



User Manual

PPM Version 2.0

<Project or Solution Name>

U.S. Department of Housing and Urban Development

<Month, Year>



Solution Information

| | Information |
|--|--------------------------|
| Solution Name | <Solution Name> |
| Solution Acronym | <Solution Acronym> |
| Project Cost Accounting System (PCAS) Identifier | <PCAS Identifier> |
| Document Owner | <Owner Name> |
| Primary Segment Sponsor | <Sponsor Name> |
| Version/Release Number | <Version/Release Number> |

Document History

<Provide information on how the development and distribution of the User Manual is controlled and tracked. Use the table below to provide the version number, date, author, and a brief description of the reason for creating the revised version.>

| Version No. | Date | Author | Revision Description |
|-------------|------|--------|----------------------|
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1. Solution Summary

<Provide a general overview of the solution written in non-technical terminology. Outline the uses of the solution in supporting the activities of the business user.>

1.1 Features

<Provide a high-level list of the major solution features.>

1.2 Configuration

<Briefly describe or depict graphically the equipment, communications, and networks used by the solution.>

1.3 Data Flows

<Briefly describe or depict graphically, the overall flow of data in the solution. Include a user-oriented description of the method used to store and maintain data.>

1.4 Contingencies and Alternate Modes of Operation

<On a high level, explain the continuity of operations plans to be executed in the event of emergency, disaster, or accident. Explain the effect of degraded performance on the user.>



2. Getting Started

<Provide a general walkthrough of the solution from login through logoff. Arrange the information such that the functional personnel can understand the sequence and flow of the solution. Use screen prints where appropriate.>

2.1 Software Version

<Explain how the user can find what version of software they are executing.>

2.2 Solution Requirements

<Identify the hardware/software requirements required to access and use the solution.>

2.3 Access Information

<Describe the different users and/or user groups and the level of solution access granted to each category.>

2.4 Logging On

<Describe the procedures for accessing the solution, including how to get a user ID and log on.>

2.5 Solution Menu

<In the subsection below, describe in general terms the solution menu that the user encounters upon logging in to the solution, as well as the navigation paths to functions noted on the screen. Discuss each solution function under a separate subsection header, 3.5.1 - 3.5.x.>

2.5.1 <Solution Function Name>

<Provide a solution function name and identifier here for reference in the remainder of the subsection. Describe the function and pathway of the menu item.>

2.6 Changing User ID and Password

<Describe how the user changes a user ID, if applicable. Describe the actions a user must take to change a password.>

2.7 Exit Solution

<Describe the actions necessary to exit the solution gracefully.>



3. Using the Solution (Online)

<Only include this section if the solution includes an online solution. Provide a detailed description of solution functions. Describe each function under a separate section header, 4.1 - 4.x, and ensure that the ordering of the functions corresponds to the order of the solution functions (menu items) listed in subsections 3.5.1 - 3.5.x. Use screen prints where appropriate.>

3.1 <Solution Function Name>

<Provide a solution function name and identifier here for reference in the remainder of the subsection. Describe the function in detail. Include screen captures and descriptive narrative.>

3.1.1 <Solution Sub-Function Name>

<Provide a detailed description of solution sub-functions. Describe each sub-function under a separate section header, 4.1.1. - 4.x.y. Include screen captures and descriptive narrative.

The numbering of the following two sections will depend on how many solution functions there are from 4.1 through 4.x. They are numbered here as 4.2 and 4.3 only for the sake of convenience. For example, if solution functions run from sections 4.1 through 4.17, then the following two sections would be numbered 4.18 and 4.19.>

3.2 Special Instructions for Error Correction

<Describe all recovery and error correction procedures, including potential error conditions and the corresponding corrective actions.>

3.3 Caveats and Exceptions

<Describe all special actions the user must take to ensure that data is saved properly or that some other function executes properly. Include screen captures and descriptive narratives.>



4. Using the Solution (Batch)

<Only include this section if the solution involves batch processing. Provide a detailed description of solution functions. Describe each function under a separate section header, 5.1 - 5.x, and ensure that the ordering of the functions corresponds to the order of the solution functions (menu items) listed in subsections 3.5.1 - 3.5.x. Use screen prints where appropriate.>

4.1 <Solution Function Name>

<Provide a solution function name and identifier here for reference in the remainder of the subsection. Describe the function in detail. Include screen captures and descriptive narrative.>

4.1.1 <Solution Sub-Function Name>

<Provide a detailed description of solution sub-functions. Describe each sub-function under a separate section header, 5.1.1 - 5.x.y. Include screen captures and descriptive narrative.

The numbering of the following three sections will depend on how many solution functions there are from 5.1 through 5.x. They are numbered here as 5.2, 5.3, and 5.4 only for the sake of convenience. For example, if solution functions run from sections 5.1 through 5.17, then the following three sections would be numbered 5.18, 5.19 and 5.20.>

4.2 Special Instructions for Error Correction

<Describe all recovery and error correction procedures, including potential error conditions and the corresponding corrective actions.>

4.3 Caveats and Exceptions

<Describe all special actions the user must take to insure that data is saved properly or that some other function executes properly. Include screen captures and descriptive narratives.>

4.4 Input Procedures and Expected Output

<Prepare a detailed series of instructions (in non-technical terms) describing the procedures the user will need to follow to use the solution. Include the following information in these instructions:

- Detailed procedures to initiate solution operation, including identification of job request forms or control statements and the input's frequency, reason, origin, and medium for each type of output*
- Illustrations of input formats*
- Descriptions of input preparation rules*
- Descriptions of output procedures identifying output formats and specifying the output's purpose, frequency, options, media, and location*



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- *Identification of all codes and abbreviations used in the solution's output*

5. Querying

<Describe the query and retrieval capabilities of the solution. Provide detailed instructions for preparing and processing a database query. Use screen prints where appropriate.>

5.1 Query Capabilities

<Describe or illustrate the pre-programmed and ad hoc query capabilities provided by the solution. Include the query name or code that the user invokes to execute the query. Include query parameters if applicable.>

5.2 Query Procedures

<Develop detailed descriptions of the procedures necessary for file query including the parameters of the query and the sequenced control instructions to perform query requests from the database.>



6. Reporting

<Describe and depict all standard reports that the solution generates. Use screen prints where appropriate.>

6.1 Report Capabilities

<Describe all reports available to the end user. Include the report format and the meaning of each field shown on the report. If the user is able to create ad hoc reports with special formats, describe those ad hoc options and formats. Describe each report in a separate subsection.>

6.2 Report Procedures

<Provide instructions for executing and printing the different reports available. Include descriptions of output procedures identifying output formats and specifying the output's purpose, frequency, options, media, and location.>



7. Getting Help

7.1 Solutions to Common Problems

<Specify where the users can get assistance with the common problems not described in this manual.>

7.2 Getting More Help

<Specify other resources the user may access to get additional help. Additional help sources may include other websites, help desk, upcoming training sessions, and webinars.>

7.3 Helpdesk

<Provide helpdesk contact information (e.g. email addresses, phone numbers, hours of operations, expected response times).>



Appendix A: References

<Insert the name, version number, description, and physical location of any documents referenced in this document. Add rows to the table as necessary.>

Table 1 below summarizes the documents referenced in this document.

| Document Name | Description | Location |
|---|-------------------------------------|---|
| <i><Document name and version number></i> | <i><Document description></i> | <i><URL to where document is located></i> |
| | | |
| | | |

Table 1 - References



Appendix B: Key Terms

Table 2 below provides definitions and explanations for terms and acronyms relevant to the content presented within this document.

| Term | Definition |
|---------------|---|
| <Insert Term> | <Provide definition of term and acronyms used in this document> |
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| | |

Table 2 - Key Terms