

# Dynamic User Assistance in MadCap Flare

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Users often have very different goals, needs, and preferences based on accessibility, their preferred language, their experience level and/or job role, and the version of the product they use. In this session, we will discuss how to allow users to adapt designs, how to detect a user's goals/needs and auto-adapt content, and how to save user settings and preferences.

## Overview

Customizing for...

- Accessibility
  - Language
  - Product version
  - Frequency of use
  - User roles
- 
- Saving user settings

## Accessibility

- Font size
- High contrast
- Color blindness

## Font size – guidelines

### WCAG guideline 1.4.4

Text can be resized 200 percent.

### Industry standards (also supported by WCAG)

- Body text: 1rem (12pt)
- Headings: 1.2 - 1.5rem (14-18pt)

## Font size – examples

- [medicare.gov/what-medicare-covers/index.html](http://medicare.gov/what-medicare-covers/index.html)
- [www.w3.org/WAI/changedesign](http://www.w3.org/WAI/changedesign)

## Font size – code

```
body { font-size: 1em; }

function smallSize() { $("body").css("font-size", ".8rem"); }
function normSize() { $("body").css("font-size", "1rem"); }
function bigSize() { $("body").css("font-size", "1.2rem"); }
```

## High contrast – guidelines

### WCAG guideline 1.4.3

- Body text:  $\geq 4.5:1$
- Headings: 3:1

### WCAG guideline 1.4.11 (level AA)

- UI components: 3:1
- Informational graphics (e.g., charts): 3:1

## High contrast – examples

- [www.dunkindonuts.com](http://www.dunkindonuts.com)
- [www.choicehotels.com](http://www.choicehotels.com)
- [docs.microsoft.com/en-us/windows/desktop/directx](https://docs.microsoft.com/en-us/windows/desktop/directx)

## High contrast – plugins & testing

### Plugins

- PostCSS – [github.com/shiwaforce/postcss-high-contrast](https://github.com/shiwaforce/postcss-high-contrast)
- Chrome – Color contrast analyzer
- Firefox – WCAG contrast checker (Firefox)

### Testing

- [contrast-ratio.com](http://contrast-ratio.com)
- [colorsafe.co](http://colorsafe.co)
- [contrastchecker.com](http://contrastchecker.com)

## Color blindness – guidelines

### WCAG guideline 1.4.1

Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.

### WCAG guideline 1.4.8 (level AAA)

Foreground and background colors can be selected by the user.

## Color blindness – examples

- [bbc.co.uk/accessibility](http://bbc.co.uk/accessibility)
- [caniuse.com](http://caniuse.com)

## Color blindness – testing

[colororacle.org](http://colororacle.org)

## User Types

- language
  - version
  - job role
  - frequency
- 
- show/hide

## Language

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

## Version

- [help.relativity.com/9.4](http://help.relativity.com/9.4)
- [help.fortinet.com/fos60hlp/60/Content/FortiOS/fortiOS-HTML5-v2/Home.htm](http://help.fortinet.com/fos60hlp/60/Content/FortiOS/fortiOS-HTML5-v2/Home.htm)
- [devdocs.magento.com/guides/v2.2/install-gde/basics/basics\\_login.html](http://devdocs.magento.com/guides/v2.2/install-gde/basics/basics_login.html)
- [webfactory-support.de/knowledgebases/DE\\_KB\\_WF2010V34/Default.htm](http://webfactory-support.de/knowledgebases/DE_KB_WF2010V34/Default.htm)

## Job role

- [clientsupport.cleverbridge.com/ecommerce/public/all/using-the-platform/clearing-and-payouts-guide.htm](http://clientsupport.cleverbridge.com/ecommerce/public/all/using-the-platform/clearing-and-payouts-guide.htm)
- [help.incontact.com/16.1/Content/ReleaseNotes/16-1/MAX.htm](http://help.incontact.com/16.1/Content/ReleaseNotes/16-1/MAX.htm)
- [docs.openx.com/Content/publishers/reports.html](http://docs.openx.com/Content/publishers/reports.html)

## Folder switching – code

```
function langSwitch() {  
    var str = $(location).attr('href');  
    str = str.replace("/en/", "/de/");  
    $(location).attr('href', str);  
}
```

## Frequency

- [xoxco.com/projects/code/aware/](http://xoxco.com/projects/code/aware/)

## Show/Hide – examples

- [ally.nicolas-hoffmann.net/hide-show](http://ally.nicolas-hoffmann.net/hide-show)
- [jqueryscript.net/demo/Accordion-Style-jQuery-Plugin-To-Expand-Collapse-Elements](http://jqueryscript.net/demo/Accordion-Style-jQuery-Plugin-To-Expand-Collapse-Elements)
- [jqueryscript.net/demo/Customizable-Content-Toggle-Plugin-For-jQuery-Elevator](http://jqueryscript.net/demo/Customizable-Content-Toggle-Plugin-For-jQuery-Elevator)
- [jqueryscript.net/demo/Manage-Hiding-Showing-Elements-jQuery-Toggle](http://jqueryscript.net/demo/Manage-Hiding-Showing-Elements-jQuery-Toggle)

## Show/Hide – code

```
<h2 data-role="expert">Expert Info</h2>

$( document ).ready(function() {
  $('#linkExpert').click( function() { showExpert(); return false; } );
});

function showExpert() {
  $("*[data-role='expert']").toggle();
  $( "#linkExpert" ).toggleClass( "btnOff btnOn" );
}
```

## localStorage – Web Storage API

- Detect if available and not full
- Store value(s)
- Read values
- Use values

[developer.mozilla.org/en-US/docs/Web/API/Web\\_Storage\\_API/Using\\_the\\_Web\\_Storage\\_API](http://developer.mozilla.org/en-US/docs/Web/API/Web_Storage_API/Using_the_Web_Storage_API)

## localStorage - code

```
// is localStorage available?
if (typeof window.localStorage != 'undefined') { ... }

// store
localStorage.setItem('keyName', 'value');

// retrieve
console.log(localStorage.getItem('keyName'));

// delete
localStorage.removeItem('key');
```

## Sample project

I have created a sample project to demonstrate dynamic UA techniques. You can download it at:

[bit.ly/MW19DeLoach](https://bit.ly/MW19DeLoach)

## About the presenter

Scott DeLoach is the Founder of Click**Start**, where he provides training and consulting for MadCap Flare, embedded user assistance, JavaScript/jQuery, CSS, and HTML5. He has been developing browser-based help systems for 25+ years, and he has received four Best in Show awards for his work from STC.

Scott is a certified Flare and Doc-to-Help instructor, and he is the author of *MadCap Flare: The Definitive Guide*, *CSS to the Point*, and *HTML5 to the Point*. For more information about Scott's books see [www.lulu.com/clickstart](http://www.lulu.com/clickstart).

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