Rule #10: **Help & Documentation**
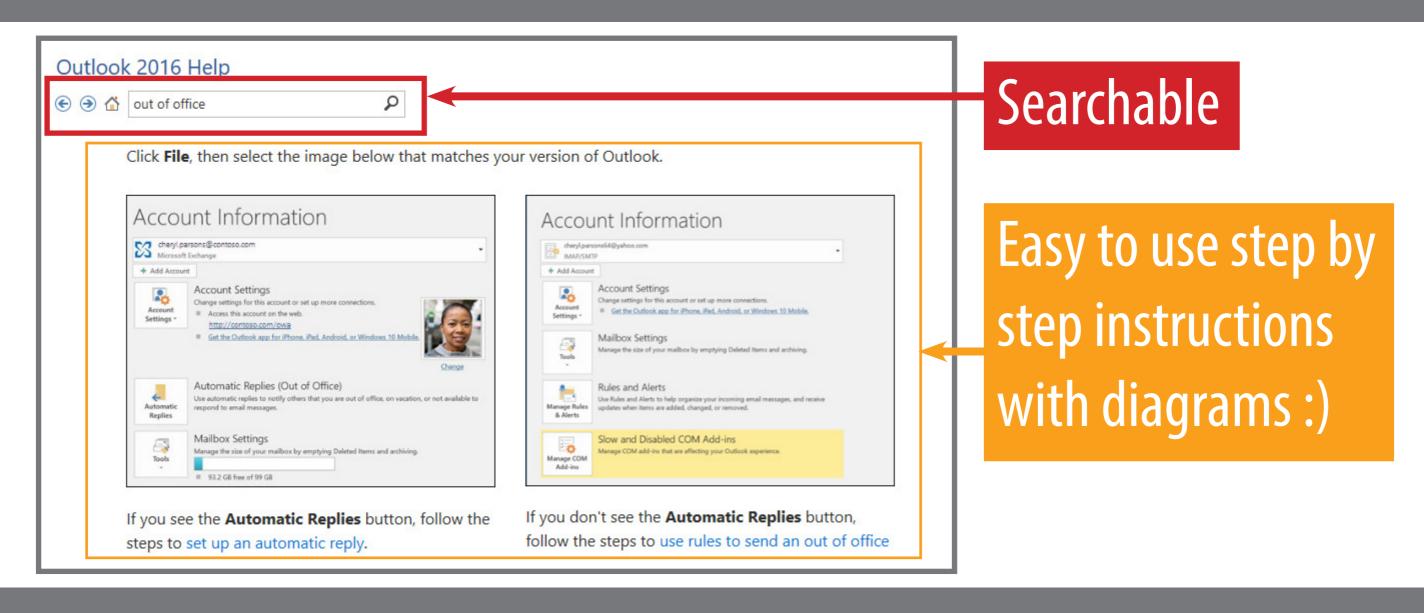

Help should be simple and searchable. It should address the users' problem.