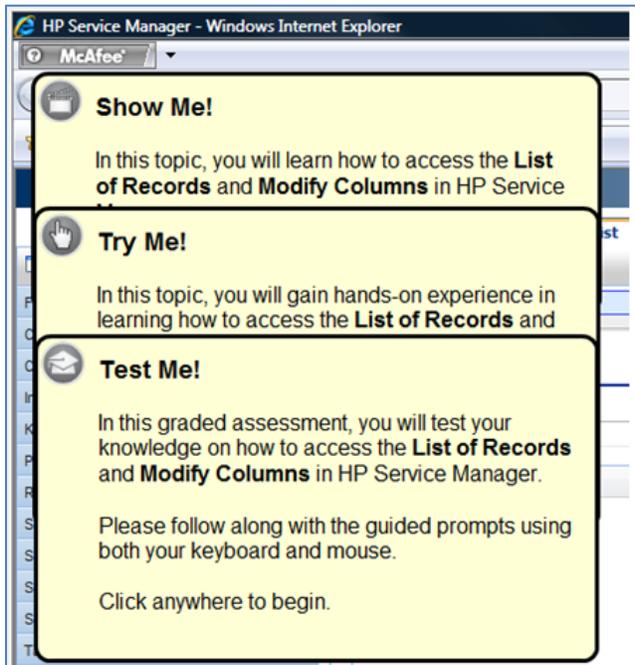
From the main menu, select **Insert** | **Note** | **Test Me Note**.



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 will never display at the same time.



Replace the xxxxxxxx with the **task title** of the simulation.



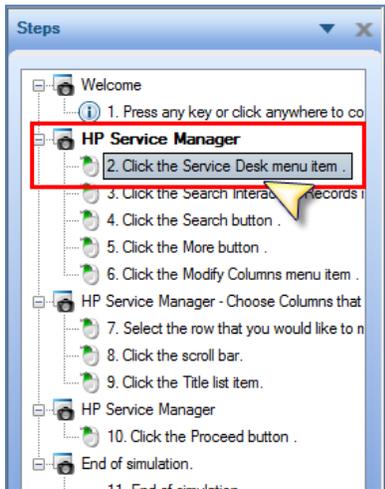
[Preview the simulation](#) to ensure the note is working as expected in the Test Me output mode.

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

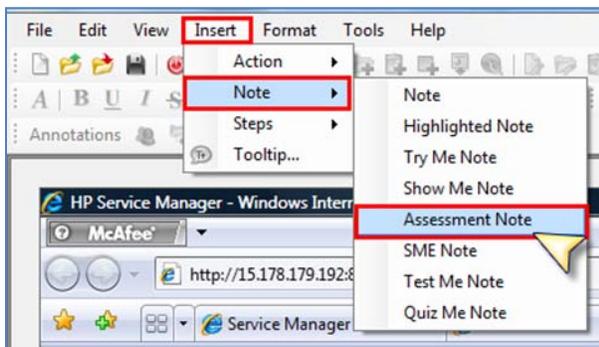
Add Assessment Notes

Assessment notes are added to a recording to guide the user when viewing the Quiz Me or Test Me output modes. It is recommended to add an assessment note at approximately every 3 steps.

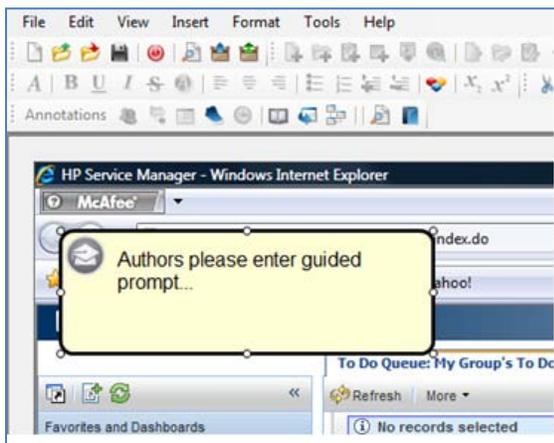
To insert an Assessment note, select the step where the note will be placed within the **Steps** pane.



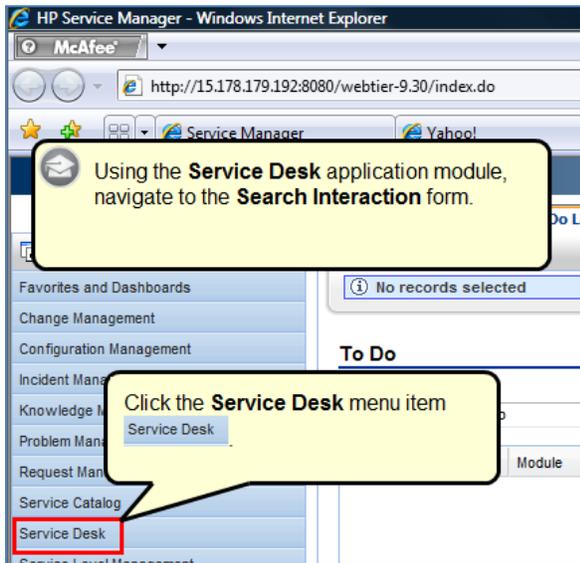
From the main menu, select **Insert** | **Note** | **Assessment Note**.



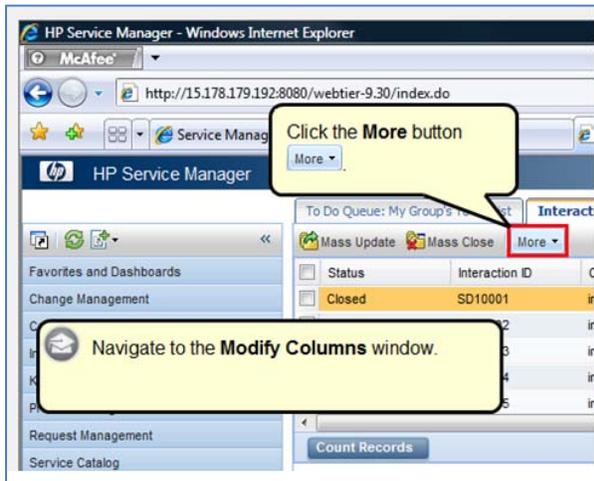
The Assessment Note will be displayed in the upper left of the screen.



Replace the text with the guided help for the selected step. It is important that the note not be placed on top of the action note.



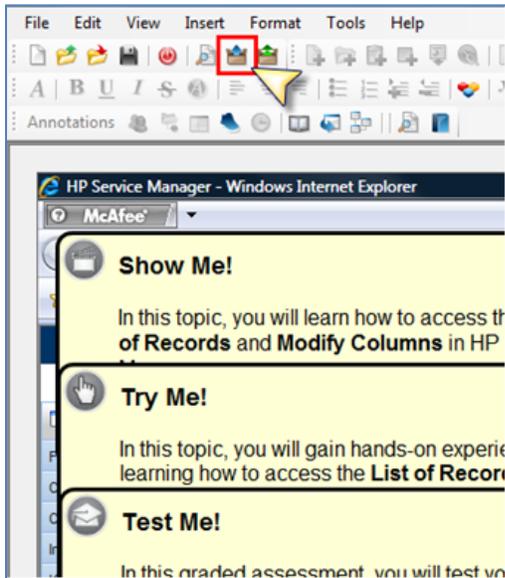
Add additional Assessment Notes at approximately every 3 steps. Again, the purpose of the Assessment note is to guide the user in a task without telling them exactly where to click.



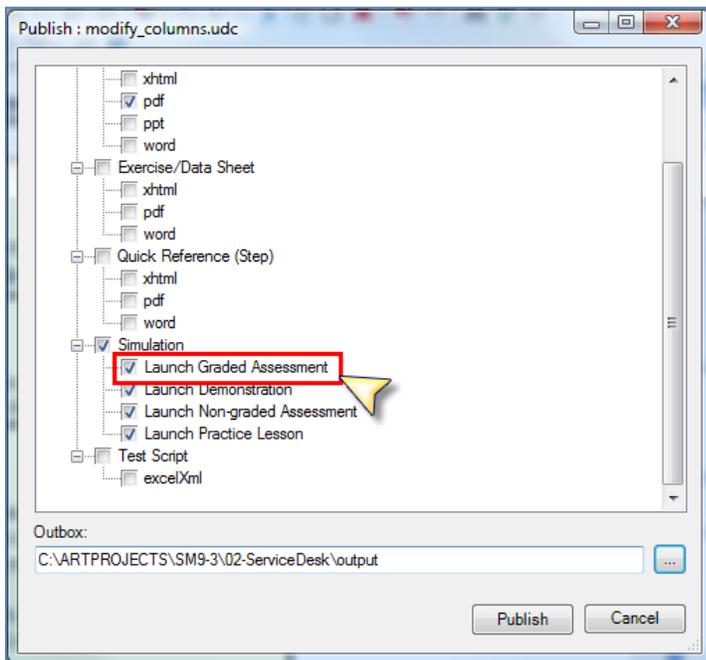
[Preview the simulation](#) to ensure all notes are working as expected in the Test Me output mode.

Publish the Assessment Recording

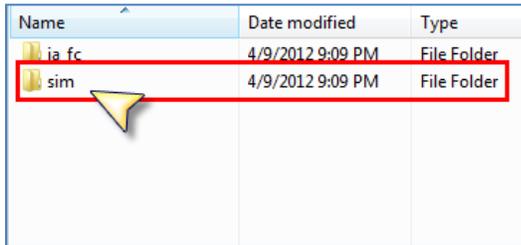
To publish a recording, click the **Publish** toolbar icon.



The **Publish** window is displayed. For assessment simulations, ensure the **Launch Graded Assessment** is selected.



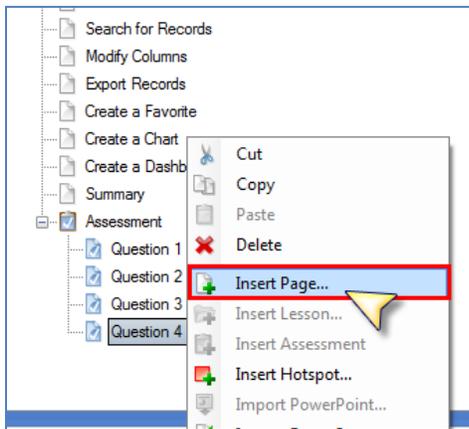
The simulation assessment files are located within the sim directory.



Name	Date modified	Type
ja_fc	4/9/2012 9:09 PM	File Folder
sim	4/9/2012 9:09 PM	File Folder

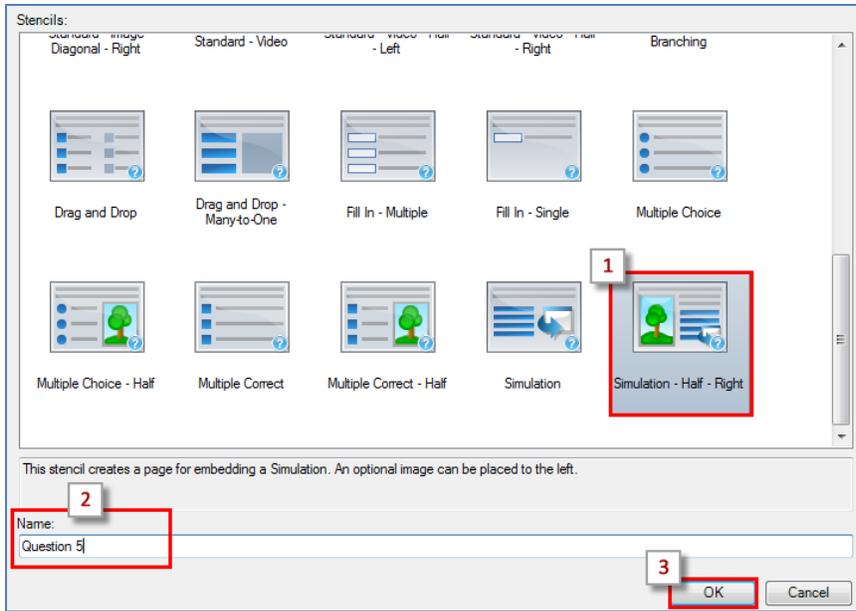
Create a Simulation Assessment Course Page

To create a simulation assessment course page, right-click within the Course pane where you want to insert the new page.



Within the **Insert Page** window, perform the following steps:

- 1) Select one of the two simulation assessment **stencils**.
- 2) Enter the **name** of the assessment page.
- 3) Click the **OK** button.

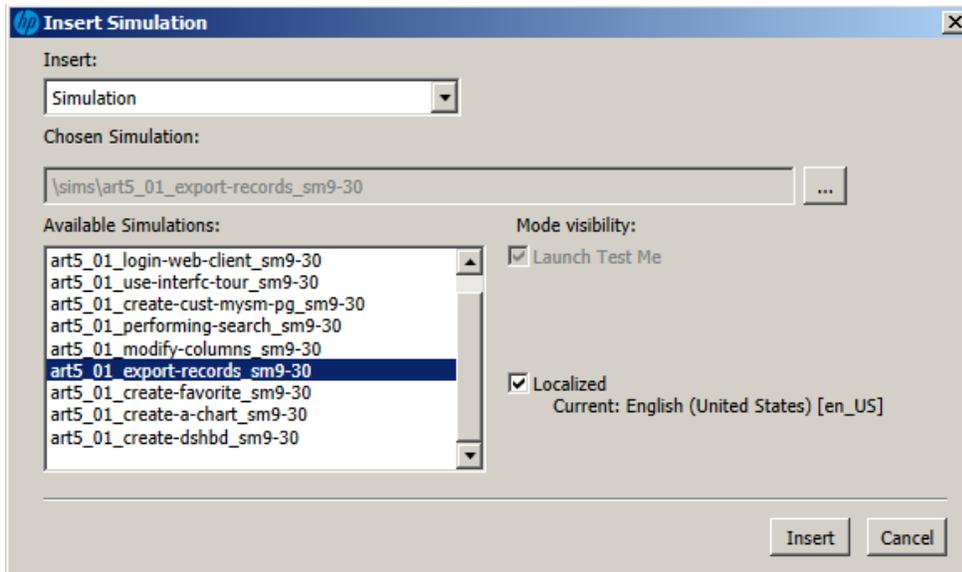


The new page will be added. Add the desired text and graphic(s) to the page. For information on how to add content to a page, please refer to the [Working with Content Stencils](#) section of this document.

Finally, to link the simulation, click the Browse for a simulation link.

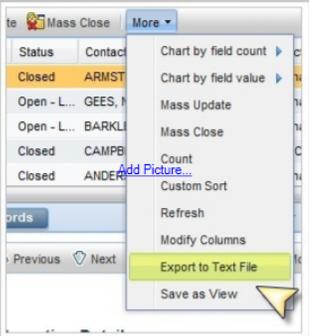


Insert a published recording using one of the methods described in the [Link a Recording to a Simulation Stencil](#) section.



Note: Because this page is located within the Assessment container, the checkboxes for the different output modes do not display. Only the Test Me (assessment) output mode will be available during publishing.

Assessment Simulation: Export Records



Click the button below to test your knowledge of how to **Export Records**.

[Edit Simulation Properties](#)
[Update Simulations](#)

Note: Only the sim assessment mode is available within assessments.

Click the **Preview** tab in the lower left of the window to preview the assessment page.

The screenshot shows the HP Service Manager 9.30 assessment simulation interface. At the top, a blue header displays "Introduction to HP Service Manager 9.30" and "Page 1 of 1: Question 5". The HP logo is in the top right corner. The main content area is titled "Assessment Simulation: Export Records". Below the title, there is a table with columns "Status" and "Contact". The table contains several rows of data, including "Closed ARMST", "Open - L... GEES, H", "Open - L... BARKL", "Closed CAMPB", and "Closed ANDER". A "More" dropdown menu is open over the table, showing options like "Chart by field count", "Chart by field value", "Mass Update", "Mass Close", "Count", "Custom Sort", "Refresh", "Modify Columns", "Export to Text File", and "Save as View". The "Export to Text File" option is highlighted in yellow. To the right of the table, there is a text instruction: "Click the button below to test your knowledge of how to Export Records." Below this instruction is a blue button labeled "Test Me!". At the bottom left of the interface, there is a navigation bar with "Course", "Audio", "Preview", and "Ready" tabs. The "Preview" tab is highlighted with a red border.

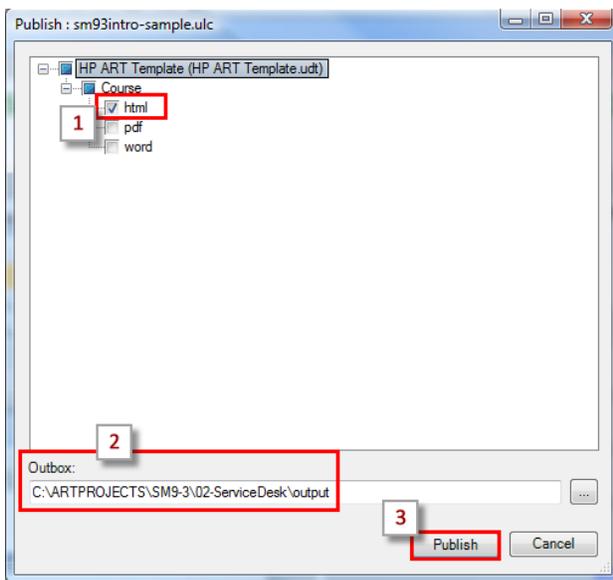
Publish a Course

To publish a course, select the **Publish** icon from the main toolbar.

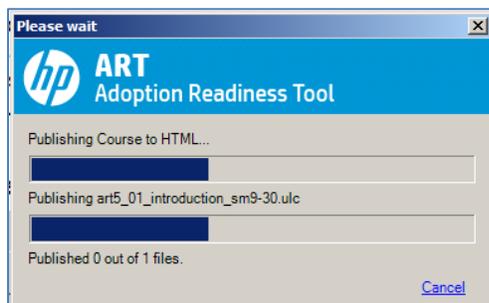


Within the **Publish** window, perform the following steps:

- 1) Use the **checkboxes** to select the desired output modes.
- 2) Select the **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 the course by selecting the associated link.

