

Resources About Online Help

To download the Microsoft HTML Help Workshop (to create HTML Help):

Start at <http://msdn.microsoft.com/library/default.asp?url=/library/en-us/htmlhelp/html/vsconhh1start.asp>

You'll find great info on HTML Help and a download for the workshop.

Tutorials for Learning to Use the HTML Help Workshop

<http://www.mvps.org/htmlhelpcenter/htmlhelp/hhtutorials.html>

Books about Online Help

Building Enhanced HTML Help with DHTML & CSS, by Jeannine M.E. Klein, from Hewlett Packard Professional Books, through Prentice Hall, 2001

Standards for Online Communication, by Joann Hackos and Dawn Stevens, John Wiley & Sons, Inc., 1997.

Hot Text: Web Writing that Works, by Jonathan and Lisa Price, 2002

Developing Online Help for Windows 95, by Scott Boggan, David Farkas, and Joe Welinske, 1996 (out of print, but some still lurking around)

Designing Windows 95 Help, by Cheryl Lockett Zubak & Mary Deaton (also out of print)

Designing and Writing Online Documentation, William Horton, 1994.

Help Tool And Utility Vendors

eHelp (makers of RoboHELP) <http://www.eHelp.com>

eHelp Support and User Community <http://www.helpcommunity.com>

WexTech (used to be makers of Doc-to-help, now makers of AnswerWorks) <http://www.wextech.com>

Quadralay (makers of WebWorks Publisher; works with FrameMaker) <http://www.quadralay.com>

Component One – now offer Doc-To-Help and some ForeHelp features <http://www.componentone.com>

AuthorIt Software (makers of AuthorIt) <http://www.author-it.com>

OMNI Systems (makers of MIF2Go) <http://www.omsys.com>

Helpware Group (makers of FAR – great shareware product) <http://www.helpware.net>

Keywords Software (makers of Keytools – great utility) <http://www.keywords.net/>

Tools comparison by Char James-Tanny, available from <http://www.helpstuff.com>

Help Consultant Pages (All have good information and/or resources)

Help Stuff: Creative Computing Company (Char James-Tanny) <http://www.helpstuff.com/>

Work Write User Assistance (Cheryl Lockett Zubak) <http://www.workwrite.com>

Sageline Publishing (Bill Meisheid) <http://www.sageline.com/>

Knopf Online - Training and Consulting Services <http://www.knopf.com/>

WinWriters <http://www.winwriters.com> (**Great conference!**)

Shadow Mountain Tech (Don Lammers) <http://www.smountain.com/>

HelpMaster's Site. Maintained by Josef Becker <http://www.helpmaster.com/>

World Wide Winnovations <http://www.wwwinnovations.com/index.html>

MISC Other Resources

HATT – help authoring discussion group <http://groups.yahoo.com/group/HATT/>

Hyperviews Online - STC Online Information SIG <http://www.stcsig.org/oi/www.html>

HTML Help MVP Program – great stuff here!
<http://msdn.microsoft.com/library/default.asp?url=/library/en-us/htmlhelp/html/hwHTMLHelpMVPProgram.asp>

Articles about Online Help

eServer TC Library – great resource of articles about online help and other technical communication topics: <http://tc.eserver.org/>

Learning HTML

There are so many resources available! Do a Google search. Here are a few.

Free, downloadable editor (HTML-Kit) at:
<http://www.chami.com/html-kit/>

HTML Tutorials

<http://www.w3.org/MarkUp/Guide/>

<http://www.w3schools.com/html/default.asp>

Dreamweaver Tutorial

<http://www.gslis.utexas.edu/technology/tutorials/webpub/dreamweaver/basic/dwweb.htm>

CSS and Design References

Mulder's Stylesheets Tutorial, by Steve Mulder,
<http://hotwired.lycos.com/webmonkey/authoring/stylesheets>

WebMonkey Reference: Stylesheet Guide
http://hotwired.lycos.com/webmonkey/reference/stylesheet_guide/

A Couple of Books

Cascading Style Sheets: The Designer's Edge, by Molly Holzschlag, Sybex, 2003. (Excellent book, starting from the basics.)

Eric Meyer on CSS: Mastering the Language of Web Design (this guy must know more about CSS than just about anyone), New Riders, 2002

More Links

CSS Layout Techniques: Look Ma, No Tables (plus other interesting info on the site)
<http://glish.com/css/>

Online site that backs up a book on XHTML. Has lots of interesting stuff on it, like the HTML and CSS Quick Reference Guides
<http://www.utoronto.ca/ian/books/xhtml1/index.html>

Design Issues (from W3C): <http://www.w3.org/DesignIssues/Overview.html>

Info on CSS (from W3C): <http://www.w3.org/MarkUp/Guide/Style.html>

Article on Absolute Positioning with CSS
http://www.webreview.com/1997/06_27/webauthors/06_27_97_2.shtml

Web Standard Project: <http://www.webstandards.org/learn/>

Web-authoring Discussion Lists

Web Designers Forum (requires you to become a member, but no charge - very active email discussion group where you can post all kinds of questions, or just read other peoples' Q&A)
<http://www.wdf.net/about.html>

Web Design List - another discussion list - a lot of very experienced people here, who write books about this stuff, generously answer questions for people, and have interesting conversations about everything web-design related. Tends to be fairly techy at times.
<http://webdesign-l.com/>

Accessibility Links

Dive Into Accessibility: <http://diveintoaccessibility.org/>

Simplified Web Accessibility Guide:
<http://www.webaccessguides.org/accessguide/>

Web Accessibility for Section 508, by Jim Thatcher (**excellent explanations!**) <http://jimthatcher.com/webcourse1.htm>

Web Accessibility Initiative: <http://www.w3.org/WAI/>

Usability and Online Help Links

Six Slick Tests for Docs and Help by Jared Spool and UIE,
<http://www.uie.com/sixslick.htm>

Making Online Information Usable by Jared Spool and UIE,
<http://www.uie.com/online.htm>

Structured Heuristic Evaluation of Online Documentation, by Laurie Kantner, Roberta Shroyer, and Stephanie Rosenbaum, Tec-Ed., Inc., IPCC 2002 Proceedings,
http://www.teced.com/PDFs/kantner_HE_of_online_doc.pdf

Also see the articles indexed at EServer TC Library: <http://tc.eserver.org/>