Chapter 2. HELP facilities

What you will learn from this chapter

In this short chapter, you will be introduced to the types of help messages incorporated in FiSAT II, to assist you in using its various routines. However, these help messages are not intended to replace this User's Guide.

Types of HELP messages

FiSAT II has three types of help messages, classified as either immediate, warning or descriptive messages.

• **Immediate help messages** : These automatically appear in the Status Bar (i.e. at the bottom of the screen), when certain actions are to be performed. They consist of one line of information (less than 66 characters), generally to remind users of the limits for the current entry field or what options are available.

• **Warning messages** : These are messages that appear at the bottom of the screen to warn users about the value entered in the current field. In most cases, FiSAT II may require the user to provide another value before a function is performed.

• **Descriptive help messages** : These describe the routines under each item of a given menu, or provide a list of keys in a given routine that can be used but which are not shown on the display screen.

Accessing HELP

The Help Menu of FISAT II provides three ways of getting help as the need arises.

On-line help messages

Accessing the "Contents" menu item in the Help menu or pressing <F1> will open the on-line user guide (Fig. 2.1). The contents of this manual were electronically converted to facilitate the access of descriptive help messages.

Fig. 2.1. FiSAT II on-line help messages. This is the electronic version of this document.

This standard Microsoft Windows type interface provides facilities to view the pages through the Contents list (as in Fig. 2.1) or specific topics can be located via an index field or free text searches. Please refer to Microsoft Windows references for details on how to use this interface.

FiSAT II on the web

A FiSAT II website is maintained by FAO to provide a venue for distributing updates to the software and other announcements related to the application of the software (Fig. 2.2).

Fig. 2.2. FiSAT II home page. The content of the pages varies as the need arises. The current URL is http://www.fao.org/fi/statist/fisoft/fisat/index.html.

The content of the pages changes as the need arises. This website will contain pages to (i) allow users to quickly assess the new package, (ii) online user guide with the same content as the online help messages accessed through the Help Menu, (iii) user registration to allow FAO to update users on new developments, (iv) pages to download new updates as they become available, and pages to answer frequently asked questions (FAQ).

Users are encouraged to register their names and to regularly visit the website to keep phase with the developments of the software.

Technical support

In cases where the online help messages and the FiSAT II website are not sufficient to answer a specific query, or in reporting programming defects, FiSAT II users may forward their queries to FAO. To facilitate the services, always include the following:

1. The FiSAT II version installed;
2. The Microsoft Windows operating system; and
3. Step-by-step procedures to repeat the problem (if applicable).

In rare cases, FAO may request users to access and e-mail system information. These files may be accessed from the "About FiSAT II" form accessible through the Help Menu (Fig. 2.3).

The FAO technical staff will provide a step-by-step procedure on what needs to be retrieved and mailed to resolve a technical problem. Please refer to Microsoft Windows reference manuals for details on the use of the interface that displays system information.

Fig. 2.3. The "About FiSAT II" form. The system information may also be accessed from this form.