

User documentation [Mandatory]

This documentation is created for end-users and should explain in the simplest way possible how users can effectively use the software. User documentation provides an overview of the product's functionality and gives basic guidelines on how to use it. The documentation can be provided in various forms including printed form, online or offline on a device. Institutions can be creative on how to develop the user documentation based on the complexity and need. For example online end-user documentation can come in the form of knowledge bases and include FAQs, video tutorials, embedded assistance and support portals

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