

## Improved Documentation System

2015-03-06 - Ben Henley - Comment (1) - Product

We want to make sure that you can get the best out of DeskPRO, so we've improved the way we publish our manuals and other guides.

From now on, your new destination for DeskPRO documentation is [manuals.deskpro.com](http://manuals.deskpro.com).

### DeskPRO Manuals & Guides



The image displays four screenshots of the DeskPRO documentation system, each representing a different user role:

- I'm an Agent:** Features a "Agent QuickStart Guide" PDF, a "View Online" button, and a "Download PDF" option. The text states: "PDF guide to the basics of using the agent interface. This is automatically emailed to new agents." and "Full details about how to use DeskPRO as an agent. Master DeskPRO's market-leading productivity features!"
- I'm an Admin:** Features a "Get the Admin Manual" section with a "View Online" button and a "Download PDF" option. The text states: "Everything you need to know about setting up & administering a DeskPRO helpdesk." and includes links for "Installing DeskPRO Download" and "Launching Your Helpdesk - quick 7-step guide".
- I want to make Reports:** Features a bar chart and a "View Online" button.
- I'm a Developer:** Features a "DeskPRO API" section with a "View Online" button and a "Download PDF" option.

You'll find greatly improved online versions of all the manuals. They're now fully searchable, and you'll find it easier to link to specific sections or bookmark them for future reference.

(And if you prefer PDFs, don't worry - you'll find PDF versions of the manuals there too).

Of course, we'll still be updating our [Knowledgebase](#) with useful articles that fall outside the scope of the manuals, like FAQs, troubleshooting help, and configuration examples.

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### **Where did the Install Manual, Importer Manual and Update Manual go?**

We've moved the content of those manuals into the Admin manual.

### **Where did the PDFs go?**

We used to host the old PDF manuals on the Download section of our portal. Now they'll be available on [manuals.deskpro.com](https://manuals.deskpro.com).

### **I've found a mistake, formatting error or something missing!**

Email [support@deskpro.com](mailto:support@deskpro.com) to report any problems.