

Dynamic Role-based User Assistance

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Users often have very different goals, needs, and preferences based on their learning style, experience level, and job role. Ideally, we would provide options for customizing our content and design so the user can adapt both of them to their needs. In this session, we will discuss and explore how to allow users to show/hide content, adapt the design (including color blind, high contrast, and reduced vision options), detect the users role and auto-adapt content, and save user settings/preferences.

Accessibility

- Font size
- High contrast
- Color blindness

Font Size

- medicare.gov/what-medicare-covers/index.html
- pasdecalais.fr/#main-search

High Contrast

- choicehotels.com
- docs.microsoft.com/en-us/windows/desktop/directx
- dunkindonuts.com

Color Blindness

- bbc.co.uk/accessibility
- caniuse.com

User types, roles, and needs

- Language
- Version
- Job role
- Frequency of use

Language

- bomgar.com/de/docs/remote-support/updates/upgrade/manual.htm
- developer.mozilla.org/en-US/docs/Web/HTML/Reference
- docs.testplant.com/en-us/ePF/using/epf-using-eggplant-functional.htm
- webhelp.episerver.com/latest/commerce/commerce.htm

Version

- devdocs.magento.com/guides/v2.2/install-gde/basics/basics_login.html
- help.relativity.com/9.4/Content/Getting_Started/Starter_Template/Starter_template.htm

- help.fortinet.com/fos60hlp/60/Content/FortiOS/fortiOS-HTML5-v2/Home.htm
- webfactory-support.de/knowledgebases/DE_KB_WF2010V34/Default.htm

Job role

- clientsupport.cleverbridge.com/ecommerce/public/all
- docs.openx.com/Content/publishers/reports.html
- help.incontact.com/16.1/Content/ReleaseNotes/16-1/MAX.htm

Frequency of use

- xoxco.com/projects/code/aware

Show/Hide content

- a11y.nicolas-hoffmann.net/hide-show
- jqueryscript.net/demo/Accordion-Style-jQuery-Plugin-To-Expand-Collapse-Elements
- jqueryscript.net/demo/Customizable-Content-Toggle-Plugin-For-jQuery-Elevator

Storing settings - localStorage

developer.mozilla.org/en-US/docs/Web/API/Web_Storage_API/Using_the_Web_Storage_API

Sample code

```
// is localStorage available?  
if (typeof window.localStorage != 'undefined') { ... }  
  
// store  
localStorage.setItem('keyName', 'value');  
  
// retrieve  
console.log(localStorage.getItem('keyName'));  
  
// delete  
localStorage.removeItem('key');
```

About the presenter

Scott DeLoach is the Founder of Click**Start**, where he provides training and consulting for MadCap Flare, embedded user assistance, CSS, HTML5, and the design and development of policies and procedures, online help, and knowledge bases. Scott has been developing browser-based help systems for over 20 years, and he has received four Best in Show awards for his work from STC. He is an STC Fellow.

Scott is a certified Flare instructor, and he is the author of MadCap Flare 2018: The Definitive Guide, CSS to the Point, and HTML5 to the Point. For more information, see www.clickstart.net.

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