



# One Step Beyond: Embedded User Assistance

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Scott DeLoach

**user**first  
s e r v i c e s



# Overview

- How to open embedded UA
- 4 examples
  - Design tips for embedded UA
  - Navigation options for embedded UA



## What is embedded UA?

- Help that appears in the application rather than in a separate window.
- Examples:
  - Microsoft Money
  - HTML Help Workshop
  - HomeSite



# Advantages of embedded UA

- Interactivity
  - shortcut buttons
  - troubleshooting
  - product tours
  - performance support
- Provide alternate interface(s)
- Easier to use



## Disadvantages of embedded UA

- Small area
- Lacks structure (TOCs, Index)
- Printing problems
- Harder to create and implement

# Embedded UA window



The screenshot shows a web application interface with a main content area and a help sidebar. The main area is titled "Sample App" and contains a "Create Project" form. The form includes fields for "Project Number", "Description", "Start Date", "Completion Date", "Requestor", "Priority" (set to 1), and "Tasks". A "Submit Project" button is at the bottom of the form. The sidebar on the right is titled "Sample Help" and contains a "close help" link, navigation links for "TOC", "Index", and "Search", and a "Related Topics" section with links for "Viewing projects", "Viewing schedules", and "Searching". A red box highlights the "Help" link in the top navigation bar, with a red arrow pointing to the help sidebar.

Sample App

01/19/2003

Create project

View projects

View schedule

Search

Home **Help**

close help

[TOC](#) [Index](#) [Search](#)

## Sample Help

The Create Project page can be used to ....

### Related Topics

- Viewing projects
- Viewing schedules
- Searching

Submit Project



## Opening an embedded window

### **Create a "Top" level frameset**

```
<frameset cols="100%,*" rows="*"
frameborder="NO" name="myframes">
<frame src="yourapplication.htm" name="app">
<frame src="helpblank.htm" name="help">
</frameset>
```

### **Resize the frameset and open the UA**

```
<script>
function openHelp() {
parent.myframes.cols="70%,30%";
parent.help.location = "helppage.htm";
}
</script>
```



# DHTML UA layer

**Sample App** [Home](#) [Tutorial](#) [Help](#)

01/06/2003 You are logged in as: sss

**Create project**  
View projects  
View schedule  
Search

**Description**  
A short description of the project.

## Create Project

Project Number:  ?

Description:

Start Date:

Completion Date:

Requestor:

Priority:

Tasks:





## Opening a DHTML layer on "mouseover"

```
<span id="description" onMouseOver="helpSHOW(this.id)"  
onMouseOut="helpHIDE(this.id)">Description</span>
```

```
<script>  
function helpSHOW(fieldID) {  
fieldID = "help" + fieldID;  
if (document.all) document.all(fieldID).style.visibility = "visible";  
else document.layers[fieldID].visibility = "show";  
}  
  
function helpHIDE(fieldID) {  
fieldID = "help" + fieldID;  
if (document.all) document.all(fieldID).style.visibility = "hidden";  
else document.layers[fieldID].visibility = "hide";  
}  
</script>
```



MedAssets.com

Specs:

- Works in IE 4+ and Netscape 4+
- Uses JavaScript
- Uses DHTML and CSS



# Window overviews and tips

Welcome - Microsoft Internet Explorer

MySample.com

## View Stuff

To sort by a column, click on its heading. Click on an ID to view details about an item.

**About this Window**  
You can view and sort stuff stuff on this page.  
To review new stuff, sort by the effective column.  
[What is stuff?](#)

| ID  | Type | Status    | XYZ | ABC       | MFG           | DIST | Effective   | Termination | Close       | LOD Req. |
|-----|------|-----------|-----|-----------|---------------|------|-------------|-------------|-------------|----------|
| 173 | D    | Real      |     | PDQ Corp. | User First    |      | 01.Jul.1996 | 31.Dec.1999 | 31.Dec.1998 | Y        |
| 174 | D    | Real      |     | PDQ Corp. | Can't say.com |      | 01.Apr.1998 | 31.Dec.2005 | 31.Dec.2001 | N        |
| 175 | R    | Real      |     | PDQ Corp. | who           |      | 01.Apr.1999 | 31.Mar.2005 | 31.Mar.2000 | N        |
| 176 | D    | Real      |     | PDQ Corp. | Inc Co.       |      | 01.Jun.1998 | 31.May.2001 | 31.May.2001 | N        |
| 177 | D    | Toxic     |     | PDQ Corp. | Them          |      | 01.Mar.1999 | 28.Feb.2004 | 28.Feb.2001 | N        |
| 178 | R    | Imaginary |     | PDQ Corp. | Acme          |      | 01.Jul.1998 | 30.Jun.2002 |             | N        |
| 179 | D    | Edible    |     | PDQ Corp. | Us            |      | 01.Nov.1997 | 31.Oct.2000 | 01.Nov.1998 | N        |
| 180 | R    | Real      |     | PDQ Corp. | A Company     |      | 01.Jul.1997 | 30.Jun.2002 | 30.Jun.1998 | N        |



# Window overviews and tips

The screenshot shows a Microsoft Internet Explorer browser window titled "Welcome - Microsoft Internet Explorer". The main content area displays "MySample.com" and a "View Stuff" section. A sidebar on the left contains a list of items and a "Stuff" menu with options: "View Stuff", "Add/Maintain", and "Delete". A pop-up window titled "What is stuff? - Microsoft Internet Explorer" is open, displaying a "Show Navpane" button and a definition of "stuff".

**View Stuff**

To sort by a column, click on its heading. Click on an ID to view details about an item.

| ID  | Type | Status |
|-----|------|--------|
| 173 | D    | R      |
| 174 | D    | R      |
| 175 | R    | R      |
| 176 | D    | R      |
| 177 | D    | T      |
| 178 | R    | I      |
| 179 | D    | E      |
| 180 | R    | R      |

**About this Window**

You can view and sort stuff stuff on this page.

To review new stuff, sort by the effective column.

[What is stuff?](#)

**What is stuff?**

Stuff is any commodity, concept, feeling, or idea that can be bought and sold. Each piece of stuff has has an assigned ID, type, and status.

The **ID** is a unique number that is assigned by MySample.com when the stuff is created.

The stuff **type** can be deliverable or receivable.

The **status** can be real, imaginary, edible, or toxic.



# Enhanced "hover help"

Welcome - Microsoft Internet Explorer

MySample.com

## View Stuff

To sort by a column, click on its heading. Click on an ID to view details about an item.

**About this Window**  
You can view and sort stuff stuff on this page.  
To review new stuff, sort by the effective column.  
[What is stuff?](#)

| ID  | Type | Status    | XYZ | ABC       | MFG           | DIST | Effective   | Termination | Close       | LOD Req. |
|-----|------|-----------|-----|-----------|---------------|------|-------------|-------------|-------------|----------|
| 173 | D    | Real      |     | PDQ Corp. | User First    |      | 01.Jul.1996 | 31.Dec.1999 | 31.Dec.1998 | Y        |
| 174 | D    | Real      |     | PDQ Corp. | Can't say.com |      | 01.Apr.1998 | 31.Dec.2005 | 31.Dec.2001 | N        |
| 175 | R    | Real      |     | PDQ Corp. | who           |      | 01.Apr.1999 | 31.Mar.2005 | 31.Mar.2000 | N        |
| 176 | D    | Real      |     | PDQ Corp. | Inc Co.       |      | 01.Jun.1998 | 31.May.2001 | 31.May.2001 | N        |
| 177 | D    | Toxic     |     | PDQ Corp. | Them          |      | 01.Mar.1999 | 28.Feb.2004 | 28.Feb.2001 | N        |
| 178 | R    | Imaginary |     | PDQ Corp. | Acme          |      | 01.Jul.1998 | 30.Jun.2002 |             | N        |
| 179 | D    | Edible    |     | PDQ Corp. | Us            |      | 01.Nov.1997 | 31.Oct.2000 | 01.Nov.1998 | N        |
| 180 | R    | Real      |     | PDQ Corp. | A Company     |      | 01.Jul.1997 | 30.Jun.2002 | 30.Jun.1998 | N        |

**Status**  
Specifies whether the stuff is real, imaginary, edible, or toxic.

# How it works



## Enhanced "hover help"

1 `onMouseOver="helpSHOW(this.title)"`  
`onMouseOut="helpHIDE(this.title)"`

**View**

To sort by a column, click on its heading. Click on an ID to view details about an item.

To review new stuff, sort by the effective column.  
What is stuff?

| ID  | Type | Status | XYZ | ABC       | MFG           | DIST | Effective   | Termination | Close       | LOD Req. |
|-----|------|--------|-----|-----------|---------------|------|-------------|-------------|-------------|----------|
| 173 | D    | Real   |     | PDQ Corp. | User First    |      | 01.Jul.1996 | 31.Dec.1999 | 31.Dec.1998 | Y        |
| 174 | D    | Real   |     | PDQ Corp. | Can't say.com |      | 01.Apr.1998 | 31.Dec.2005 | 31.Dec.2001 | N        |
| 175 | R    | Real   |     | PDQ Corp. | who           |      | 01.Apr.1999 | 31.Mar.2005 | 31.Mar.2000 | N        |
| 176 | D    | Real   |     | PDQ Corp. | Inc Co.       |      | 01.Jun.1998 | 31.May.2001 | 31.May.2001 | N        |
| 177 | D    | Toxic  |     | PDQ Corp. | Them          |      | 01.Mar.1999 | 28.Feb.2004 | 28.Feb.2001 | N        |
|     |      |        |     |           |               |      | 01.Jul.1998 | 30.Jun.2002 |             | N        |
|     |      |        |     |           |               |      | 01.Nov.1997 | 31.Oct.2000 | 01.Nov.1998 | N        |
|     |      |        |     |           |               |      | 01.Jul.1997 | 30.Jun.2002 | 30.Jun.1998 | N        |

2 JavaScript code shows and hides the requested layer.

**Status**  
Specifies whether the stuff is real, imaginary, edible, or toxic.



# Tools and technologies

## Tools

- Dreamweaver (embedded UA)
- Notepad (JavaScript "js" file)
- RoboHELP HTML (Help system)

## Technologies

- JavaScript
- DHTML and CSS



Alamo.com

Specs:

- Works in IE 4+ and Netscape 4+
- Uses JavaScript
- Uses DHTML and CSS





# Automatic assistance

**Alamo** | RATES & RESERVATIONS | LOCATIONS | CARS | HOT DEALS | EXISTING RESERVATION

alamo.com >> membership >> business travel >> programs >> travel tools >> rental policies >> contact us

### Step 1: Tell us about your trip \* Required Fields

**Helpful Information**

**Country of Residence:** This is required in order for us to provide you with appropriate products. Depending upon your country of residence the rate you are quoted may include certain coverage options, taxes, and other fees. These products are designed to meet the needs of customers traveling abroad to the US. The base rate you will see on the car availability page will reflect this. You can review the product inclusions on the summary page that comes after the car availability page.

To receive a rate inclusive of appropriate products, non-US citizens should leave the Rate Code field blank. If you prefer a car-only rate, you may use one of the promotional codes advertised on the site.

**Country of Residence? \***  
(Select)

**Pickup / Dropoff Location**  
*Please enter one ONLY: city, state, country or a 3-letter airport code (for example, Fort Lauderdale or Florida or United States or FLL)*

**Pickup Location\***  
 [Find a Location](#)

**Pickup Date\*** MAY-2003  12  **Pickup Time\*** 9:00 AM

**Dropoff Location\***  
 [Find a Location](#)

**Dropoff Date\*** (Select)  ---  **Dropoff Time\*** 9:00 AM

**Optional Rate Information**  
*This section is not required for rate quote/reservation purposes. If you have a specific rate, promotional, association or coupon code, please enter it here.*

|                      |                               |                       |                      |
|----------------------|-------------------------------|-----------------------|----------------------|
| <b>Rate Code</b>     | <b>Promo Code/Assoc. I.D.</b> | <b>Corporate I.D.</b> | <b>Coupon Code</b>   |
| <input type="text"/> | <input type="text"/>          | <input type="text"/>  | <input type="text"/> |

Check here if you will be making a reservation using an applicant code.  
*(Note: Users must book rate code BX with a Corporate I.D. in order to use an applicant code).*

**Optional Flight Information**  
*Enter your applicable flight details. This will help us should your flight be delayed.*

|                      |                      |
|----------------------|----------------------|
| <b>Airline</b>       | <b>Flight Number</b> |
| <input type="text"/> | <input type="text"/> |

“Helpful Information” automatically changes as different fields receive focus.



# Tools and technologies

## Tools

- HTML Editor

## Technologies

- JavaScript
- DHTML and CSS



eBay.com

Specs:

- Works in IE 4+ and Netscape 4+
- Uses JavaScript
- Uses DHTML and CSS



# Modular task-based tutorial

The screenshot shows the eBay interface for an auction. At the top, the eBay logo is on the left, and navigation links for home, my eBay, site map, and sign in are on the right. Below the logo is a menu with buttons for Browse, Sell, Services, Search, Help, and Community. A 'Show me how' icon with a question mark is also present. The main heading is 'Private Caribbean Island (Belize) w/ home' with item number #354306247. The category is 'Everything Else:Real Estate'. The current bid is \$1,000,000.00, with a reserve not yet met. The auction has 1 bid and 23 hours, 18 minutes left. The seller is 'californiarealtor@msn.com' with a rating of 232. The high bidder is 'scott deloach'. The shipping policy is 'Other' and 'Will ship to United States only, See item description for shipping charges'. There are links for 'Description', 'Bid!', and 'Watch this item'.

|  |   |  |
|--|---|--|
| <b>Private Caribbean Island (Belize) w/ home</b>                                   |   |  |
| Item #354306247  |   |  |
| <a href="#">Everything Else:Real Estate</a>  |   |  |
|   | Currently <b>\$1,000,000.00</b> <small>(reserve not yet met)</small>  | First bid <b>\$1,000,000.00</b>  |
| <b>Description</b> →   | Quantity <b>1</b>   | # of bids <b>1</b> <a href="#">(bid history)</a> <a href="#">(with emails)</a> |
|  | Time left <b>23 hours, 18 mins +</b>  | Location <b>Belize, Central America</b>  |
|  | Started Jun-01-03 17:37:51 PDT  | Country <b>Belize</b>  |
| <b>Bid!</b> →  | Ends Jun-09-03 17:37:51 PDT   | <a href="#">(mail this auction to a friend)</a>                                |
|  | Seller (Rating) <a href="#">californiarealtor@msn.com</a> (232) ★   | <a href="#">(request a gift alert)</a>   |
| <a href="#">Watch this item</a>  | <a href="#">(view comments in seller's Feedback Profile)</a> <a href="#">(view seller's other auctions)</a> <a href="#">(ask seller a question)</a> |  |
|  | High bid <b>scott deloach</b>   |  |
|  | Payment <b>Other</b>  |  |
|  | Shipping <b>Will ship to United States only, See item description for shipping charges</b>  |  |

“Show me how” icon is available for every eBay item.



# Modular task-based tutorial

The screenshot shows an eBay auction page with a yellow tutorial overlay. The overlay is titled "Welcome to the eBay Bidding Tutorial" and lists four tasks: 1. About the important auction information on this page. 2. How to learn more about the seller. 3. Where to find the payment and shipping terms. 4. How to place a bid! The overlay has "Cancel" and "Continue" buttons. The background page shows the eBay logo, navigation links (home, my eBay, site map, sign in), and a menu (Browse, Sell, Services, Search, Help, Community). The auction details include a price of \$1,000,000.00, a bid history link, the seller's name "californiarealtor@msn.com" with a rating of 232, and a high bid of "scott deloach".

home | my eBay | site map | sign in

Browse Sell Services Search Help Community

Show me how ?

**Welcome to the eBay Bidding Tutorial**

Learn everything you need to know to begin bidding right away. Find out:

1. About the important auction information on this page.
2. How to learn more about the **seller**.
3. Where to find the **payment** and **shipping** terms.
4. How to **place a bid!**

Cancel Continue

Started Jun-01-03 17:37:51 PDT (mail this auction to a friend)

Ends Jun-09-03 17:37:51 PDT (request a gift alert)

Seller (Rating) [californiarealtor@msn.com](#) (232) ★  
(view comments in seller's Feedback Profile) (view seller's other auctions) (ask seller a question)

High bid [scott deloach](#)

Payment Other

Shipping Will ship to United States only, See item description for shipping charges

\$1,000,000.00  
1 (bid history) (with emails)  
Belize, Central America  
Belize

Description

Bid!

[Watch this item](#)

Simple introduction and overview of the bidding tutorial.



# Modular task-based tutorial

home | my eBay | site map | sign in

ebay™

Browse Sell Services Search Help Community

item view

Show me how ?

**Private Caribbean Island (Belize) w/ home**

Item #354306247

[Everything Else:Real Estate](#)

|                 |  |  |     |   |
|-----------------|--|--|-----|---|
| Currently       | \$1,000,000.00   | ← \$1,000,000.00 is the amount the bidding has reached. This changes throughout the auction as fellow eBay members place bids. | bid | \$1,000,000.00  |
| Quantity        | 1  |  | ds  | 1 ( <a href="#">bid history</a> ) ( <a href="#">with emails</a> )   |
| Time left       | 23 hours, 18 m   |  | on  | Belize, Central America   |
|                 |  |  | cy  | Belize  |
| Started         | Jun-01-03 17:37:51   | ✕ Cancel ◀ Back Continue ▶   |     | <a href="#">tell this auction to a friend</a>   |
| Ends            | Jun-09-03 17:37:51   |  |     | <a href="#">request a gift alert</a>  |
| Seller (Rating) | <a href="#">californiarealtor@msn.com</a> (232) ★                          |  |     |   |
|                 |  |  |     | <a href="#">(view comments in seller's Feedback Profile)</a> <a href="#">(view seller's other auctions)</a> <a href="#">(ask seller a question)</a> |
| High bid        | <a href="#">scott deloach</a>  |  |     |   |
| Payment         | Other  |  |     |   |
| Shipping        | Will ship to United States only, See item description for shipping charges |  |     |   |

[Watch this item](#)

Tutorial includes real information based on the item (in this case, the actual current bid rather than a static number).

# How it works



## Modular task-based tutorial

The screenshot shows an eBay auction page for 'Everything Else:Real Estate'. The current bid is \$1,000,000.00. A yellow tooltip explains that this amount is the current highest bid, which changes as other members place bids. The page includes navigation links like 'home', 'my eBay', 'site map', and 'sign in', and a menu with 'Browse', 'Sell', 'Services', 'Search', 'Help', and 'Community'. A 'Show me how' button is also visible. The auction details include the seller's name 'californiarealtor@msn.com' with a rating of 232, the start and end dates, and the high bidder 'scott delo'. A 'Watch this item' link is present at the bottom left.

**1** Hidden layer with CGI-generated price.

**2** JavaScript code shows and hides the requested layer.



# Tools and technologies

## Tools

- Dreamweaver (prototyping)

## Technologies

- JavaScript
- DHTML
- CGI





# US Postal Service POS1

Specs:

- Works in any browser
- Designed for use without a mouse
- Uses JavaScript



# High-volume retail application

**Stamps & Merchandise**  
11:17 AM Thu, May 22, 1997

*Scan, enter or select an item*

*For Quantity Greater than 1, Key in the quantity then Press [Quantity] static Key*

0 lbs. 0.00 oz.

|               |               |
|---------------|---------------|
| 1             | \$0.00        |
|               |               |
|               |               |
|               |               |
|               |               |
|               |               |
|               |               |
|               |               |
| <b>Total:</b> | <b>\$0.00</b> |

- Loose Stamps
- Coils
- Postal Stationary
- Packaging/Retail Products
- Philatelic Products/ Booklets/ Bird Stamps
- Print PVI Label
- Certificate of Mailing
- Exchange Item



# Quick procedural information

**Stamps & Merchandise**  
11:17 AM Thu, May 22, 1997

*Scan, enter or select an item*

*For Quantity Greater than 1, Key in the quantity then Press [Quantity] static Key*

0 lbs. 0.00 oz.

**To sell envelopes:**

1. Scan, enter or select an item.
2. Select/enter a stationary product.
3. Select/enter box lot envelope type.
- ➔ 4. Specify whether there are any box lots.
5. For box lots, enter the quantity for each box lot sold.

To go back a step, press [Help] then press [Previous Screen].

Loose Stamps  
Coils  
Postal Stationary  
Packaging/Retail Products  
Philatelic Products/Booklets/ Bird Stamps  
Print PVI Label  
Certificate of Mailing  
Exchange Item

Help appears when user presses “Help” on customized keyboard.



# Tools and technologies

## Tools

- Notepad

## Technologies

- HTML
- JavaScript



# Bank of America Online Banking

## Specs:

- Works in version 4+ browsers
- Uses JavaScript
- Conforms to US Gov't Section 508 accessibility guidelines



# "Quick Help" – embedded UA

Bank of America | Online Banking

Bank of America Online Banking

You Have e-Bills Mail · Help · Sign Off

Accounts Bill Pay & e-Bills Transfer Funds Customer Service

Overview Payments Payees e-Bills

## Set Up an e-Bill Automatic Payment

[Payments Overview](#) · [Automatic Payments](#) · [Single Payment](#)

### Quick Help

You are setting up an e-Bill automatic payment.

**What can I do?**

- Set up an e-Bill automatic payment ([How?](#))

**What do I need to know?**

- With an e-Bill automatic payment, the e-Bill is paid automatically when you receive it. ([More...](#))
- E-Bill automatic payments are available only for payees that send you e-Bills.
- When the amount due for an e-Bill exceeds the maximum payment amount you have set, you receive a notice in your Online Banking Mail alerting you that the e-Bill wasn't paid. Your e-Bill remains in the Incoming e-Bills box on the Bill Pay Overview page, where you can pay it manually.

**What else can I do?** [show](#)

If you have questions, browse our list of [frequently asked questions](#).

### Enter e-Bill Automatic Payment Options

To set up an e-Bill automatic payment, provide the following information and click **Set Up Payment**.

**Payee Information**

Payee: **Chrysler Financial** [Select a different payee](#)  
car loan -1284  
[Address on File...](#)

---

**Payment Account**

Pay From: INTEREST CHECKING-4447 : Bal \$128,428.25 (Primary) ▼

---

**Amount**

Always pay the e-Bill  
The payment amount equals the amount due for the e-Bill. For credit cards, the e-Bill automatic payment pays the minimum amount due, which can be different than your account balance.

Only pay the e-Bill if the bill amount is less than or equal to \$   
If the amount due exceeds the amount you enter, the payment isn't sent. You are notified so that you can review the e-Bill and schedule the payment separately.



# Separate UA window

The screenshot displays the Bank of America online banking interface. The main window is titled "Set Up an e-Bill Automatic Payment" and contains a "Quick Help" section. A red box highlights the "What can I do?" section, which includes the link "Set up an e-Bill automatic payment (How?)". A red arrow points from this link to a separate help window titled "Set Up e-Bill Automatic Payments". This window provides detailed instructions on how to set up automatic payments, including steps for selecting the account and the amount to pay. The main window also shows fields for "Payee Information" (Chrysler Financial Services), "Payment Account" (INTEREST CH), and "Amount" (Always pay the e-Bill).

Bank of America | Online Banking

Bank of America

Accounts Bill Pay & e-Bills Transfer Funds Customer

### Set Up an e-Bill Automatic Payment

**Quick Help**

You are setting up an e-Bill automatic payment.

**What can I do?**

- Set up an e-Bill automatic payment ([How?](#))

**What do I need to know?**

- With an e-Bill automatic payment, the e-Bill is paid automatically when you receive it. ([More...](#))
- E-Bill automatic payments are available only for payees that send you e-Bills.
- When the amount due for an e-Bill exceeds the maximum payment amount you have set, you receive a notice in your Online Banking Mail alerting you that the e-Bill wasn't paid. Your e-Bill remains in the Incoming e-Bills box on the Bill Pay Overview page, where you can pay it manually.

**What else can I do?** [show](#)

If you have questions, browse our list of [frequently asked questions](#).

**Enter e-Bill Automatic P**

To set up an e-Bill auto  
**Set Up Payment.**

**Payee Information**

Payee: **Chrysler Fin**  
car loan -1284  
[Address on File](#)

**Payment Account**

Pay From: INTEREST CH

**Amount**

**Always pay the e-Bill**  
The payment amount  
automatic payment p  
account balance.

**Only pay the e-Bill if the bill amount is less than or equal to \$**

If the amount due exceeds the amount you enter, the payment isn't sent. You are notified so that you can review the e-Bill and schedule the payment separately.

Bank of America | Online Banking | BILL... | line Banking

File Edit View Favorites Tools Help

Google Search Web

Contents Getting Started FAQs Close

### Set Up e-Bill Automatic Payments

An e-Bill automatic payment pays an e-Bill automatically based on the options you choose. You can determine the amount to pay and when to pay it. After an e-Bill is automatically paid, it is moved to the Paid and Filed e-Bills page with a status of Paid.

You can set up automatic payments for most e-Bills that you receive as long as you have received at least one e-Bill from the payee.

**To set up automatic payments for your e-Bill:**

- In **Pay From**, select the account you want to withdraw the payment from.
- In the **Amount** section:
  - Click **Always pay the e-Bill** to automatically pay the e-Bill for the amount due.  
**Note:** For some e-Bills, the amount sent from the payee can be the minimum amount due, which can be different than the account balance. Please make sure you review your e-Bills and automatic payments. For payees that send the minimum amount, you might need to make an additional payment to pay the account balance.
  - Click **Only pay the e-Bill if the amount is less than or equal to** to set a maximum amount that is paid automatically. Then, enter a maximum amount in the box. Any e-Bill with an amount due over this limit is not paid automatically. You receive notification so that you can review your e-Bill and schedule the payment separately. Unpaid e-Bills appear in the Incoming e-Bills box.

Single Payment

and click

the e-Bill  
an your



# Tools and technologies

## Tools

- Notepad
- Dreamweaver

## Technologies

- HTML
- XML
- JavaScript
- Java





“What do I need to know?”

- HTML
- Dynamic HTML (DHMTL)
- Cascading Style Sheets (CSS)
- JavaScript
- Document Object Model (DOM)



## Recommended JavaScript books

Heinle, Nick. Designing with JavaScript.

A great introduction to JavaScript.

Holzner, Steven. JavaScript Complete.

This book focuses on version 4+ browsers and provides good information about Dynamic HTML.

Goodman, Danny. JavaScript Bible.

An excellent reference book. It's the best resource for answering syntax and browser compatibility questions.



## Recommended DHTML books

Schurman, Eric. Dynamic HTML in Action.

Great introduction to HTML and DHTML.

Goodman, Danny. Dynamic HTML: The Definitive Reference.

A handy reference, especially if you are developing cross-platform embedded UA.

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Comprehensive reference book. If you need to know everything about DHTML in Internet Explorer—and there's a lot it can do!—this is the book for you.



Questions?