

## Improved Documentation System

2015-03-06 - Ben Henley - Comments (0) - 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 distinct documentation landing pages for DeskPRO, each featuring a screenshot of the software interface at the top and a white content box below. The content boxes are organized into a 2x2 grid. The top-left page is for 'I'm an Agent', the top-right for 'I'm an Admin', the bottom-left for 'I want to make Reports', and the bottom-right for 'I'm a Developer'. Each page includes a 'View Online' button and a 'Download PDF' link, with some pages also listing specific guides or quick-start guides.

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

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.