

G' morning everyone. Today we're announcing the availability of a "new and improved" FAQ on our website. As I've mentioned before, we regularly update the FAQ with lots of information for you in a number of areas. A few revisions back, we added the clickable Table of Contents on the left-hand side of the FAQ to make it easier for you to find and go to a certain section within the FAQ, as it's gotten pretty big (27 pages as of version 8a, the latest). This time, we've not only updated the data in it but have also added another usability feature.

Don't know about you, but one of the things that drives me nuts is when a large document is updated (say a group phone list at your job, or a policies and procedures document you reference all the time), but there's no indication of what's new. You have to look through the whole darn thing being a detective to figure out what's been changed! Well, we've added a feature to the FAQ now to help you know what's different from the last one. We've added yellow highlighting to all new or edited data, so as you browse through the FAQ from time to time (which we recommend doing since, as I mentioned, we update it fairly regularly) you'll be able to see what's new in the latest version on the site. Every time we revise the document, we'll remove the yellow highlighting before editing it, since that information is now "old", and again only highlight the new stuff for that revision. By the way, you can also tell what version the document is by looking in the upper left-hand corner of the page. The filename is always printed there, and we update the filename when the document is updated. (This is true of all of the documents we provide for you on our site, though the location of the filename may be different in each document, like lower RH instead of upper LH, etc.).

We hope this will make it easier to use the FAQ if you already have been using it and like to browse occasionally for new information. And like I said, this one has been significantly edited (lots o' yellow on it!), so definitely go to the site and get yourself a new one so you have the freshest one available.

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