



# **Case Study:** Context-sensitive User Assistance

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# Overview

- How to open context-sensitive UA
- When to open UA
- How to show/hide window chrome
- How to set the window's size and position
- How to bring the UA window to the "front"



# Sample application

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

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

**Create project** **Create Project**

**View projects**

**View schedule**

**Search**

Project Number:  **Page-level UA**

Description:  **Field-level UA**

Start Date:

Completion Date:

Requestor:

Priority:

Tasks:



# Opening page-level UA

- When the user presses F1
- When the user clicks a link



# UA window example

The screenshot shows a web application interface with a green header and a brown sidebar. The main content area is white. A help window is open over the main content.

**Sample App** (Header)

Home [Tutorial](#) [Help](#) (Help link is highlighted with a red box and an arrow pointing to the help window)

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

**Sample Help - Microsoft Internet Explorer provided by EarthLink Inc.** (Help Window Title)

[TOC](#) [Index](#) [Search](#) (Help Window Navigation)

## Sample Help

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

**Project Number**  
The project number ....

**Description**  
The description ....

...

**Related Topics**  
[Viewing projects](#)  
[Viewing schedules](#)  
[Searching](#)  
[Customizing the application](#)

Done Internet (Taskbar)



# How to open a UA window

```
function openHelp(id) {  
  helpurl = location.href;  
  begin=(helpurl.lastIndexOf('/') + 1);  
  end=(helpurl.lastIndexOf('m') + 1);  
  
  if (id) helpurl = "h_" + id + "_" + helpurl.substring(begin, end);  
  else if (highID) helpurl = "h_" + highID + "_" +  
    helpurl.substring(begin, end);  
  else helpurl = "h_" + helpurl.substring(begin, end);  
  
  helpWin = window.open(helpurl, 'CShelpwin', 'toolbar=0, ↵  
location=0, directories=0, status=0, menubar=0, ↵  
scrollbars=1, resizable=1, width=500, height=600');  
  setTimeout('helpWin.focus();', 250);  
}
```



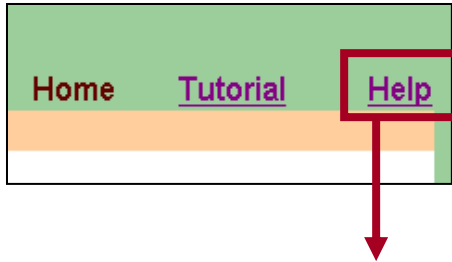
Opening a UA window when the user presses F1 (IE only)



```
<body onHelp="openHelp();return false">
```



# Opening a UA window when the user clicks a link



```
<a href="#" onClick="openHelp()">Help</a>
```





# Opening field-level UA

- When the user presses F1
- When the user highlights a term




# Popup window example

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

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

**Create project**

**Create Project**

Project Number:  

Description:

Start Date:

Completion Date:

Requestor:

Priority:

Tasks:

**Sample Help - Microsoft Internet Explorer**


**Project Number**  
**Note:** This number is sometimes automatically generated.



# Opening a popup UA window when the user clicks a link

Create Project

Project Number:



```
<a href="#" onClick="openHelp('ProjectNumber')">  
  
</a>
```



# How to open a popup UA window

↙ ProjectNumber

```
function openHelp(id) {  
  helpurl = location.href;  
  begin=(helpurl.lastIndexOf('/') + 1);  
  end=(helpurl.lastIndexOf('m') + 1);  
  
  if (id) helpurl = "h_" + id + "_" + helpurl.substring(begin, end);  
  else if (highID) helpurl = "h_" + highID + "_" +  
    helpurl.substring(begin, end);  
  else helpurl = "h_" + helpurl.substring(begin, end);  
  
  helpWin = window.open(helpurl,'CShelpwin','toolbar=0, ↵  
    location=0,directories=0,status=0,menubar=0, ↵  
    scrollbars=1,resizable=1,width=500,height=600');  
  setTimeout('helpWin.focus();',250);  
}
```



# Opening a popup UA window based on a highlighted term

## **Add to the beginning of openHelp():**

```
// Netscape
if (document.getSelection) ↴
highID = (document.getSelection);

// IE
else if (document.selection &&
document.selection.createRange)
{
var range = document.selection.createRange();
highID = range.text;
}
```

highID is the highlighted term



# How to open a popup UA window

```
function openHelp(id) {  
  helpurl = location.href;  
  begin=(helpurl.lastIndexOf('/') + 1);  
  end=(helpurl.lastIndexOf('m') + 1);
```

highID is the  
highlighted term

```
  if (id) helpurl = "h_" + id + "_" + helpurl.substring(begin, end);  
  else if (highID) helpurl = "h_" + highID + "_" +  
  helpurl.substring(begin, end);  
  else helpurl = "h_" + helpurl.substring(begin, end);
```

```
  helpWin = window.open(helpurl, 'CShelpwin', 'toolbar=0, ↵  
  location=0, directories=0, status=0, menubar=0, ↵  
  scrollbars=1, resizable=1, width=500, height=600');  
  setTimeout('helpWin.focus();', 250);  
}
```



# Finishing touches

- Hiding window chrome
- Setting the window's size
- Setting the window's position
- Bringing the window to the front



# How to hide window chrome

```
function openHelp(id) {
  helpurl = location.href;
  begin=(helpurl.lastIndexOf('/') + 1);
  end=(helpurl.lastIndexOf('m') + 1);

  if (id) helpurl = "h_" + id + "_" + helpurl.substring(begin, end);
  else if (highID) helpurl = "h_" + highID + "_" +
  helpurl.substring(begin, end);
  else helpurl = "h_" + helpurl.substring(begin, end);

  helpWin = window.open(helpurl, 'CShelpwin', 'toolbar=0, ↵
location=0,directories=0,status=0,menubar=0, ↵
scrollbars=1,resizable=1,width=500,height=600');
  setTimeout('helpWin.focus();',250);
}
```



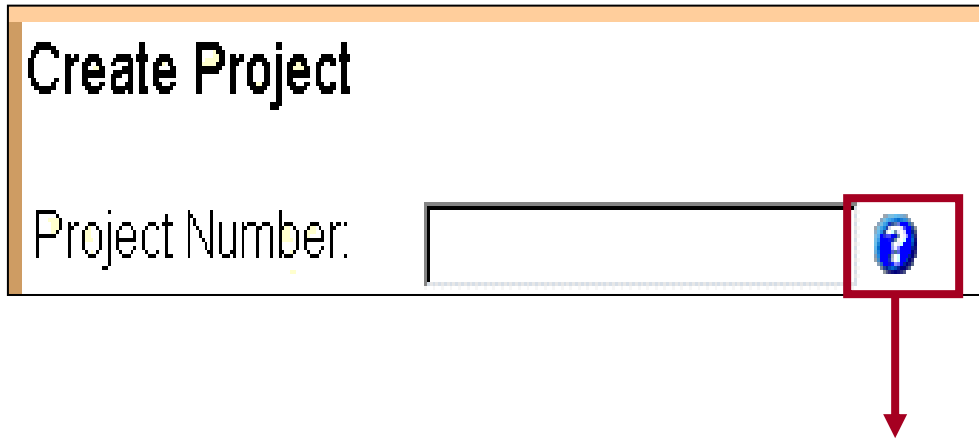


# How to set the window's size

```
function openHelp(id) {  
  helpurl = location.href;  
  begin=(helpurl.lastIndexOf('/') + 1);  
  end=(helpurl.lastIndexOf('m') + 1);  
  
  if (id) helpurl = "h_" + id + "_" + helpurl.substring(begin, end);  
  else if (highID) helpurl = "h_" + highID + "_" +  
    helpurl.substring(begin, end);  
  else helpurl = "h_" + helpurl.substring(begin, end);  
  
  helpWin = window.open(helpurl, 'CShelpwin', 'toolbar=0, ↵  
location=0, directories=0, status=0, menubar=0, ↵  
scrollbars=1, resizable=1, width=500, height=600');  
  setTimeout('helpWin.focus();', 250);  
}
```



# Opening a popup UA window when the user clicks a link



```
<a href="#" onClick="openHelp('ProjectNumber',x,y)"  
onMouseOver="getPos(event)">  
  
</a>
```



# How to set the window's position

```
<script>
var w=h=x=y=0;

function getPos(e) {
if (e != "") {
w = screen.availWidth; h = screen.availHeight;
x = e.screenX;
y = e.screenY;
// next line adjusts if window is off the screen
if (w - (x+550) < 0) x = w-525;
} }
}
```



# How to set the window's position

```
function openHelp(id,x,y) {
  helpurl = location.href;
  begin=(helpurl.lastIndexOf('/') + 1);
  end=(helpurl.lastIndexOf('m') + 1);

  if (id) helpurl = "h_" + id + "_" + helpurl.substring(begin, end);
  else if (highID) helpurl = "h_" + highID + "_" +
  helpurl.substring(begin, end);
  else helpurl = "h_" + helpurl.substring(begin, end);

  helpWin = window.open(helpurl,'CShelpwin','toolbar=0, ↵
  location=0,directories=0,status=0,menubar=0, ↵
  scrollbars=1,resizable=1,width=500,height=80, ↵
  screenX='+y+',screen='+x+',top='+y+',left='+x');
}
```



# How to bring the window to the "front"

```
function openHelp(id) {  
  helpurl = location.href;  
  begin=(helpurl.lastIndexOf('/') + 1);  
  end=(helpurl.lastIndexOf('m') + 1);  
  
  if (id) helpurl = "h_" + id + "_" + helpurl.substring(begin, end);  
  else if (highID) helpurl = "h_" + highID + "_" +  
    helpurl.substring(begin, end);  
  else helpurl = "h_" + helpurl.substring(begin, end);  
  
  helpWin = window.open(helpurl, 'CShelpwin', 'toolbar=0, ↵  
    location=0, directories=0, status=0, menubar=0, ↵  
    scrollbars=1, resizable=1, width=500, height=600');  
  setTimeout('helpWin.focus();', 250);  
}
```



# Recommended books

## **Designing with JavaScript**

by Nick Heinle

## **JavaScript Bible**

by Danny Goodman

## **DHTML Reference and SDK**

from Microsoft Press



# Downloading the examples

All scripts and examples can be downloaded at:

[www.userfirst.net/demos](http://www.userfirst.net/demos)



Questions?