Oracle Fusion Applications Cloud

A New Help Delivery Model Beginning in Update 19D

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INTRODUCING A NEW HELP DELIVERY MODEL

Beginning in Oracle Fusion Applications Cloud, Update 19D, you'll experience a new and improved approach to accessing applications help. Instead of delivering help through a separate Applications Help portal, all help and documentation will now be available from a single location: Oracle Help Center. As before, Help links in the applications will continue to open topics that users need to complete their tasks. But now the topics open in the context of a guide on the Oracle Help Center where you can easily see all the related content in a logical sequence. One thing that hasn't changed, however, is your ability to manage your company-created help content to meet your business needs.

## BENEFITS OF THE NEW DELIVERY MODEL

This new approach brings you an improved user experience:

- Oracle Help Center is now the single solution for all your help and documentation.
- No sign-in is required to access help content.
- Fewer clicks are required to get help content.
- Help opens in a new browser tab or window so you can keep it open while you work.
- Help opens with a table of contents so it's easier to find additional related content.
- Oracle Help Center supports your mobile devices as well as your desktop.
- Management of your own company-created help remains the same.

Let's review in more detail how you and your users can access help with this new approach and how you can continue to manage your company-created help.

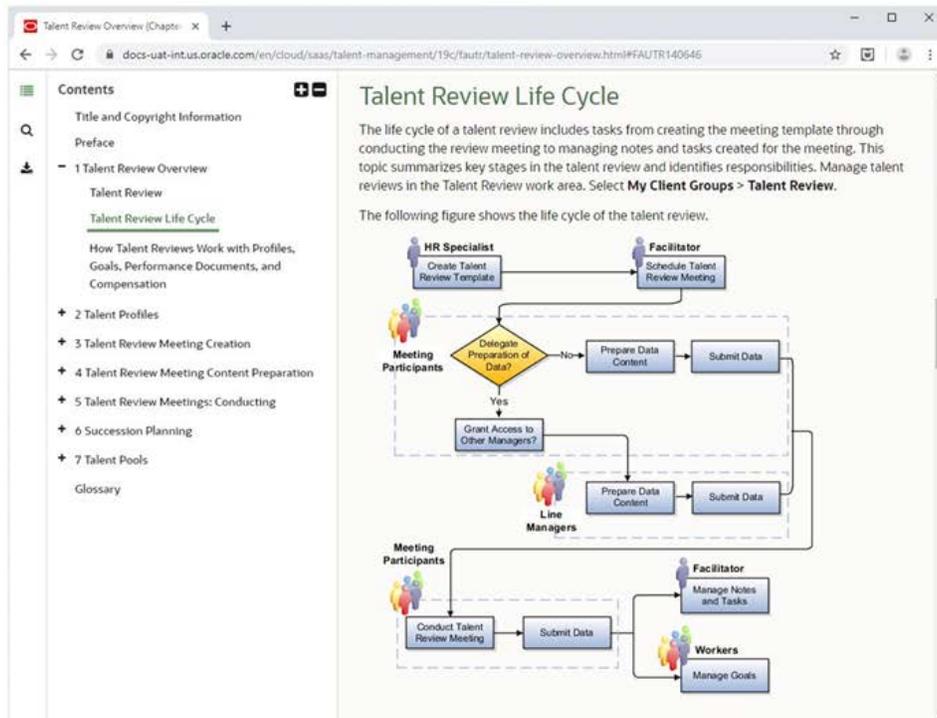## ACCESSING HELP WITH THE NEW DELIVERY MODEL

Users access help as they did before: click **Show Help Icons** in the Settings and Actions menu, then click an icon to show context-sensitive help.
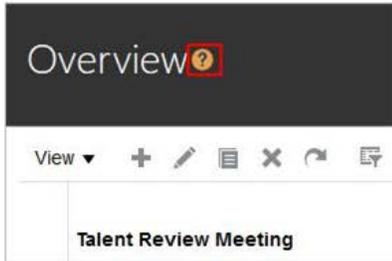
1 Click a Help icon.

2 In the Help window, click a link to open that help content on Oracle Help Center.

3 Read the context-sensitive help.

If you need more, use the table of contents on the left, or the search tool, to find additional information.

IMPACT ON EXISTING HELP CUSTOMIZATIONS

A key benefit of the new help approach is that it does not impact existing help customizations.

- If you previously **added** Help, it's still available for your users.
- If you previously **removed** help by marking it inactive, it remains inactive and hidden from your users.
- If you previously **modified** help, your edited version is preserved and you can continue to update it.

Users will still see your help links in the Help windows where you added them. These links appear at the top of the Help window, above the links to Oracle help content available on the Oracle Help Center. Clicking a link opens the help in a new browser tab, to provide a consistent experience for all types of help.

If you linked to your help from other web sites, the links will still work because the URLs haven't changed.

GOING FORWARD: HOW TO ADD HELP

The good thing is that you can manage your added help exactly as before. If you enabled the Help Content Management feature, users with admin roles see a **Manage Help Content** link in the Help windows.

This link opens the Manage Help Content window.
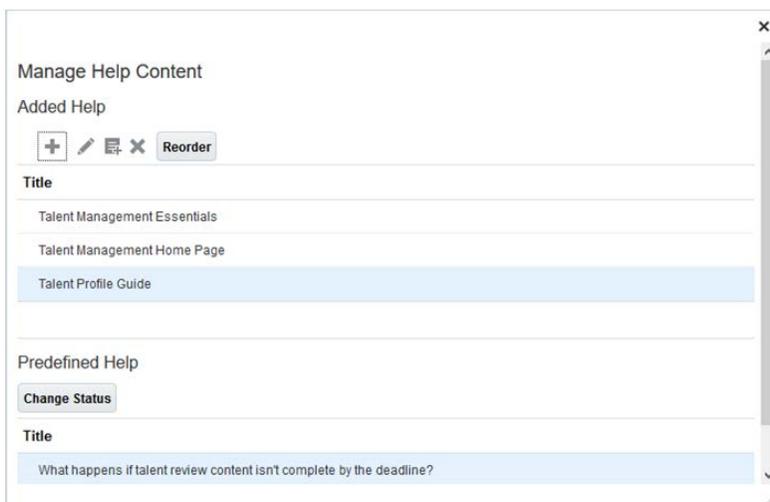
Click the **Create** icon and choose a type of help:

- **URL:** to specify a web page to open when users click the help link.

- **File:** to specify a file to open when users click the help link. You upload this file to the application.

- **Text:** to create a help page in the application using a rich text or HTML editor. Your page can include images, videos, and links to other help content.

For the Text help type, the window includes this Content section where you can add rich text or HTML.

If you want to see all of the help that you've added to your applications, you can search, view, and edit it using the new **Manage Help Content** task in the Applications Extensions functional area in your offering. Open the task in the Setup and Maintenance work area.

GOING FORWARD: HOW TO REMOVE HELP

Similarly, you can remove predefined help as you did before.

Open the Help window and select **Manage Help Content**. In the Manage Help Content window, select the titles you want to remove and click **Change Status**. Set the status to **Inactive**.
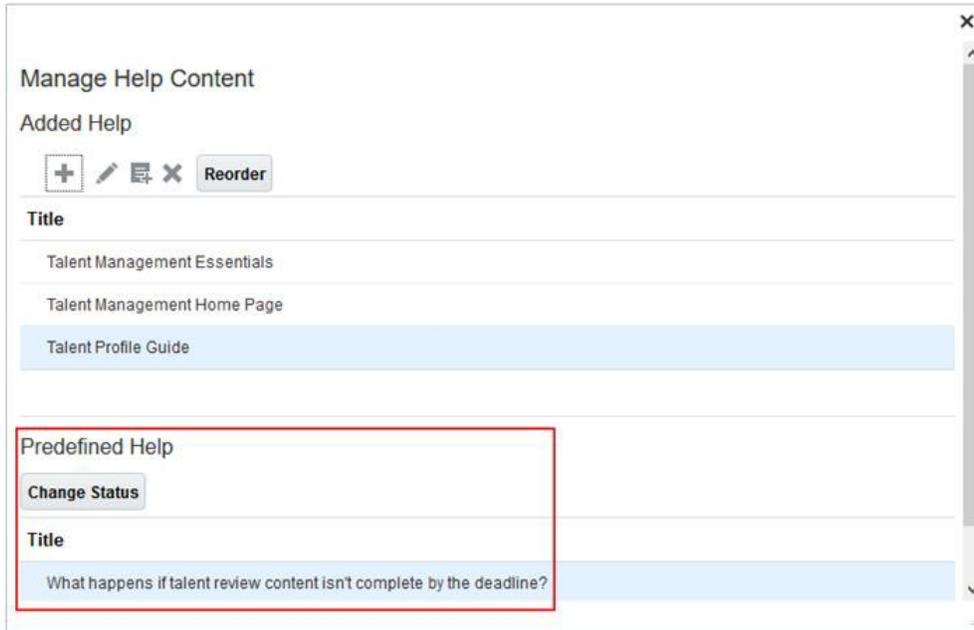
GOING FORWARD: HOW TO MODIFY HELP

And finally, you can continue to modify your own added help. Just select the topic title in the Manage Help Content window and click **Edit**.

To modify the predefined help provided by Oracle, you make your own copy:

- Click the title in the help window to open the help topic on Oracle Help Center.
- Select and copy the text you want to use.
- Go back to the help window and click **Manage Help Content**.
- Click the **Create** icon.
- Leave the help type as **Text**.
- Enter the topic title.
- Paste the copied text in the **Content** box.
- Edit the text or change formatting to match your requirements.
- Click **Save and Close**.

You now have your own version of the Oracle topic. It won't be automatically updated with any future application changes, so you will need to maintain it to keep it in sync with the application. Remember to also make the predefined version of the topic inactive so that your users don't see both versions.

GETTING STARTED CONTENT

We haven't changed the way we deliver Getting Started videos and related content – it's the same as it was before. Your users can continue to view them by clicking the **Getting Started** icon on their Home page. And you can continue to edit, supplement, or replace them as you always have.
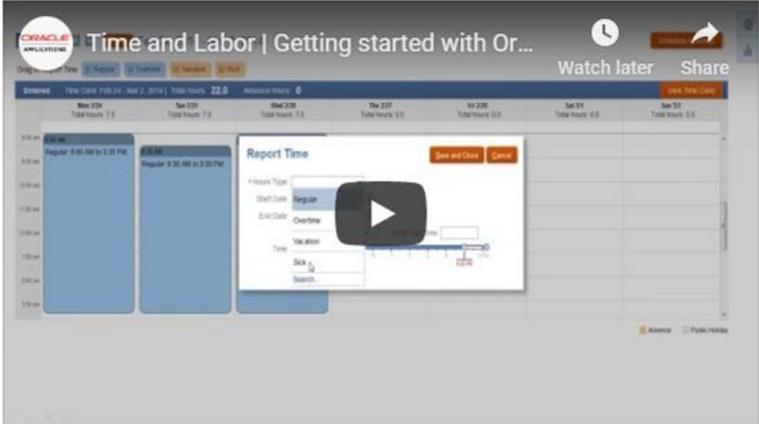
CONCLUSION

With the new help delivery model you get the same great content, but with an improved user experience. You get to the content with fewer clicks, you can keep it open while you work, and the table of contents makes it easy to find additional related content.

You can access the same content on your mobile devices, or download it for offline reading.

You can easily add your own help links to help windows, just as you did before, and your existing help works in the new approach without you doing anything:

- If you added help links to a window, you will still see your links.

- If you removed an Oracle topic, the topic remains inactive and therefore hidden.

- If you modified an Oracle topic, you will still see your edited version.

Oracle Fusion Applications Cloud gives you the best of both worlds: up-to-the-minute Oracle help content provided in the cloud, seamlessly presented alongside links to your own help content, tailored perfectly for your users.

Questions or comments? Please email oracle_fusion_applications_help_ww_grp@oracle.com.

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