Knowledge Base

Sonat

Sonat Manuals

Introduction

Welcome to Sonat, an advanced documentation tool to create, manage, and publish online user manuals, user guides, knowledge bases, instructions, tutorials, and more. In this guide, we will walk you through Sonat and discuss using its features to create a professional manual in a collaborative workspace. Here at Sonat, we aim for constant improvement. Therefore, this guide will be in active development and constantly updated with improved and new features.

Getting started

Let's have a quick overview of Sonat to help you get started on your first document. Here, we'll discuss the basic steps for getting to know and using the system. Then, we'll introduce you to Sonat's primary interfaces, the browser requirements, creating an account, and how to create, edit, and publish your first topic.

Manage your first topic

After creating your first document, you will be directed to the topic editor to create, edit, and view your topics.

Add your first topic

The system will automatically create your first topic after you create a document. You can start adding a title and body to your topic. It will be automatically saved and appear on the Table of content (ToC) in the editor's left panel.

A small green plus sign surrounded by a green square next to the topic title in the ToC indicates an added topic that has not been published yet.

Edit your topic

Open your topic by clicking its title in the ToC in the editor's left panel.

1. Start editing your topic by clicking wherever you need on your topic title or body.

Changes will be saved automatically.

Preview your topic

To make sure your topic looks good to your users, you can see its preview at any time before publishing.

To see your topic preview:

1. Open your topic by clicking its title in the ToC in the editor's left panel.
2. Click options shown with the three vertical dots menu on the top right of the topic editor window.
3. Click *Preview*.
   Your topic preview will open in a new tab.

Publish a topic

There are three methods to publish a topic directly (read about creating a publish request here):

a: Click the three vertical dots menu next to your topic title in the ToC > *Publish topic.*

b: Open your topic from the ToC and click the publish button indicated by an **upward arrow** on the top right corner.

c: (For publishing one or more topics at the same time)

1. Click the dropdown menu above the Table of Content > *Publish topics*.
2. Choose the topic/topics you want to publish.
3. Click *PUBLISH*.

Your topics will be immediately available online on your Custom Domain or hosted on Sonat.com as soon as you publish them. The absence of the green square with a plus sign inside next to your topic as well as the disabled publish icon confirms that your topic has been published successfully. You can view the published version of your topic as follows.

View and link to your published topic

Your topics are available on the internet as soon as you publish them. You can now visit your published topic as it appears to your users and link to it on your other resources by copy-pasting its URL.

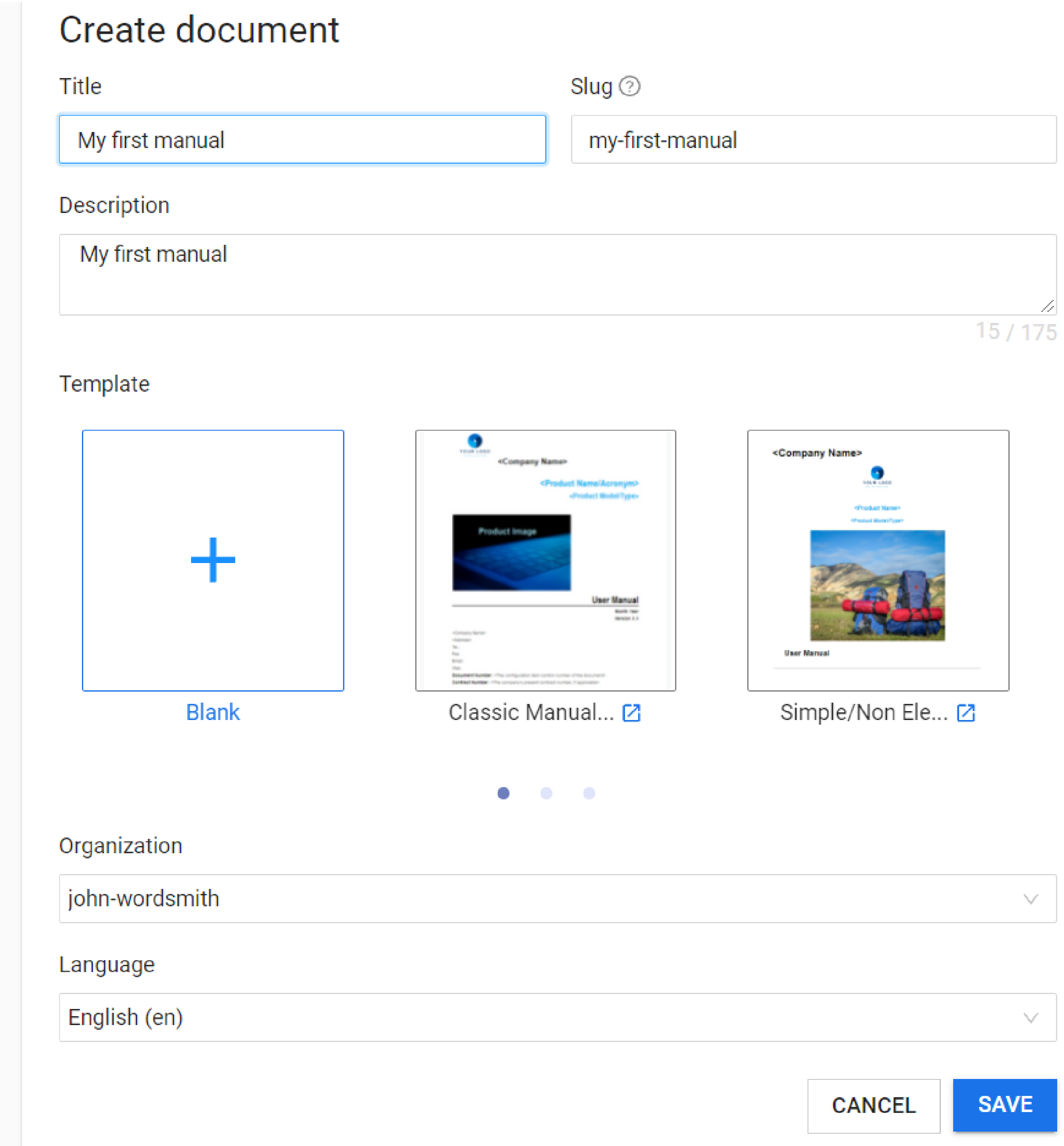
To view and find the URL of your topic:

1. View live icon
   1. Click the *View live icon* next to the bread crumb above the editor.
      Your online manual will open in a new tab.
   2. *Copy and paste the URL* appearing in your topic view live and use this URL to link to it in your website, application, etc.
2. Share button
   1. Click *Options* shown with the three vertical dots menu on the top right of the topic editor window.
   2. Click *Share*.
   3. Share your topic URL through:
   - Copying the URL by clicking the **Copy icon** in the shareable links box.
   - Share the link with a *QR code*.
   4. Click *Open* to view your topic.

Create your first document

When you log into your Sonat account, you will land on your home page, where you can see your documents list. However, when you log in for the first time, you should create your first document. To do so, you need at least to dedicate a name and description to your document.

A default slug will be automatically created based on your document name. However, you can always change it if needed.



Create a new blank document

1. Enter your document name
2. Optimize your slug (optional)
   A *slug* is a unique part of a URL, appearing at the end of the web address specified for each document. Remember that you can only use hyphens or underscores to separate words in a slug.
3. Add a description of up to 175 characters.
4. Choose the blank document (It is selected by default, you can change it by choosing a template).
5. Choose your organization by clicking the organization dropdown (Only applicable if you are a member of more than one organization).
6. Choose the original language of your document (English is the document's default language; you can change it to any other language of your interest).
7. Click *SAVE*.

Your new document has been created, and you will be directed to the content editor to add and manage your topics.

Choose from templates

To create your document using Sonat templates, follow as above mentioned steps but choose a template instead of a blank document in step 4:

1. Enter your document name
2. Optimize your slug (optional)
   A *slug* is a unique part of a URL, appearing at the end of the web address specified for each document. Remember that you can only use hyphens or underscores to separate words in a slug.
3. Add a description of up to 175 characters.
4. Choose a template. Move to the right to see the complete list of templates. Go over each template icon to see its description.
5. Choose your organization by clicking the organization dropdown (Only applicable if you are a member of more than one organization).
6. Choose the language of your document (English is the default language of the documents, you can change it to any other language of your interest).
7. Click *SAVE*.

Your new template document will open in the content editor so that you can edit and manage your topics.

Requirements

Sonat can run in the following web browsers:

Browser	Version
Chrome	83 or above
Firefox	78 or above
Microsoft Edge	84 or above
Safari	14 or above

Browser features

Any supported browser that you choose to use must meet the following requirements:

- Enabled **JavaScript**
- Enabled **cookies**
- Enabled **Session Storage**
- Enabled **Local Storage**
- Enabled **IndexedDB**

Use

- **HTTPS - TLS v1.2** or **above**

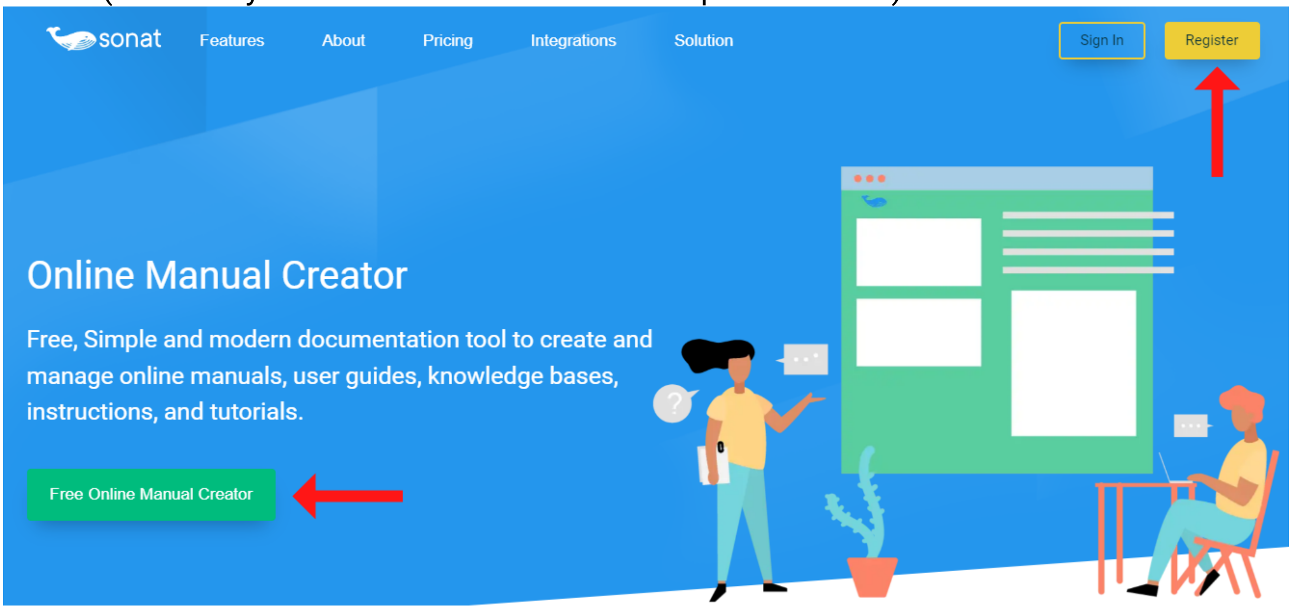
Create a Sonat account

To get started on your projects, you need to sign up first. Sonat supports Google and GitHub sign-in integrations besides sign-up with email. So, no password or names are required if you sign up using your Google or GitHub account.

Sign up for free at Sonat

For either method, you first need to go to the sign-up page. First, you can review Sonat's Privacy policy and Terms of Service before registering. Next, you can find the sign-up page:

1. Directly by clicking this link or typing https://editor.sonat.com/auth/signup into your browser address bar.
2. Visit the Sonat website and click on **register** at the top-right corner or click the **Sign up for free** button. (Marked by red arrows next to them in the picture below).



How to register in Sonat

Sonat has a forever-free plan; you do not need to enter your credit card information to register and write your manual. You can, however, upgrade to other plans to enjoy more advanced features. Learn more here].

To continue with your registration, choose one of the following methods:

Sign up with Google

1. Click Sign up with Google
2. Choose your Google account

Please note that by continuing, Google will share your name, email address, language preference, and profile picture with sonat.com.

Your account will be created upon confirmation, and you will be directed to your Sonat account.

Sign up with GitHub

1. Click Sign up with GitHub

2. Authorize Sonat to have access to your GitHub account

Your account will be created upon confirmation, and you will be directed to your Sonat account.

Sign up with Email

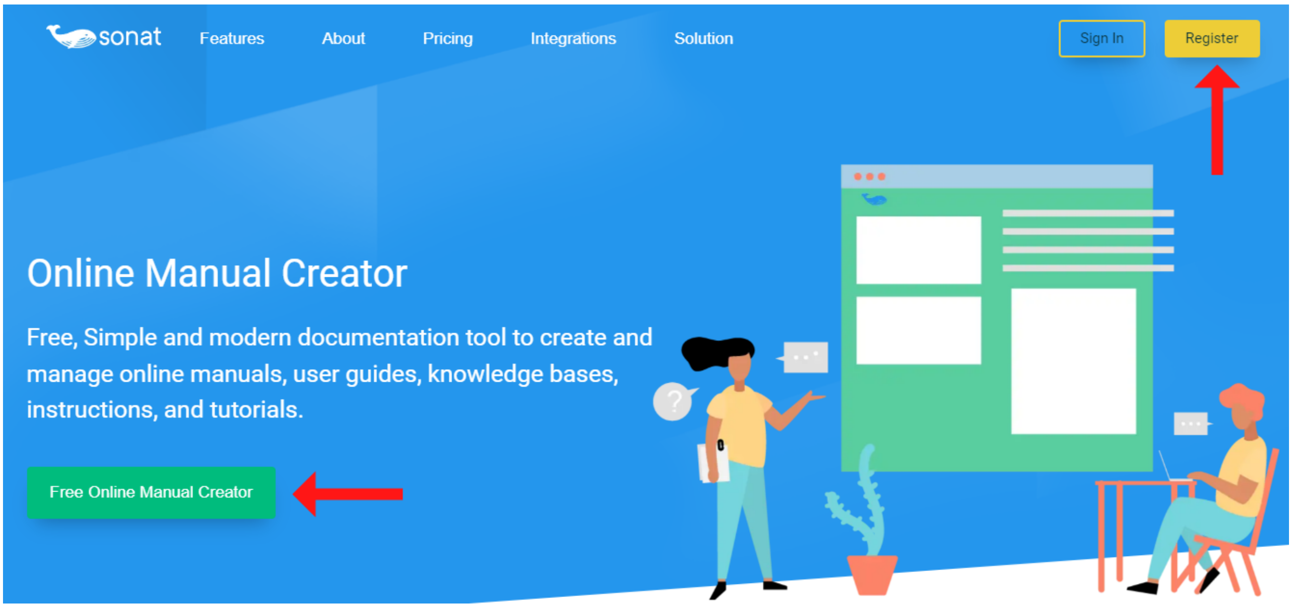
1. Click Sign up with email.
2. Enter your email address and click **NEXT**.
3. Add your first and last names, set your password, and click **SAVE**.
4. Confirm your email.
   1. You'll receive a confirmation email.
   2. You need to click on the activation link in the email.

Quick Tour

Let's take a quick tour around Sonat to know the primary interfaces you'll interact with most when using Sonat:

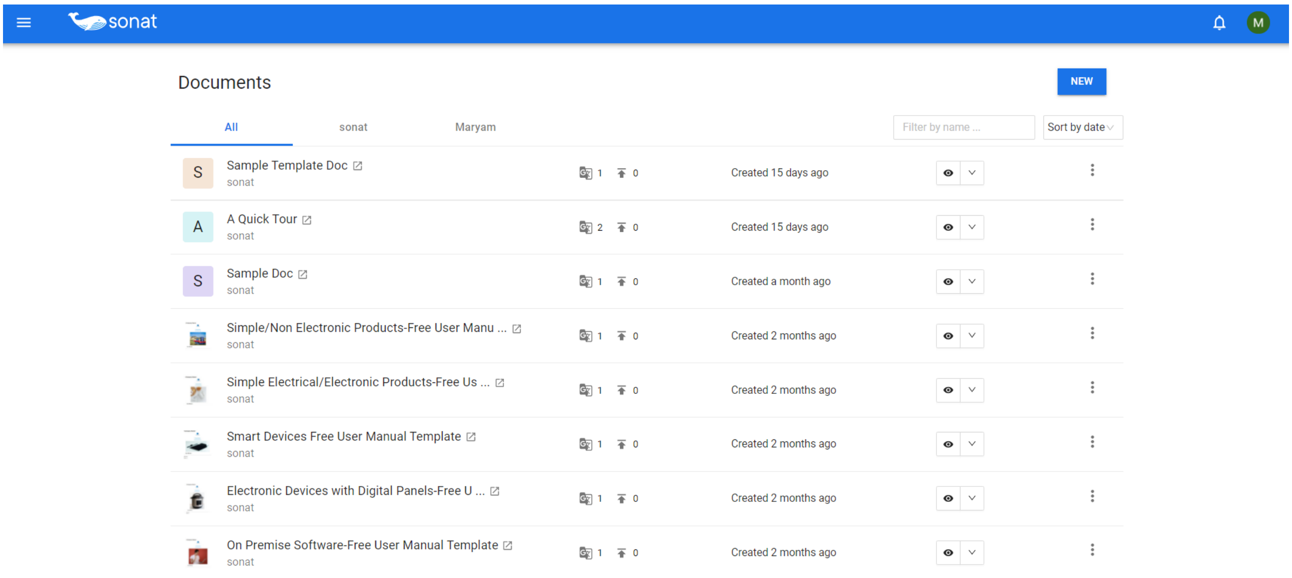
Home page and the *Content Editor*.

Home page



Home page

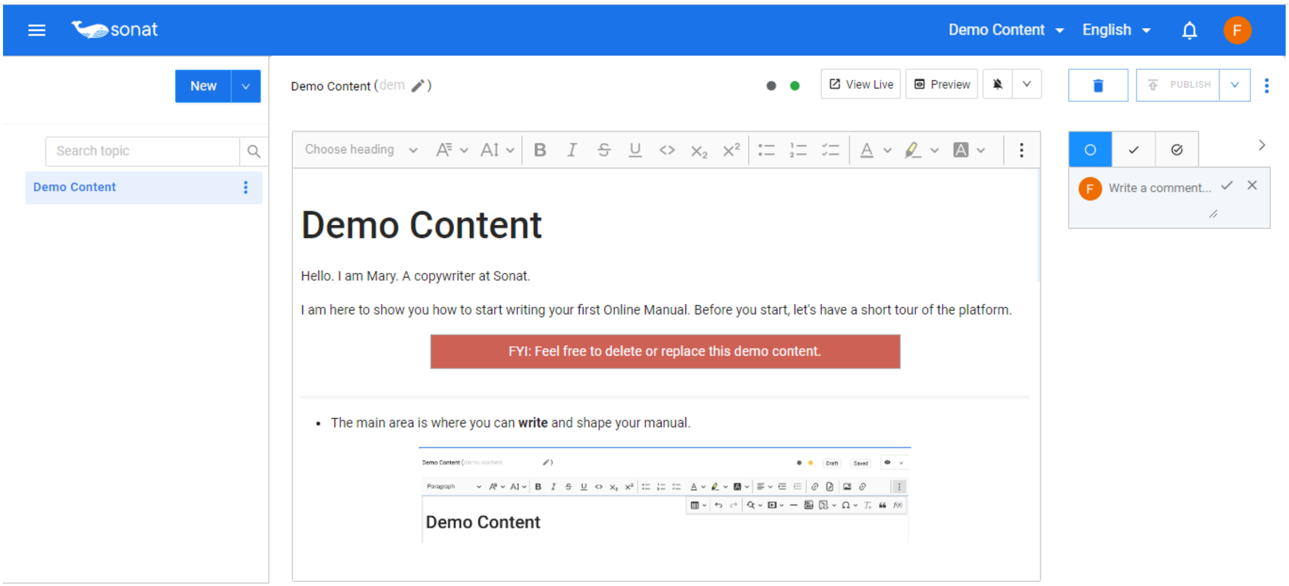
Content Editor



Content Editor

Home

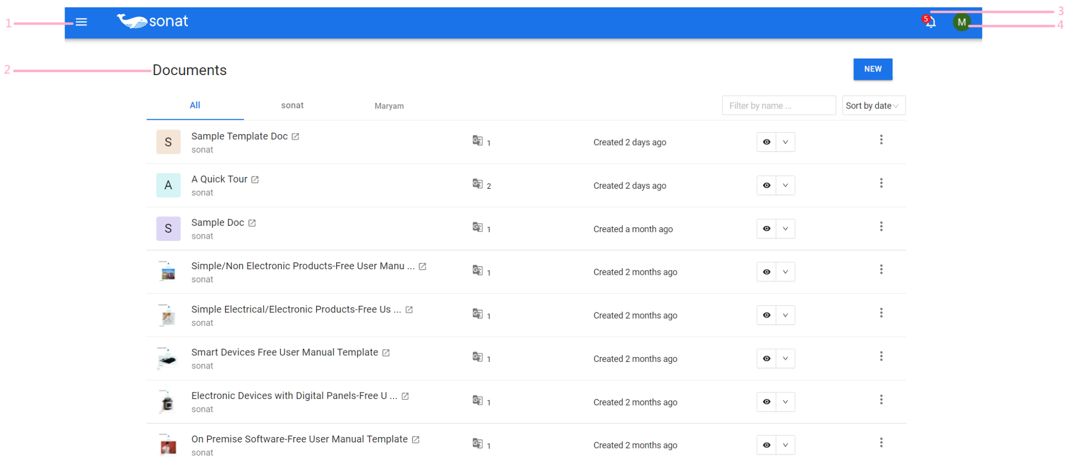
Your home is where you land first when you log into your Sonat account. You can find the list of your documents and notifications, manage your team, accounts, and billing, and access other organization and document settings. The following image is an example of a Sonat home Interface. Let's take a look at its main elements and menus.



Your Sonat home main elements

1. Main menu

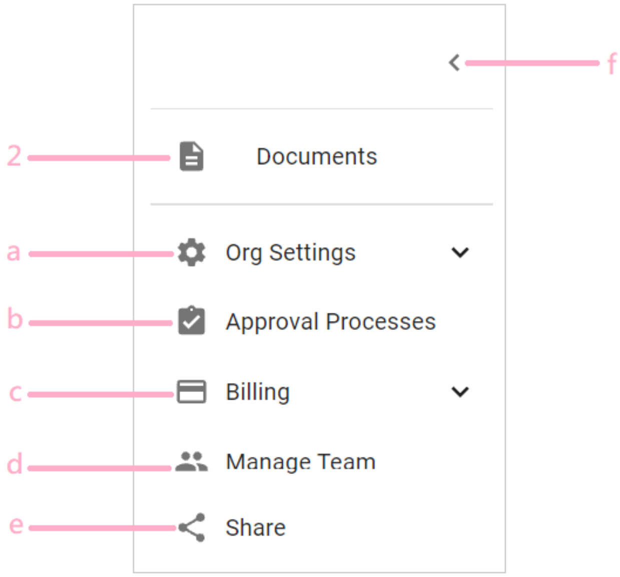
You can access and manage your team, organization settings, approval processes, billing, and share your organization link through the main menu shown by the three horizontal lines (Hamburger menu) on the top left. Open the menu to access:



Main menu in the home

a. Org Settings

Org (organization) Settings include all the settings at the organization level. Therefore, what you set in the org settings generally will apply to all the organization's documents unless you overwrite it at the document level (in document settings). Click the Org Settings dropdown menu to see its all options, including:



Org settings list

- **General Settings**: to access and edit your organization title and slug.
- **Style**: to set the style and branding features, including logo, favicon, and the general viewer style, at the organization level.
- **Integrations**: to enable/disable integration with Google Analytics, Google Search Console, and Bing Search Console.
- **Custom Domain**: To set up your custom domain
- **Advanced Settings**: to access and edit more advanced options such as enabling feedback, PDF export, and the website URL at the organization level.

b. Approval Processes

You can define parallel and sequential workflow through approval processes by adding different rules and steps.

c. Billing

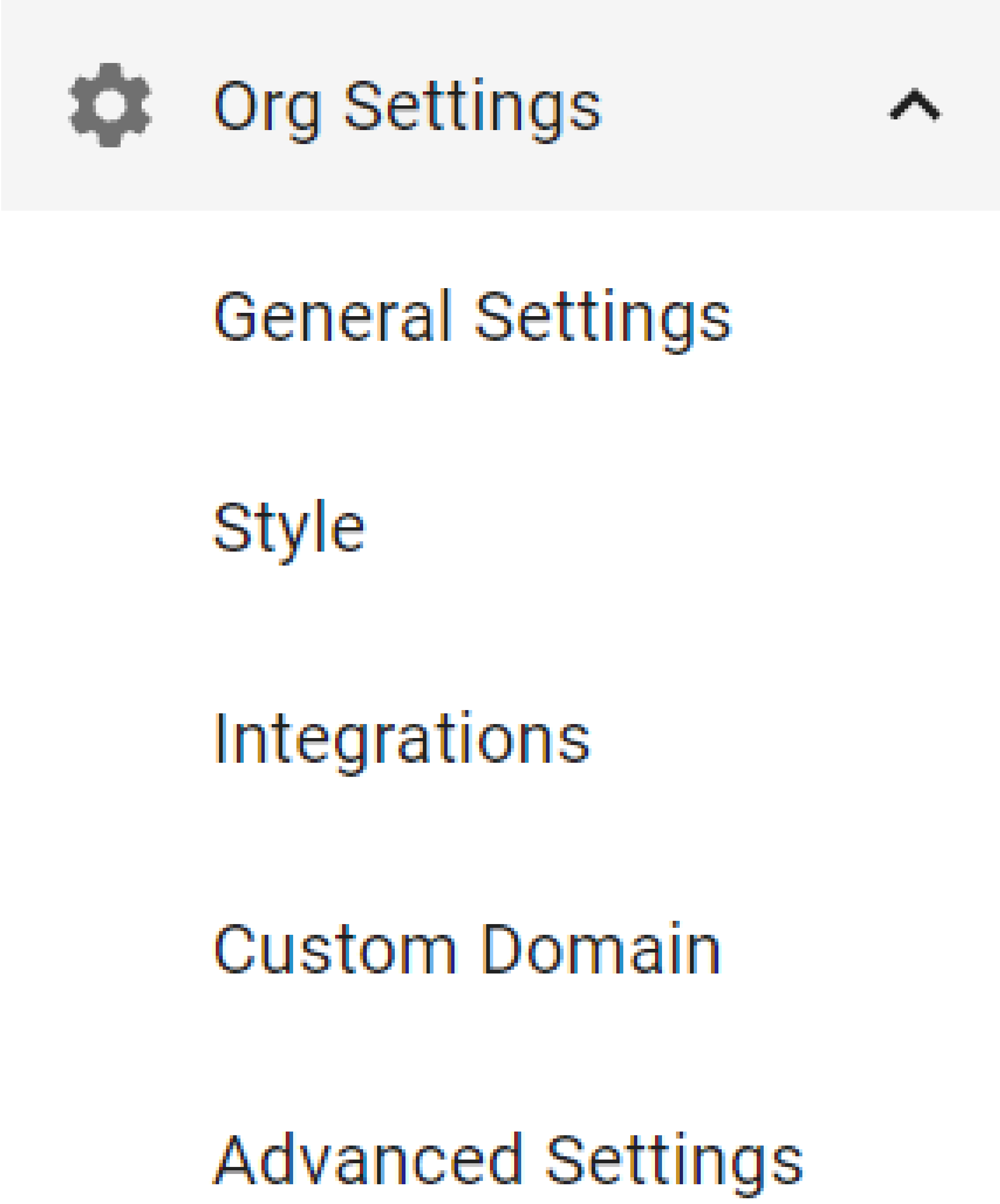
You can review different *plans*, *upgrade* to business, or enterprise plans, add or edit your *payment method*, and see your *invoices*.

d. Manage Team

You can see the members of your organization, add or remove members and change their permissions.

e. Share

You can view your organization's homepage and share your organization URL by copy-pasting or QR code through the *Share* option of the menu.

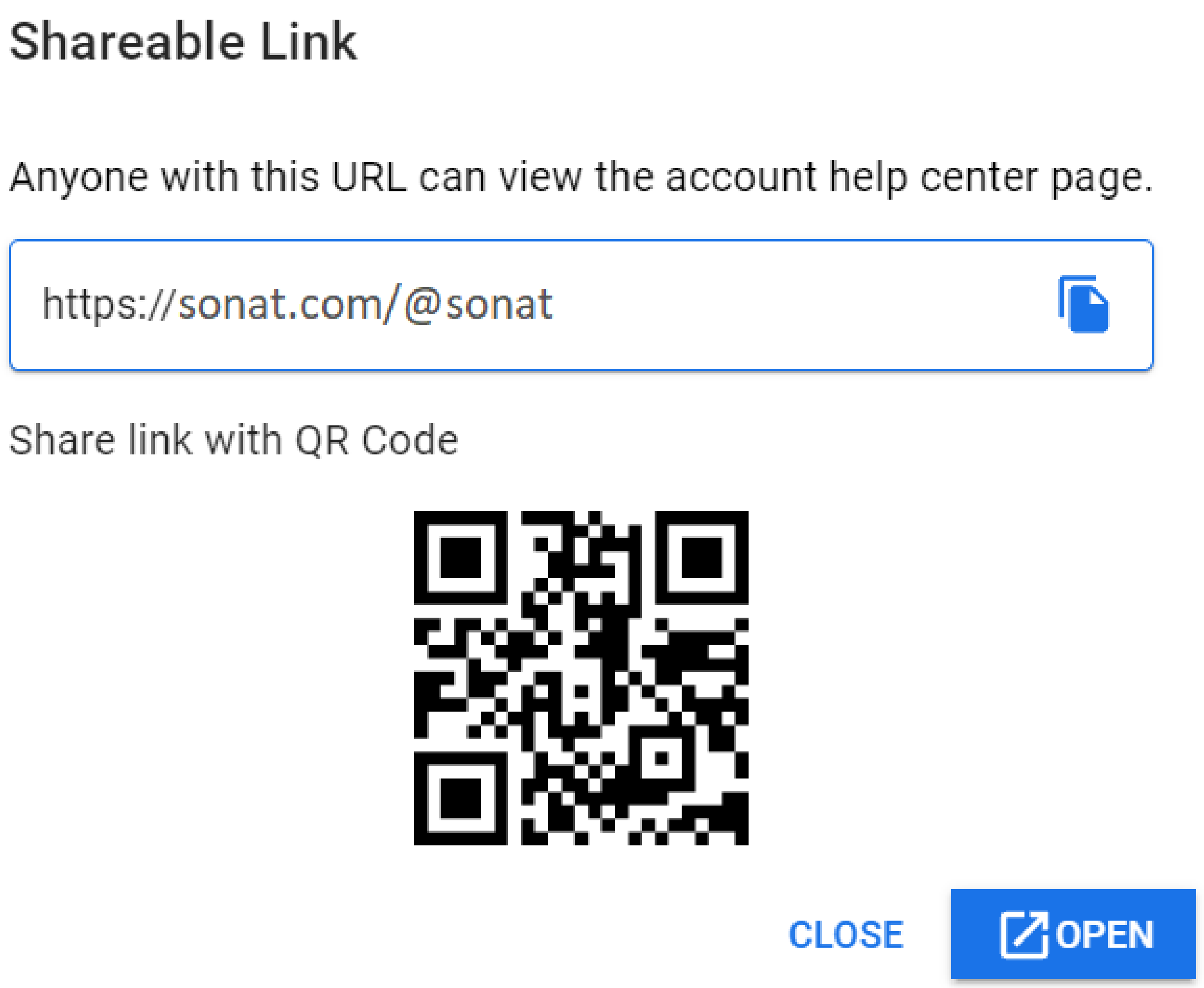


f. Close

Click the arrow to close the menu and go back to the home. You can also close it by clicking anywhere out of the menu.

2. Documents

Documents are entities that can contain one or more topics, multiple variants, and languages all in a single place. Here's a quick overview of what you can find and manage regarding your documents on your home main page.



Documents

List of your documents

You can see a complete list of your documents specified by their *titles*, *icons*, and the relevant *organization*. You may need to scroll down to see all your documents if the list is long.

- To see a *document description*, move over its title.
- To *open a document* in the topic editor, click the document.
- To see the published version of a document, click the *view live* icon next to the document title in the list.
- To classify the documents based on *organizations* , choose the tab specified by each *organization* name above the list to see the documents of that particular *organization* (You will primarily find the list of all documents regardless of organizations under the "All" tab).
- Type the particular word you are looking for in the blank field on the top right to *filter documents by names*.
- To *sort documents by date or name*, click the sort button on the top right next to the search field and choose the type you want.

Languages

You can see the *number and type of available languages* for each document.

- The *number* of available languages for each document is shown in a column to the right of the documents' titles.
- To see which *languages* each document has, move over the language number.

Date and Time

You can see the date and time of creating each document in a column next to the languages. To see more details move over the time and date.

Document Watchers

Any member of an organization can choose to *watch or unwatch* a document or other entities and processes. Watching a document means following up on its progress by receiving notifications for **every** change in that particular document. In contrast, unwatching means refusing to receive notifications for changes. In the next column on your document dashboard, you can see if you are watching/unwatching a document, choose to watch/unwatch a document, and see the list of watchers for each document.

- By clicking the **eye button**, you'll start watching the document, and when you click on the *eye button with a strikethrough* you'll stop watching it.
- The dropdown menu next to the eye sign shows the *list of watchers* of a document.

More options

More options to manage a document are accessible through the three vertical dots menu in the last column on the right. You can access and manage a document's general and advanced settings, styles, languages, variants, and feedback. Open More options and click:

- **General Settings**: to access and edit your document *title*, *slug*, and *description*
- **Style**: to edit a document style features including *header color*, *font color*, *viewer style*, and *document theme*.
- **Advanced Settings**: to access and edit more advanced options such as enabling *feedback*, *PDF export*, and *approval processes* for your document, whether to show a document in the *help center* or even completely *deleting a document*.
- **Languages**: to add a new language, change the default language or delete a language
- **Variants**: to add a new variant, change the default variant, or delete a variant
- **Feedback**: to filter and view feedback on your documents.

New Document

You can create a new document directly from home by clicking *NEW* on the top right.

3. Notifications

The *number of new notifications* is shown in a red circle on the alert bell icon on the top right of the home window, next to the profile icon. Click the notification alert to see the *list of your notifications*. Click each notification title to see more details.

4. Profile icon

Click your profile icon to access your profile settings, contact sonat by sending feedback or asking questions, and sign out of your account.

Content editor

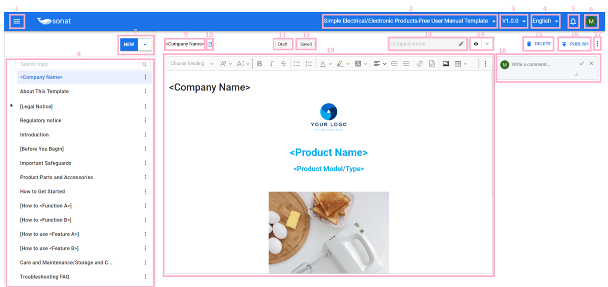
The content editor is the main interface you interact with when writing, editing, and managing your topics and documents. It consists of the document outline to organize topics and access topic-related features, the rich text editor where you write and edit your content, a Panel where you can cooperate through comments, some access menu and shortcut buttons, and more options to manage topic and document settings. Let's take a look at each part.

Content editor page

1. Document menu

The three-horizontal-line (Hamburger menu) menu on the top left of the navigation bar gives you quick access to the documents, their management, and settings directly from the content editor page. You can access and manage document lists, styles, general and advanced settings, publish requests, languages, variants, feedback analysis, and share your document link. Here are what you find on the document menu.

Open the menu and click:



Document menu

- **Home**: to go back to your document list and details on your home.
- **Edit Content**: to close the menu and go back to the content editor page.
- **Document Settings**: to access and manage your document's *style* as well as *general* and *advanced settings*.
- **Publish request**: to see the number and details of *publish requests*.
- **Languages**: to add a new language, change the default language or delete a language
- **Variants**: to add a new variant, change the default variant, or delete a variant

- **Analysis**: to filter and view feedback on your document.
- **Share:** to view and share your document URL by copy-pasting or QR code.

2. Document name list

On the right side of the navigation bar, you will find your present *document name*. Click the document name to expand the list of documents and *switch between them*.

3. Document variants

Next to the document name on the right, you will find the variant of your present document. Click the dropdown arrow to *see the list of available variants*. You can *manage your document variants* and easily *switch between them*.

4. Document languages

Next to the document variant on the right, you will find the language of your present document. Click the dropdown arrow to *see the list of languages*. You can *manage your document languages* and easily *switch between them*.

5. Notifications

The *number of new notifications* is shown in a red circle on the alert bell icon on the top right of the window, next to the profile icon. Click the notification alert to see the *list of your notifications*. Click each notification title to see more details.

6. Profile icon

Click your profile icon to access your profile settings, contact sonat by sending feedback or asking questions, and sign out of your account.

7. New menu

The new menu is on the left, under the navigation bar. It includes a *NEW* button in blue and an expandable list next to it.

Click *NEW* to *add a new topic* to the table of content (document outline).

Click the dropdown menu next to the new button to *copy* and *publish one or multiple topics simultaneously* or *create "publish requests"*.

8. Document outline

The document outline or topic tree is the panel on the left of the content editor page which also serves as a *table of content (ToC)*. Any topic you add to your document will immediately appear in the document outline on the left, where you can see and manage the order and hierarchy of the topics. You can also search topics through the blank field on the top, and distinguish published topics from new, edited, and deleted ones at a glance since they are marked by green, yellow, and red symbols, respectively. Moreover, you can access topic features, actions, and settings directly from the document outline. Click the *options menu* appearing in three vertical dots next to each topic to manage options relevant to that particular topic, including:

Publish: to directly publish the selected topic.

Delete: to delete the selected topic.

New child topic: to add a sub-topic (a child topic) to the selected topic.

Copy topic here: to copy a topic as a subtopic to the selected one.

Move up: to change the order of the topics by moving up the selected one.

Move down: to change the order of the topics by moving down the selected one.

Indent: to indent the selected topic as a subtopic of the one above (the parent/root topic).

Outdent: to outdent the selected topic so that it will be in the same position as its parent/ root topic.

Undo delete: to undo deleting a published topic.

Discard changes: to revert to the latest published version.

Settings: to set a topic slug, description, and schema type.

History: to see or restore previous versions in the version history

Feedback: to filter and view feedback on your topic.

9. Breadcrumb

Under the navigation bar and above the rich text editor on the left, you can find the breadcrumb navigation of your topic. You can directly go to the root topics by clicking their title in the breadcrumb navigation.

10. View live

You can see the view live of your published topic by clicking the view live icon next to the breadcrumb above the rich text editor box. Please note that the view live icon is only visible on the documents that have been published before.

11. Draft

If your document is not published yet, you will see it's marked by *Draft* above the rich text editor, reminding you that the new changes to this topic have not been published yet.

12. Autosave (Saving/Saved)

Sonat provides autosaving. Therefore, you will not need to click a save button every time you edit your content. The autosave system starts saving your content as you type and edit and is shown by "*Saving*" above the rich text editor. The status changes from saving to *Saved* as soon as you stop editing. Moving over "Saved" shows the time the content was last saved.

13. Topic slug

You can check and edit your topic slug directly from the content editor page.

14. Watchers

Any member of an organization can choose to *watch or unwatch* a topic or other entities and processes. Watching a topic means following up on its progress by receiving notifications for *every* change in that particular topic. In contrast, unwatching means refusing to receive notifications for changes. Under the document name, you will find the watcher list icon.

- By clicking the *eye button*, you'll start watching the topic, and when you click on the *eye button with a strikethrough,* you'll stop watching it.
- The dropdown menu next to the eye sign shows the *list of watchers* of a topic.

15. Delete

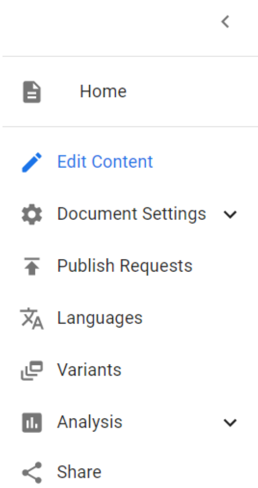
You can delete a topic directly by clicking the *Delete* button on the top right of the editor window.

16. Publish

You can directly publish your topic using the *Publish* button on the top right.

17. More options

More options menu shown by three vertical dots on the top right, next to the publish button, gives you access to some topic features and options including history, preview, feedback, share, settings, and going back to the content editor.



More options

Edit content: to close the menu and go back to the content editor page.

History: to see or restore previous versions in the version history

Settings: to set a topic slug, description, and schema type.

Feedback: to filter and view feedback on your topic.

Preview: to see your topic preview before publishing.

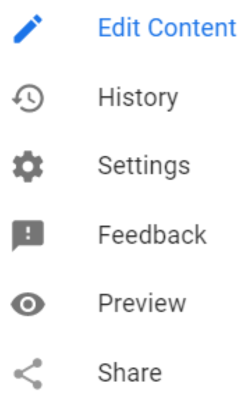
Share: to view and share your document URL by copy-pasting or QR code.

18. Comments

The comment box is placed in the right panel. You can add, delete, edit your comments, or reply to other comments in a thread.

19. Rich text editor

The rich text editor is the central part of the content editor page, where you can add and edit your topics and their content. The rich text editor consists of:



a. Toolbar: The toolbar is placed on the top of the writing space. You can use options in the toolbar to apply different formatting and style to your content or add media, tables, links, symbols, etc. You can also apply autoformatting to your content using shortcodes.

b. More options: You can access more formatting and insert options through the more options menu shown by the three vertical dots on the right side of the toolbar.

c. Writing space: The writing space is the blank box where you add and edit your content which includes a *title* and content body section where you can type or paste your content in the title or body section.

Topics

A topic is a division of a document that contains a part of your documentation content separated by a specific title and slug. It is considered the smallest entity of your organization's documentation. You can divide a document's content into one or multiple topics.

Creation, editing, formatting, managing and publishing your content take place at the topic level.

Manage topics

To manage the topics of your document, you first need to open the document in the content editor where you can add, edit, publish, and delete topics, or apply other actions to a specific topic, multiple topics, or all topics of a document simultaneously.

Add topics and child topics

You can add topics and child topics to your document on the content editor page.

Add new topic

To add new topics to your document:

1. Click the NEW button on the top left of the content editor page, under the navigation bar.
2. Add a title to your topic (The title space is indicated by a placeholder "Untitled topic").
3. Add content to your new topic (Optional).

Note:

Adding content to your topic is not a required step for creating and saving it. Your topics will be saved and shown in your knowledge base even if they do not contain any content. However, you can add content to your topics right after you create them or anytime later.

You can add more topics as instructed above. Your new topics will be automatically saved after you add a title to them and will appear in the document outline in the exact order you added them. However, you can always rearrange your topics by drag-and-drop or using the options menu.

Note:

A small green plus sign surrounded by a green square next to the topic title in the document outline indicates an added topic that has not been published yet.

Add child topics

A child topic is a sub-topic added to a root or parent topic to work as its subdivision and will appear indented in the document outline in the left panel. Sub-topics can be added with no limits. Therefore, each child topic/sub-topic can be a root to other sub-topics (smaller subdivisions). To add a child topic:

1. In the document outline on the left, select the topic, which you want to add a sub-topic.
2. Click the options menu indicated by the three vertical dots next to the topic title >> New child topic (Your new child topic will open in the editor).
3. Add a title to your new child topic.

The child topic will be automatically saved and appear indented from its root topic in the document outline. You can add content to your sub-topics right after you created them or anytime later. More sub-topics can be added as instructed above. Your sub-topics will appear in the exact order you added them. However, you can always rearrange your topics or change their hierarchy.

Publish topics

Publishing your topics makes them publicly available on the internet. You can publish your topics *directly* or by creating *publish requests*.

Publish topics directly

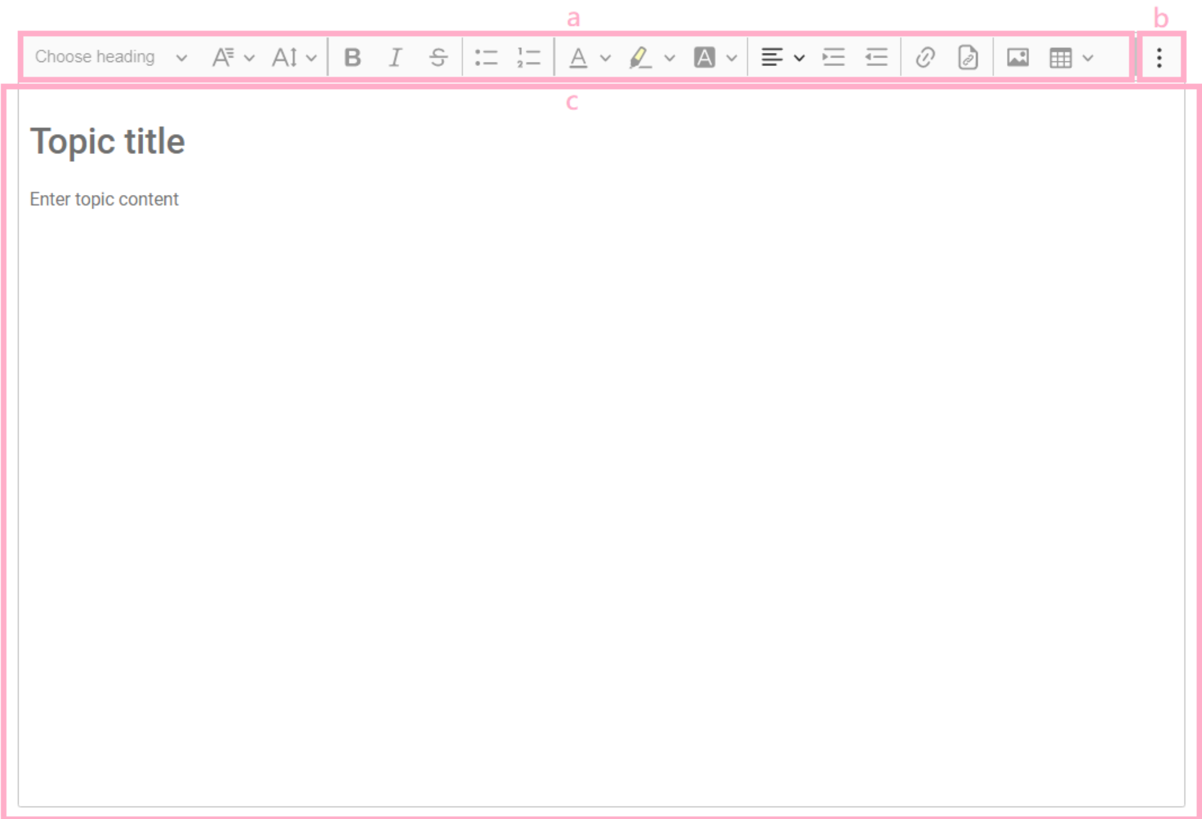
If your topics do not need to go through any particular approval process before publication, you can directly publish them with one click whenever you feel they are ready. You can publish a single topic or multiple topics simultaneously.

Publish a single topic

You can publish a single topic through one of the following methods:

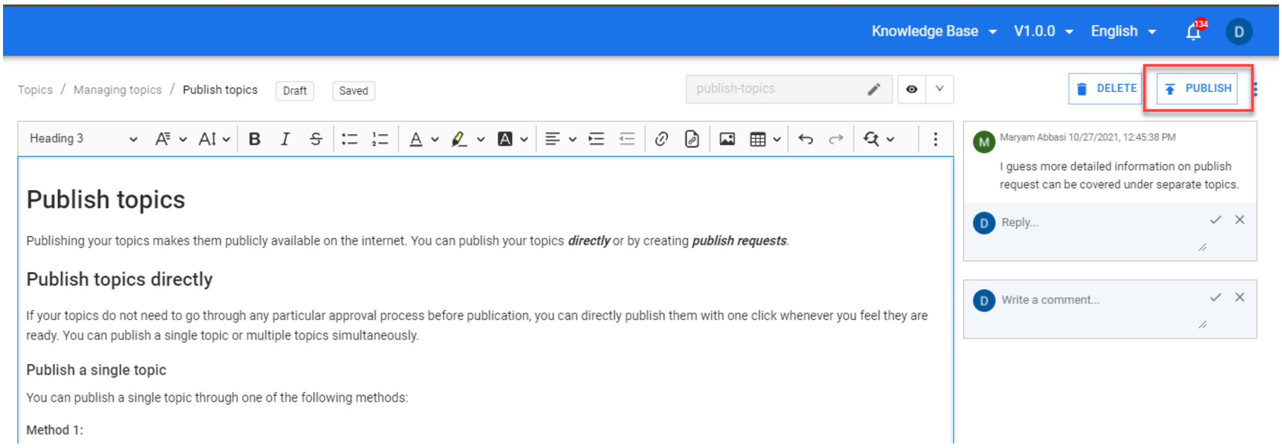
Method 1:

1. In the document outline on the left, select the topic you want to publish.
2. Click the *PUBLISH* button on the top right of the content editor page.



Method 2:

1. In the document outline on the left, select the topic you want to publish.
2. Click the options menu indicated by three vertical dots next to the topic title >> *Publish topic*.



Your topic will be published immediately.

Only topics of the documents that are not subject to an approval process have an active publish button. You can not directly publish a topic if it is included in an approval process. However, you can always create a *Publish Request* if you're done writing, editing, or reviewing a document.

Publish multiple topics simultaneously

You can publish all or multiple topics of a document at the same time as follows:

1. Open the dropdown menu next to the new button above the document outline.
2. Click *Publish Topics* to open the topic list.
3. Check the topics you want to publish (check all if you are going to publish a document topics all at once) >> *PUBLISH*.

Create a publish request

You can create a publish request to have your topics go through an extra review process before publishing. You can assign reviewers to approve your topics for publication or let you know that they need more work to do. To do so:

1. Open the dropdown menu next to the new button above the document outline.
2. Click *Create Publish Request*. You will be directed to a new page to create a publish request.
3. Under the overview tab on the publish request page, define a title and description and assign reviewers to your publish request. You can also add comments regarding the publish request you are creating.
4. Open the *Changes* tab.
5. *Check* the topics you want to include in the publish request (check all if you want to create a publish request for all topics of a document).
6. Click *Create*. Your publish request will be created immediately, and reviewers will be notified.
7. You can *publish* your topics after the assigned reviewers approve them.

Delete Topics

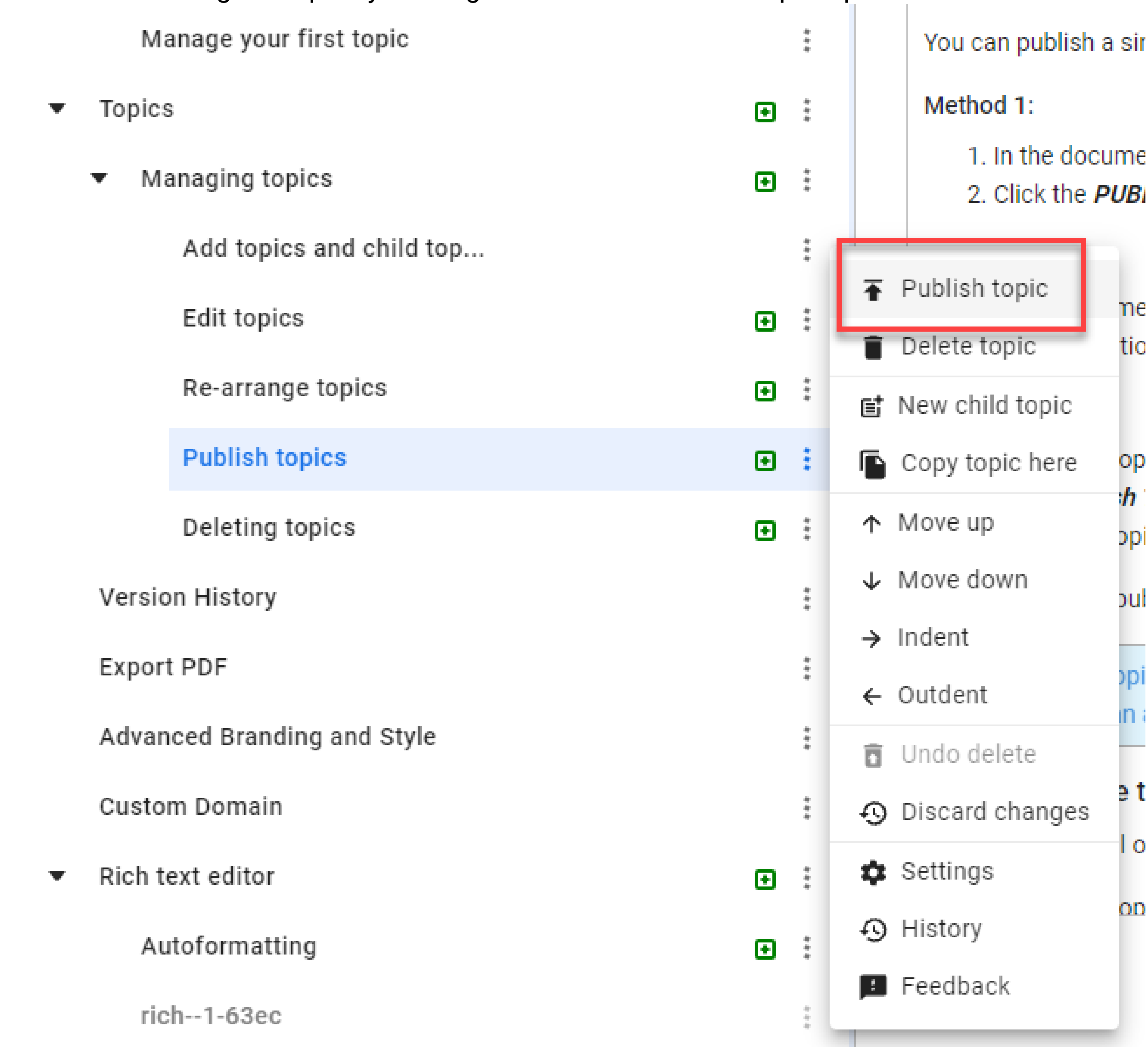
You can delete both published and unpublished topics. While deleting an unpublished topic simply removes it from the document outline, deleting a published one removes the topic both from the document outline in your content editor (your draft) and from the internet, where it has been published before. You can delete topics directly using the *DELETE* button on the top right of the content editor page or using the *Options* menu in the document outline.

Delete an unpublished topic

Delete your new (unpublished) topic using one of the following methods:

Method 1

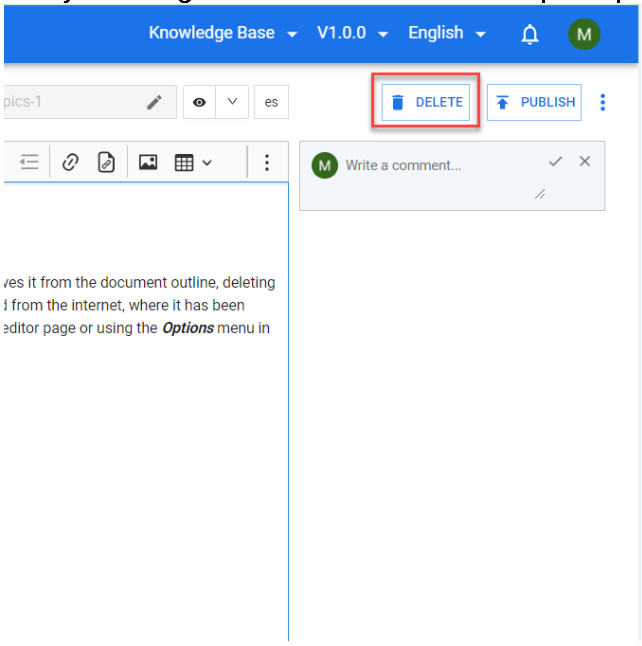
1. In the document outline on the left, *select* the topic you want to delete.
2. Click the *DELETE* button on the top left.
3. Confirm deleting the topic by clicking *YES* in the confirmation prompt.



Delete a topic using the DELETE button

Method 2

1. In the document outline on the left, *select* the topic you want to delete.
2. Click the options menu indicated by three vertical dots next to the topic title >> *Delete topic*.
3. Confirm deleting the topic by clicking *YES* in the confirmation prompt.



Delete a topic using the options menu

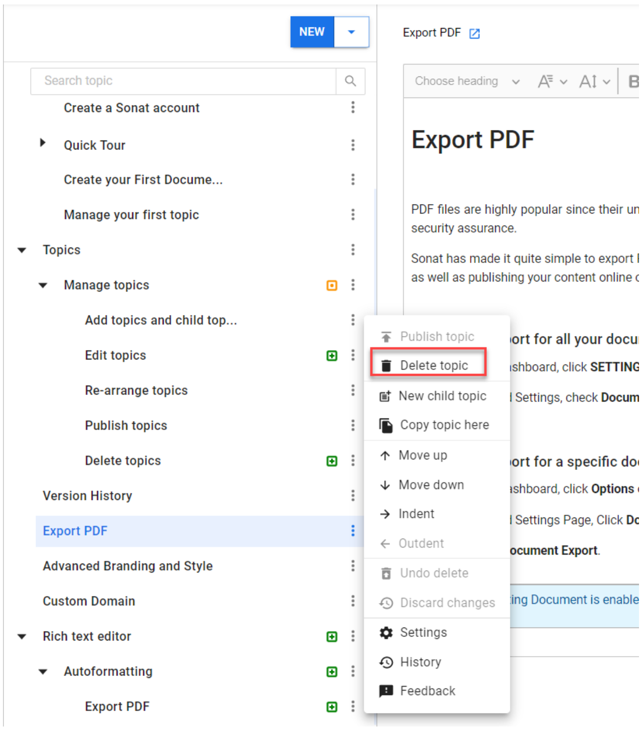
Your topic will be removed from the document outline.

Delete a published topic

To delete a published topic, you need to go one step further. Follow one of the instructions below:

Method 1

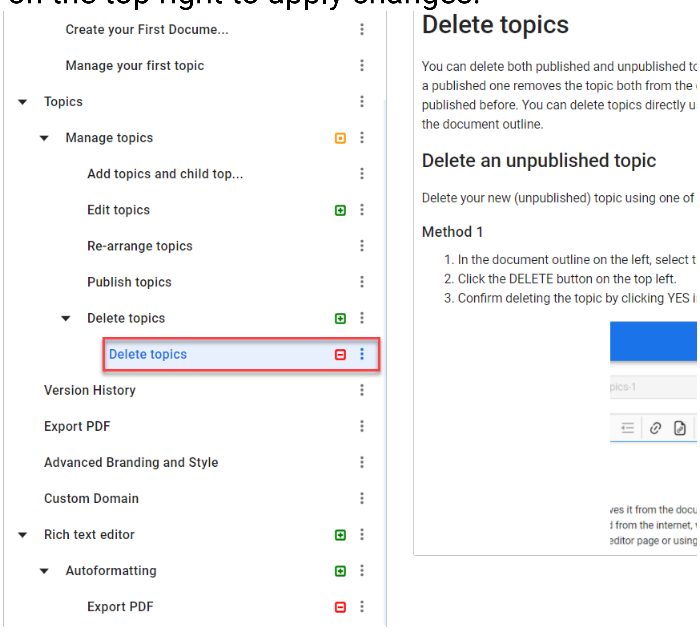
1. In the document outline on the left, *select* the topic you want to delete.
2. Click the *DELETE* button on the top left.
3. Confirm deleting the topic by clicking *YES* in the confirmation prompt. (your topic will be marked with a red square next to its title on the document outline. You can undo delete at any time before taking step 4)
4. Click *PUBLISH* button on the top right to apply changes.



Delete a published topic

Method 2

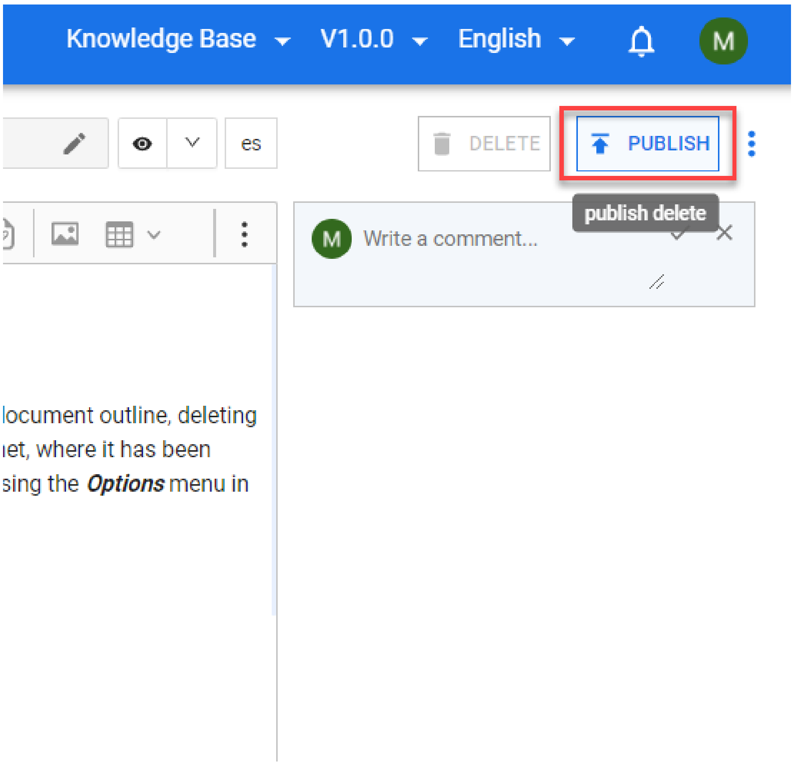
1. In the document outline on the left, *select* the topic you want to delete.
2. Click the options menu indicated by three vertical dots next to the topic title >> *Delete topic*.
3. Confirm deleting the topic by clicking *YES* in the confirmation prompt (your topic will be marked with a red square next to its title on the document outline. You can undo delete at any time before taking step 4).
4. Click *PUBLISH* button on the top right to apply changes.



Publish delete

Delete a multilingual topic

To delete a topic with content in other languages, you must follow the same instruction for deleting a published or unpublished topic. However, in the confirmation prompt in step 3, you need to *decide if you want to delete it in all languages or only the one you have selected*. The same rule regarding the published topics applies here and you need to go through step 4 to apply changes if your multilingual topic is a published one. The topic will be completely removed from your document outline (and the internet if it's a published one) only if you choose to delete it in all languages. Otherwise, the topic will remain intact in other languages but marked with gray in the deleted language. A gray topic title in the document outline indicates that it is available and has content in other languages yet it has been deleted in the selected language and has no content anymore.

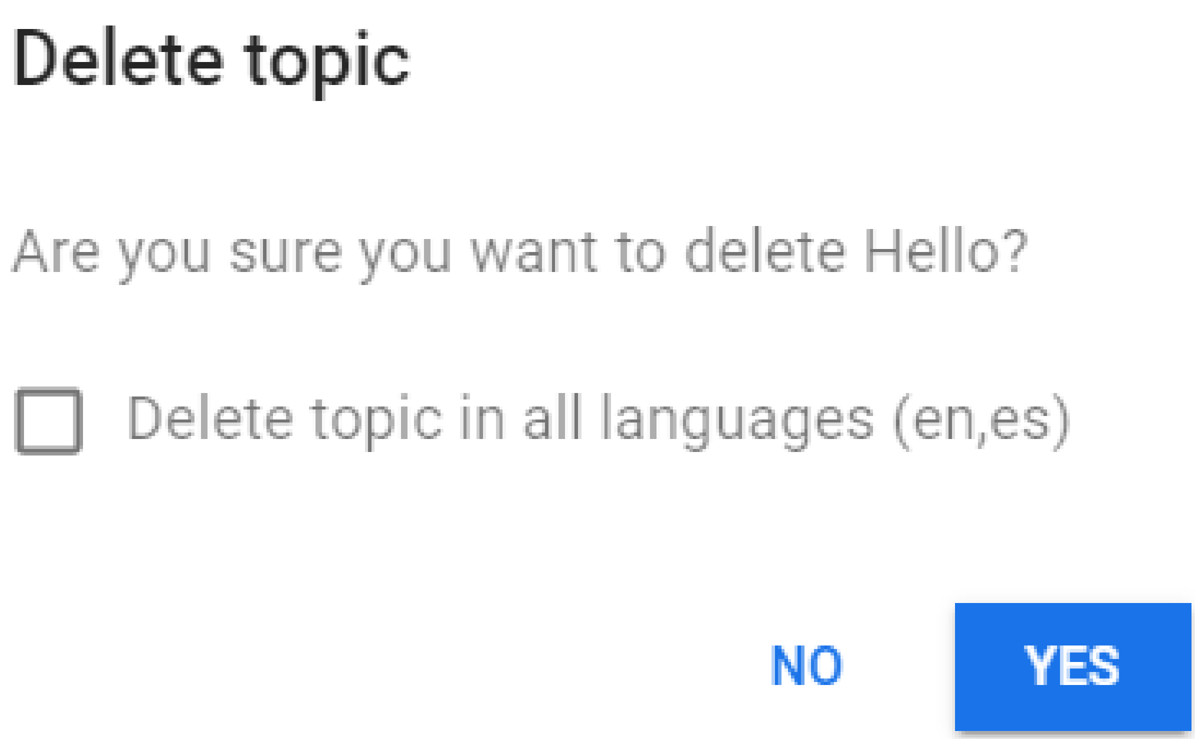


Delete a multilingual topic

Edit

You can start editing your topic title and content at any time before and after publishing. To start editing your topic, *click anywhere in the editor's writing space* and go on with adding, deleting, or editing content. *Your changes will be saved automatically*. Modified topics will be marked with a small orange square surrounding a dot next to the topic title in the document outline if they are already published at least once. Unpublished topics are marked with a green square surrounding a plus sign next to the topic title in the document outline (regardless of how many times they have been opened, edited, and saved).

There is no square icon next to the published topics. However, the published topics that are going to be deleted are marked with a red square before you apply changes (Publish delete).



Topic status icons

Re-arrange topics

Your topics and sub-topics will appear in the same order you add them to the document. However, you can change the order and hierarchy of your topics at any time.

Change the order of your topics

There are two methods to change the order of topics in the document outline (table of content).

Method1: Change the order of your topics using drag-and-drop

You can re-arrange your topics by drag-and-drop In the document outline in the left panel of the content editor page.

1. In the document outline, *select the topic* you want to move
2. *Drag* the topic and *drop* it in the new place

A blue line marks the places you can drop your topic within the document outline. Your topics order will change accordingly.

Method 2: Change the order of your topics using the options menu

You can re-arrange your topics using the options menu In the document outline in the left panel of the content editor page.

1. In the document outline, click the *options menu* indicated by three vertical dots next to the topic title you want to move.
2. Click *Move up* or *Move down* to change the position of your topic into one level higher or lower, respectively.
3. You can repeat step 2 as many times as needed to move your topic to the desired position.

If your topic is a child topic, using this method (Move up and move down) you can only change its position within its parent topic. You can use the drag-and-drop method to move your topic to a place out of its direct parent topic.

Change the hierarchy/structure of your topics

You can also re-arrange the hierarchy of your topics to change a topic into a subtopic of another one and vice versa. There are two methods to change the ranking of your topics:

Method1: Change a topic into a sub-topic of another one

using drag-and-drop

1. In the document outline, *select the topic* you want to change into a child topic.
2. *Drag* the selected topic and *drop* it on the topic you intend to be a parent to your moving topic (The intended parent topic will be highlighted in blue).

Your topics hierarchy will change accordingly.

Method 2: Change the hierarchy of your topics using the options menu

1. In the document outline, click the *options menu* indicated by three vertical dots next to the topic title you want to move.
2. Click *Indent* or *Outdent* to change the position of your topic into a sub-topic or a root topic of another one, respectively.
3. You can repeat step 2 as many times as needed to move your topic to the desired position.

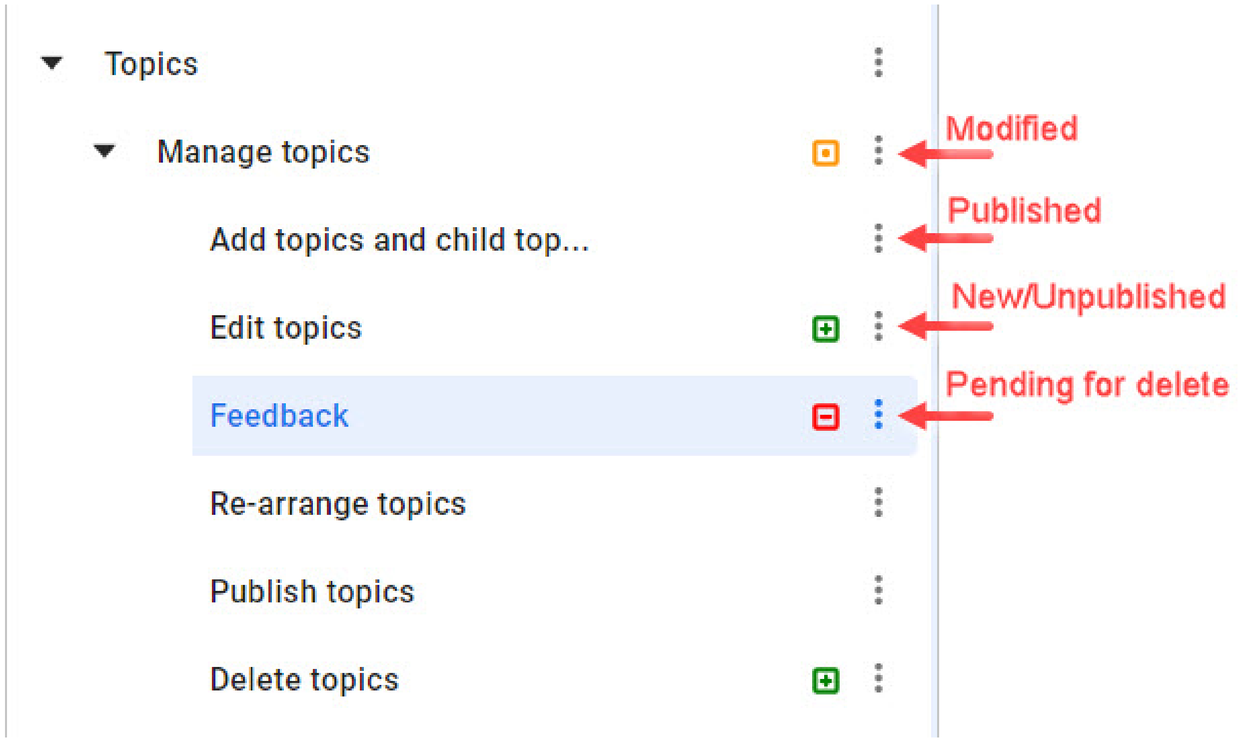
Version history

Explore changes in a topic

Sonat history automatically maintains a record of all the changes made to a topic and gives you this opportunity to keep track of everything. You could view older versions and compare, restore and publish them. Moreover, you could find out who has made the revisions and when they happened. This is especially important when you are collaborating with a team. Sonat version history is unlimited so that you could restore the oldest version of your topic even if it was created months ago and has been changed countlessly by several members ever since. If it's a long list, you could scroll down to see older revisions or jump to the versions of each month, chronologically ordered.

If you publish your topics during this time, the revisions between each publish will be merged into one.

Overview Version History



Topic version history

1. In the document outline on the left, *select* your topic.
2. Open your selected topic version history using one of the following methods:
   - Click the options menu indicated by three vertical dots next to the topic title >> *History*.
   - Click the options menu indicated by three vertical dots next to the publish button on the top right >> *History*.

In the right panel, you can see the earlier versions organized chronologically. You can find who edited the document and when the revision took place by date and time.

Compare published Versions

At the bottom of the history panel, check *Only published* to browse and compare the published versions only.

Recognize changes

In the history panel, continue with choosing a version to see changes in the topic.

Restore, delete, or publish an older version

On the top of the history panel, click *RESTORE THIS VERSION*, then click *BACK* to make it the active topic.

Now the content of the topic is the restored version. The restored version is a new version by itself.

You can make changes and *SAVE*, *PUBLISH*, or *DELETE* The topic using the buttons above the menu bar on the right.

To return to your current version, at the top of the history panel click *BACK*.

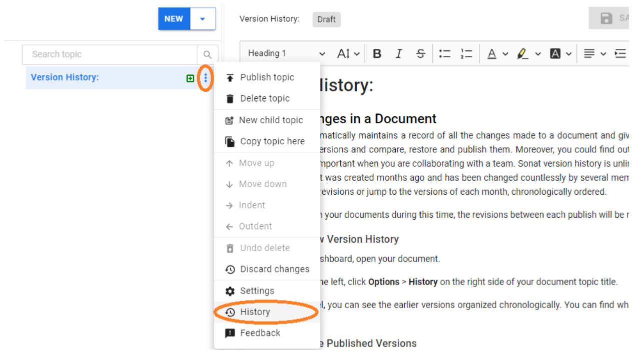
Copy topics

When writing a manual, you might need to create topics that are substantively similar. You might even need to create another variant of your manual which is the same as your first variant except for some minor changes or updates. In such cases, you can copy a single topic (containing title and body), a parent topic with all its sub- topics, or even all topics of a document while maintaining the style to save time. You can then edit your new topics as much as needed without affecting the original one. You can copy a topic as a root topic using the *NEW* menu or directly as a sub-topic using the *Options* menu.

Copy topics as a root topic

1. Click the dropdown menu next to the new button on the document outline >> *Copy Topic Here*.
2. In the pop-up screen, *select* the variant and the topic you intend to copy (you can choose all topics at once by clicking *Select All*).
3. Click *COPY*.

Your copied topics will be pasted into the document outline.

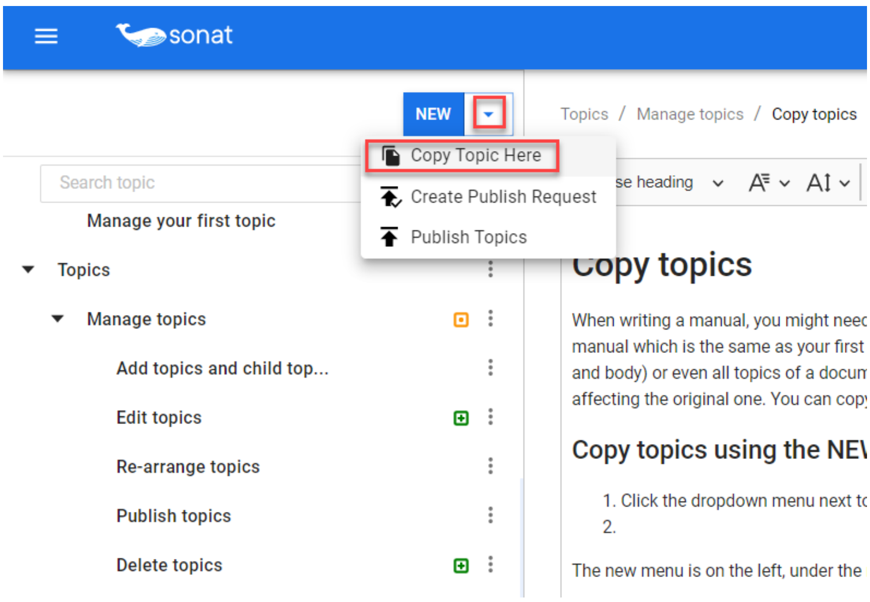


Copy topics using the new menu

Copy topics as a sub-topic

1. In the document outline, click the options menu with three vertical dots next to a topic title >> *Copy Topic Here*.
2. In the pop-up screen, *select* the variant and the topic you intend to copy (you can choose all topics at once by clicking *Select All*).
3. Click *COPY*.

Your copied topics will be pasted into the document outline as a sub-topic to the selected one.



Copy topics using the options menu

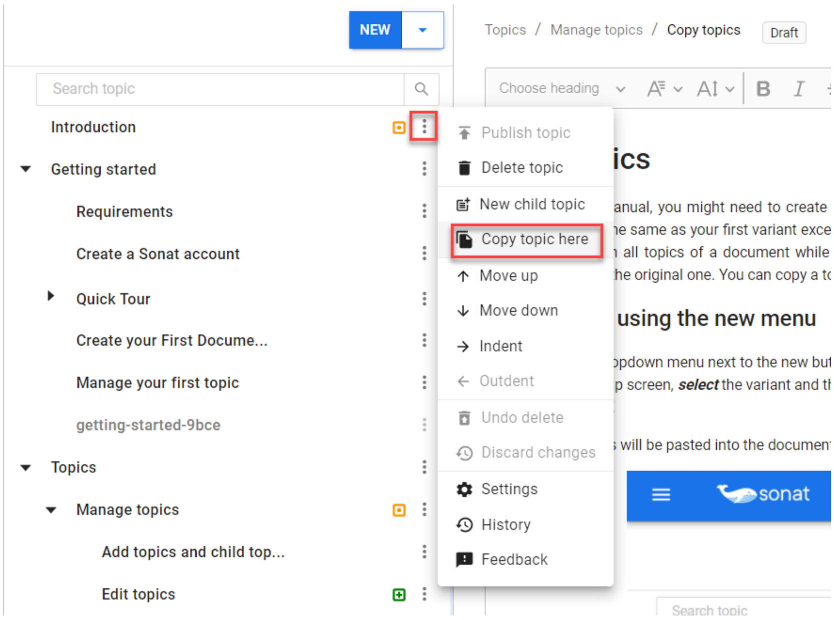
Share topics

You can share your published topics with your users so that they can easily access the topics they need. You can share a topic *URL* through *copy-pasting* or using *QR codes*. Using QR codes is especially beneficial when you are writing manuals for physical products. You can print the code and stick it to the device so the users can easily find the relevant document/topic for the device, a specific part of it, or even a particular function explained in a topic.

Sharing a topic URL

1. In the document outline on the left, select your topic.
2. Click the more options menu on the top right of the content editor page, next to the publish button >> *Share*.
3. Click the *copy* icon next to the URL or use the *QR code* to share your topic link on the pop-up screen.

You can also click *OPEN* to view your published topic before sharing its URL. You can then copy your topic URL from the browser address bar and paste it where you need to share it with your readers.



Share topics

View and preview topics

Preview your topic

To make sure your topic looks good to your users, you can see its preview at any time before and even after publishing.

To see your topic preview:

1. Open your topic by clicking its title in the document outline in the content editor's left panel.
2. Click options shown with the three vertical dots menu on the top right of the content editor window.
3. Click *Preview*.

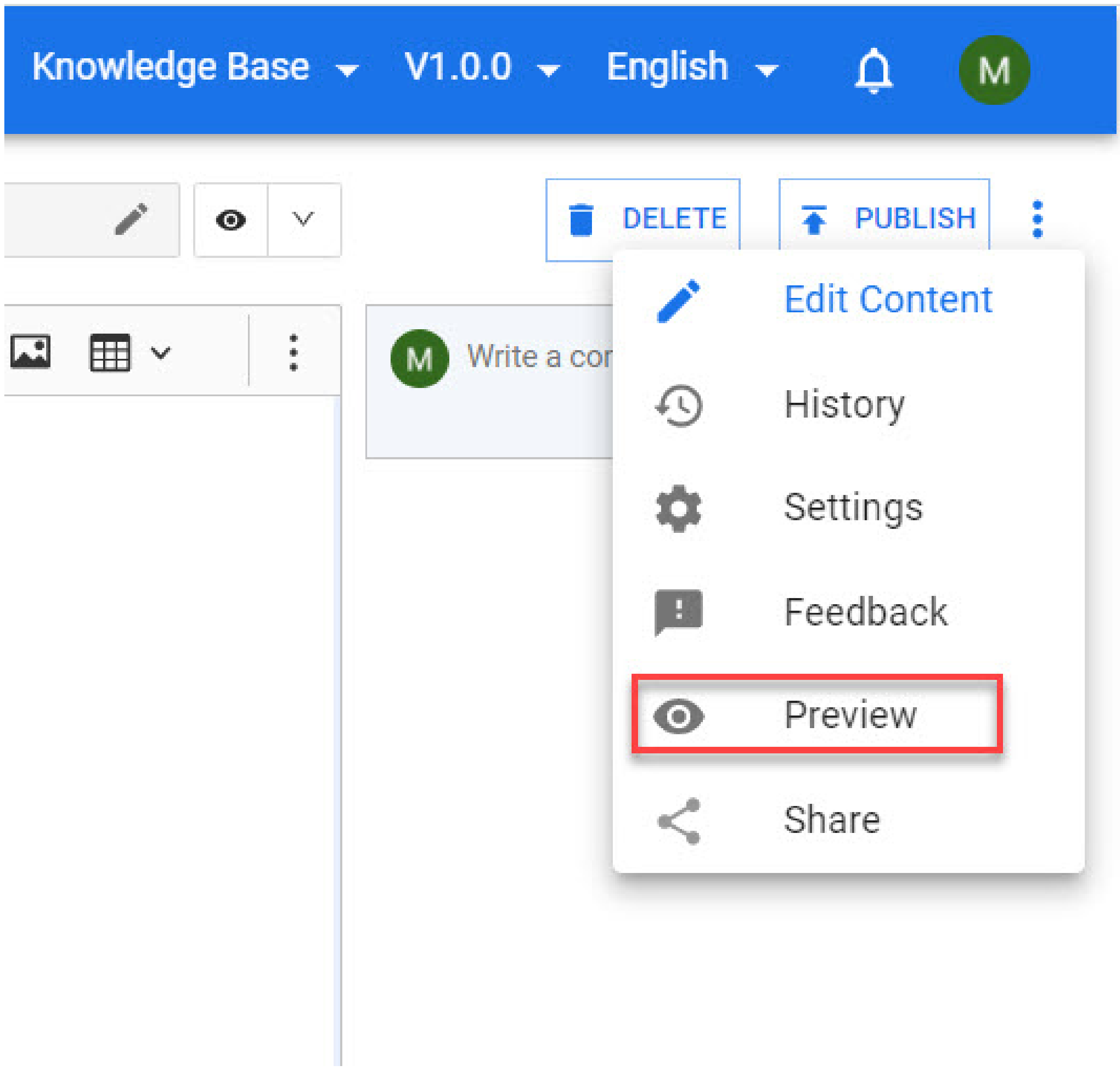
Topic preview

Your topic preview will open in a new tab.

View and link to your published topic

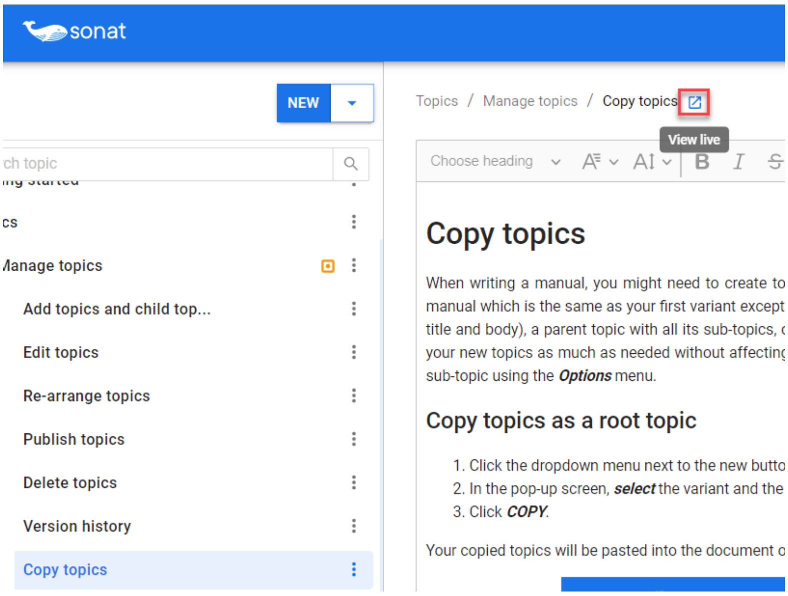
Your topics are available on the internet as soon as you publish them. You can now visit your published topic as it appears to your users and link to it on your other resources by copy-pasting its URL.

To view and find the URL of your topic:



View live

1. View live icon
   1. Click the *View live icon* next to the bread crumb above the editor.
      Your online manual will open in a new tab.
   2. *Copy and paste the URL* appearing in your topic view live and use this URL to link to it in your website, application, etc.
2. Share button
   1. Click *Options* shown with the three vertical dots menu on the top right of the topic editor window.
   2. Click *Share*.
   3. Share your topic URL through:
   - Copying the URL by clicking the **Copy icon** in the shareable links box.
   - Share the link with a *QR code*.
   4. Click *Open* to view your topic.


sonat
NEW
ch topic
cs
/anage topics
Add topics and child top...
Edit topics
Re-arrange topics
Publish topics
Delete topics
Version history
Copy topics
Topics / Manage topics / Copy topics
View live
Choose heading
Copy topics
When writing a manual, you might need to create to
manual which is the same as your first variant except
title and body), a parent topic with all its sub-topics,
your new topics as much as needed without affecting
sub-topic using the Options menu.
Copy topics as a root topic
1. Click the dropdown menu next to the new butto
2. In the pop-up screen, select the variant and the
3. Click COPY.
Your copied topics will be pasted into the document

Share topic

Switch between topics

switching between topics is as easy as *selecting the intended topic in the document outline* on the left. Topics containing sub- topics are indicated with small arrows next to their titles in the document outline. Click the arrow to open the list and switch to the sub-topic you need. You can also go to a root topic directly from the breadcrumb above the rich text editor. The breadcrumb trail is a navigational aid that shows the location of your present topic (the one you have opened and are working on). *Clicking each root topic in the breadcrumb will take you directly to that particular topic.*

Switch to the root topic through the breadcrumb trail

Write and format the topic content

You can start adding and editing your content at any time after creating your topic. Each topic consists of two main sections; the *title* and the *content body*, indicated by placeholders (*Topic title* and *Enter your content*).

Click anywhere on the title or the body where you want to write or edit and start making your changes. *All changes will be saved automatically*. We will delve into the details of writing and formatting in the *rich text editor* section.

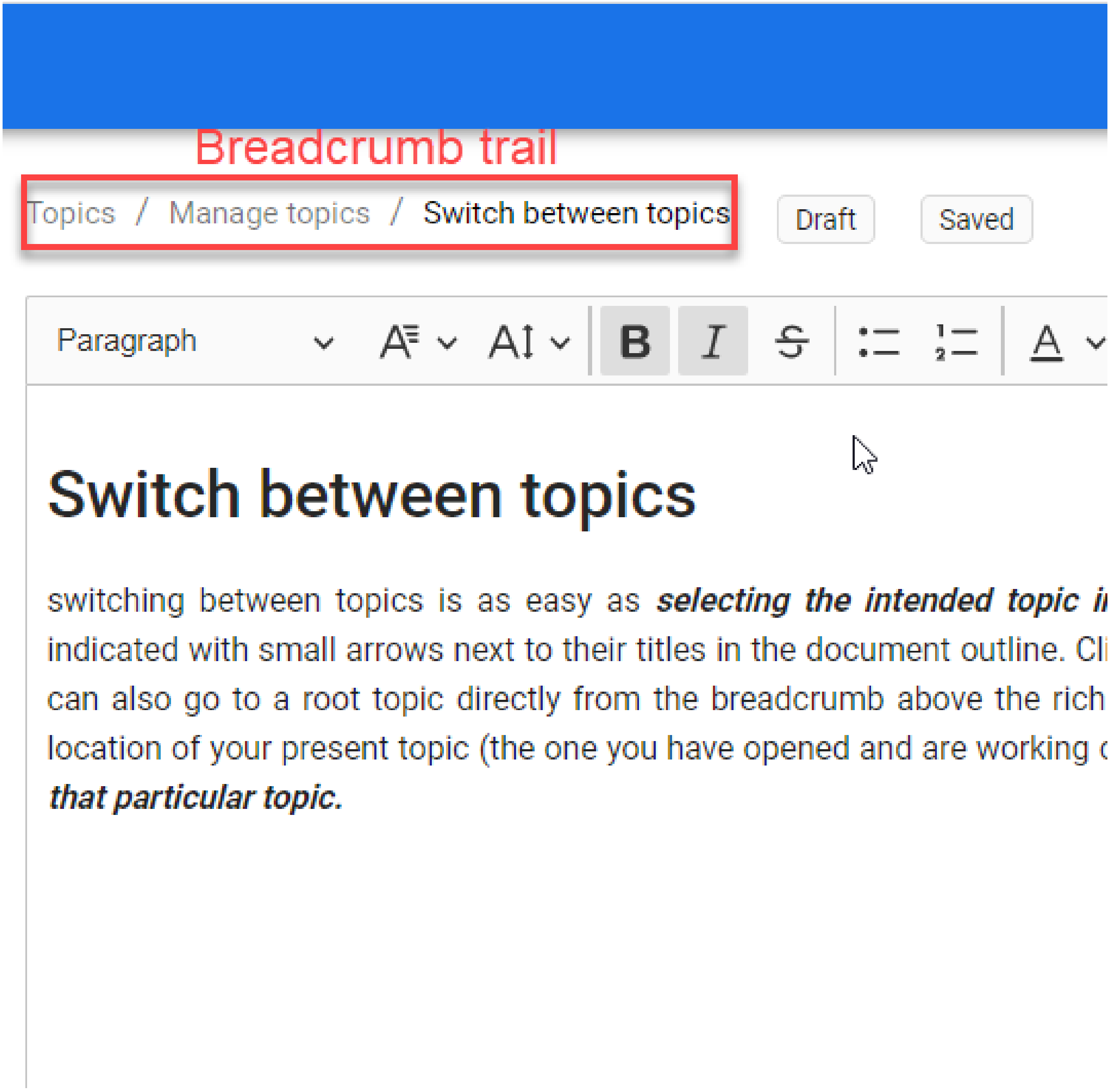
Topic settings

A topic is a division of a document that contains a part of your documentation content separated by a specific title and slug. It is considered the smallest entity of your organization's documentation.

Generally, settings at higher levels will apply to all smaller entities. In other words, if you change your organization settings, for example, enabling PDF export in your org settings, it applies to all documents and their topics, which means all your topics could be exported as PDF after publication. *Unless you set otherwise* in your document settings. Therefore many general settings are set at higher levels through org or document settings.

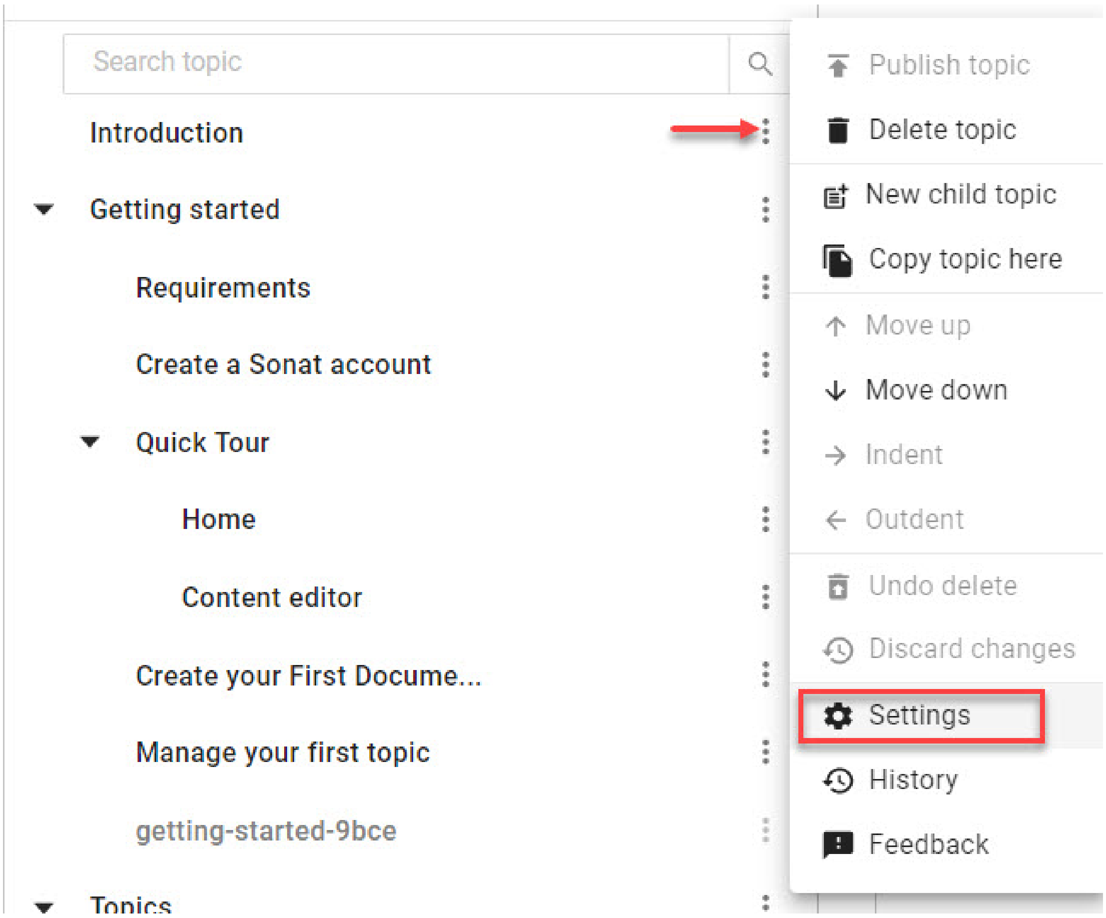
However, there are some *settings specific to each topic* that you can access and manage at the topic level, through the options menu in the document outline and also the menu next to the publish button on the top right. You can *edit and optimize a topic slug, description, focus keyphrase, schema type, tool, and supply*. Moreover, You also get to see how your topic looks on the SERP based on your settings.

Access topic settings through the options menu in the document outline



Topic settings

Access topic settings through options menu next to the publish button on the top right


Search topic
Introduction
Getting started
Requirements
Create a Sonat account
Quick Tour
Home
Content editor
Create your First Docume...
Manage your first topic
getting-started-9bce
Topics
Publish topic
Delete topic
New child topic
Copy topic here
Move up
Move down
Indent
Outdent
Undo delete
Discard changes
Settings
History
Feedback

Topic slug

A slug is an *identifying part of a webpage address* that usually appears at the end of the URL. Although an automatic slug is created after each topic is added, generally based on the topic title, you can still edit and optimize each topic slug to make sure your focus keywords are included while you remove unnecessary parts such as some function words.

Slugs are important in SEO since they are one of the criteria indexed by Search Engines (such as Google and Yahoo) to determine the subject of a webpage. Having optimized slugs is also *beneficial to your readers* as they get an idea of what the topic is about.

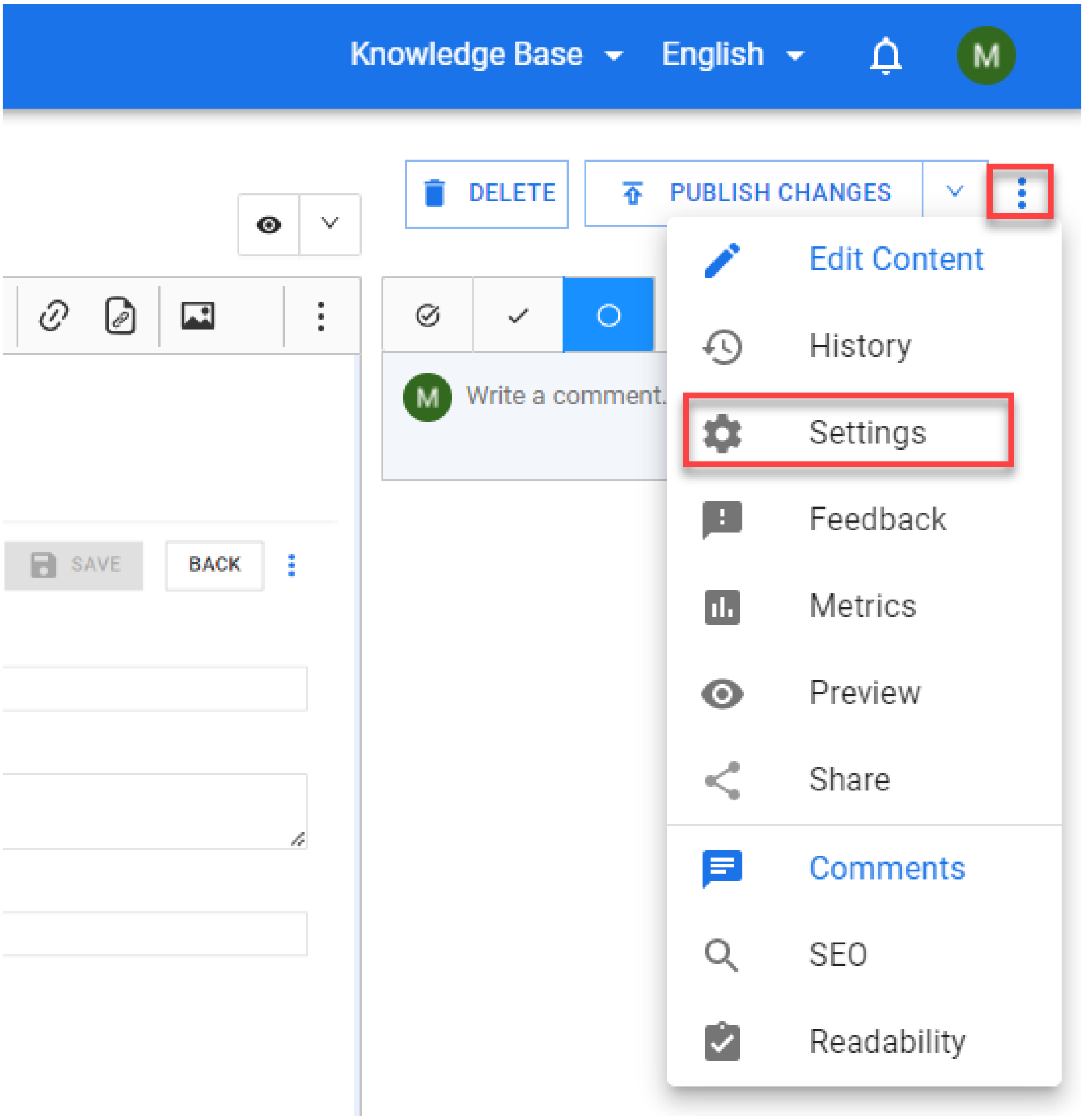
You can access and set a slug both through topic settings and also a shortcut on the content editor page.

After changing a slug, the old URL of the topic will not be accessible anymore.

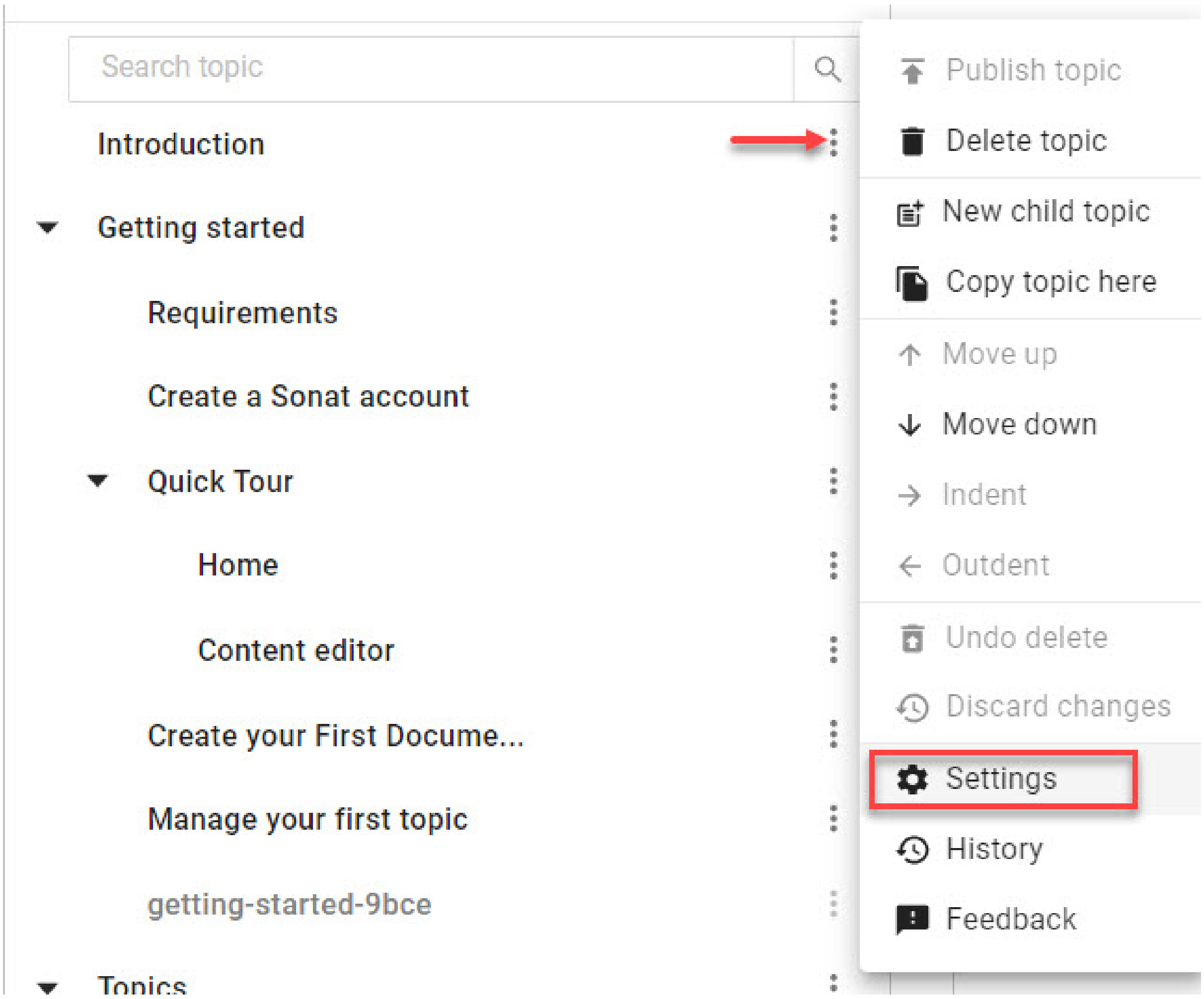
Edit slugs in the topic settings

To set a topic slug, open your document in the content editor:

1. In the document outline on the left, *select* your intended topic.
2. Click the options menu indicated by three vertical dots next to the topic title >> *Settings*. (You can also get to the topic settings through the options menu on the top right, next to the publish button.)



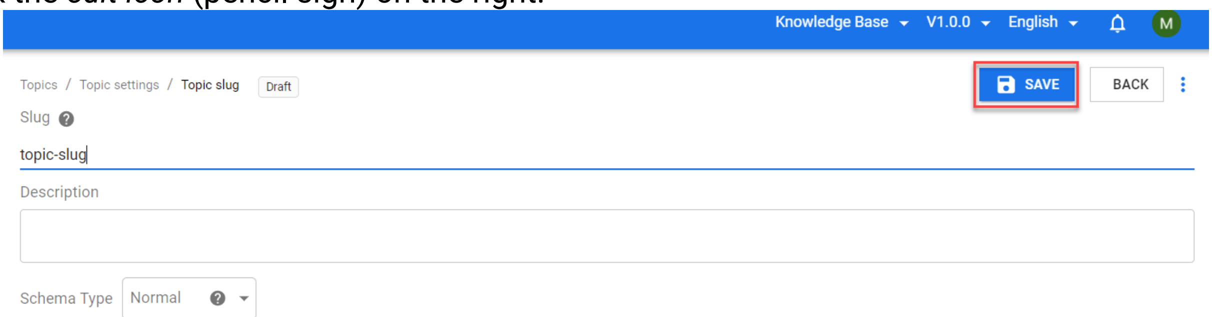
3. Find the slug field on the top and *edit* it using your focus keywords separated by hyphens.
4. Click the *SAVE* button on the top right to save your changes. You can click *Back* to go back to the content editor.



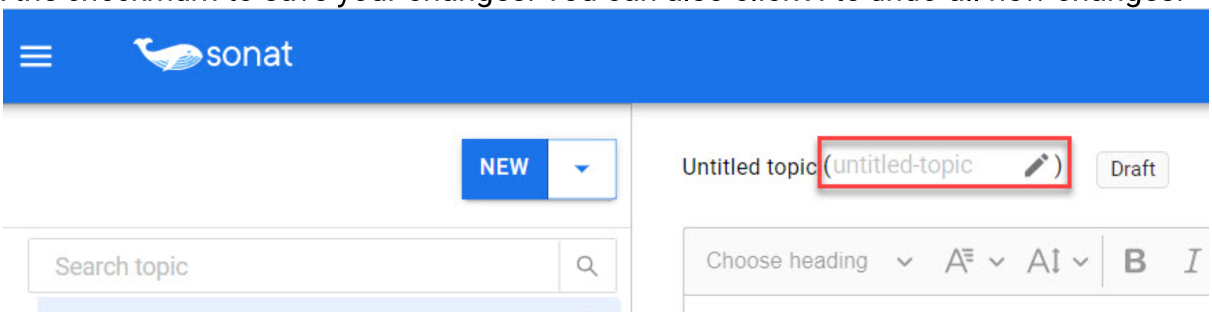
Edit slugs in the content editor

You can edit slugs directly using the slug shortcut in the content editor:

1. *Open* your intended topic in the content editor.
   You can find the slug field on the top, toward the left side of the page.
2. Click the *edit icon* (pencil sign) on the right.



3. *Edit* the slug using your focus keywords separated by hyphens.
4. Click the *checkmark* to save your changes. You can also click *X* to *undo* all new changes.

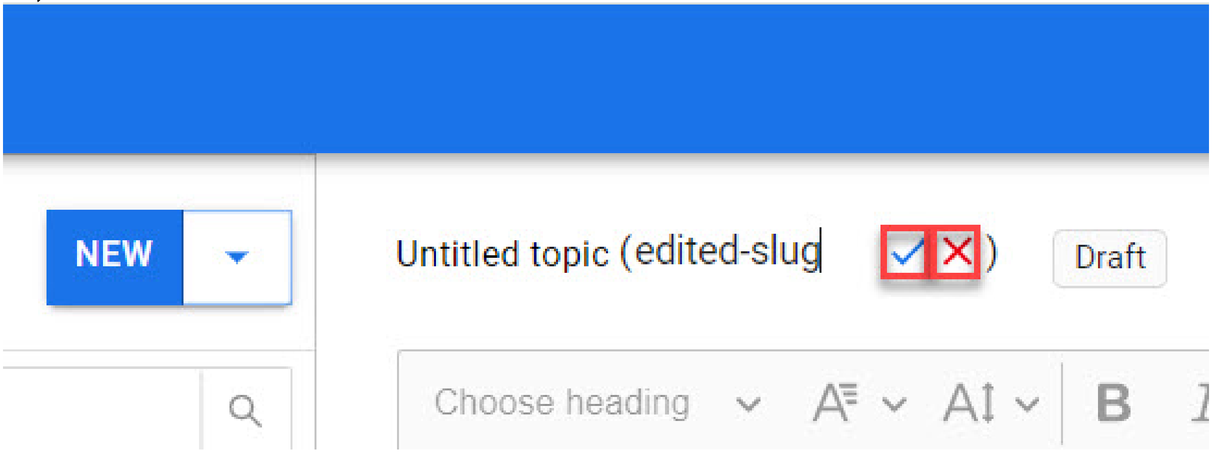


Topic description

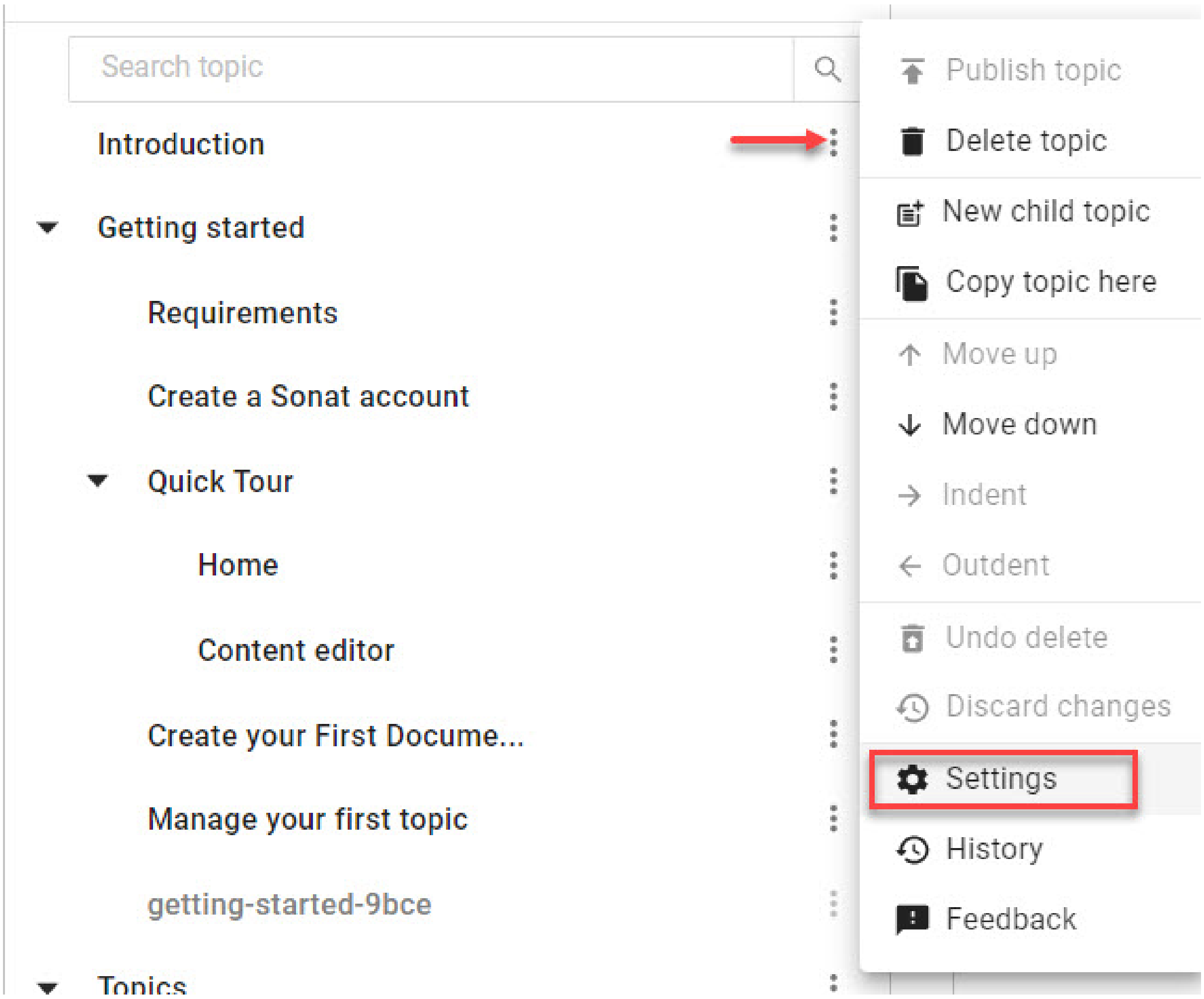
Each topic has a description in which you can provide a summary of the main content of your topic. *This description acts as the meta tag, which is both beneficial to your users and very important to your SEO ranking* because it is one of the main elements indexed by the Search Engines. While there is no limit to the meta description length, it is recommended that you write a summary of 50 to 160 characters containing your focus keywords, since Google usually truncates snippets to 155-160 characters. Keep it long enough to be descriptive of your topic and cover your keywords, but short enough to appear properly on google search.

To add and edit a topic description, open your topic in the content editor:

1. In the document outline on the left, *select* your intended topic.
2. Click the options menu indicated by three vertical dots next to the topic title >> *Settings*. (You can also get to the topic settings through the options menu on the top right, next to the publish button.)



3. Find the description field under the slug, and *add or edit* your topic description using your focus keywords. You will get a real-time preview of what your topic will look like in the search results as you add or edit the description.
4. Click the *SAVE* button on the top right to save your changes. You can click *Back* to go back to the content editor.


Search topic
Introduction
Getting started
Requirements
Create a Sonat account
Quick Tour
Home
Content editor
Create your First Docume...
Manage your first topic
getting-started-9bce
Topics
Publish topic
Delete topic
New child topic
Copy topic here
Move up
Move down
Indent
Outdent
Undo delete
Discard changes
Settings
History
Feedback

Topic schema type

Schema type defines how your topic will be shown in the search results. In other words, a specific code will be added to your publication that provides more information about your content and its type. It helps search engines to understand your content better and add additional information under the title tag in the search results. Therefore, users will have a better idea of what the content is all about and how it addresses the subject.

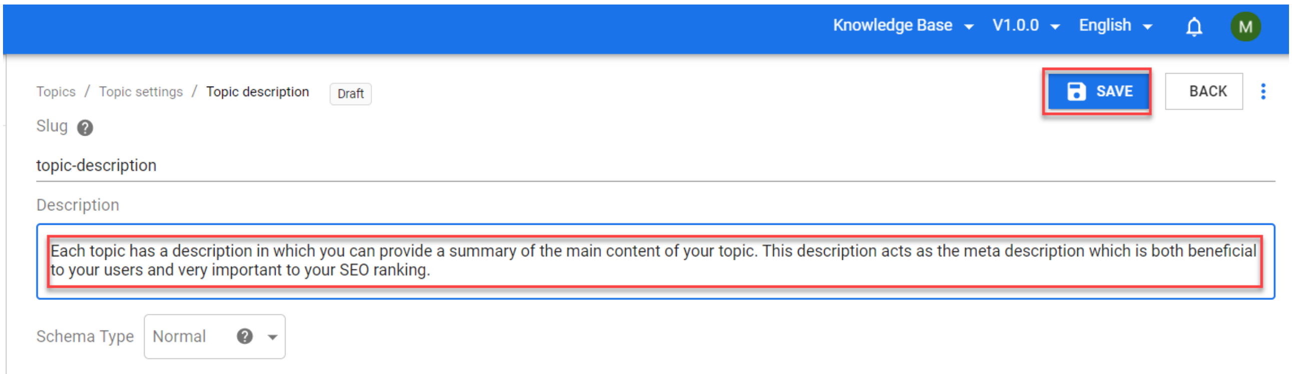
You do not have to go through the process of adding the proper codes to your domains. Instead, you can simply choose your schema type in the topic settings, and Sonat will take care of that.

Moreover, Sonat shows you a *snippet preview* of how your topic will look in the Google search results. So you can edit your topic title, description, schema type, and slug to get closer to what you want.

You can set your topic schema type as a *How to*, *Article,* or *Normal*.

How to

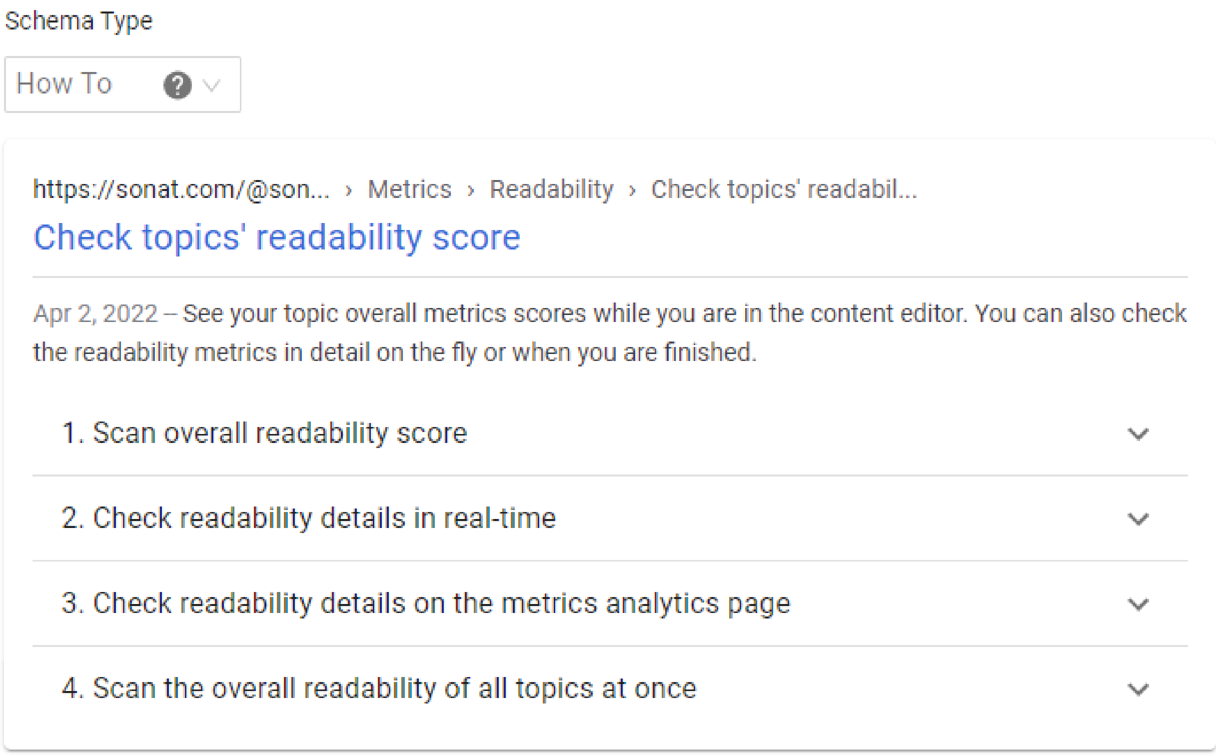
You can use this schema type to let Google know that your content is how-to structured data. A how-to helps users with completing a task by giving step-by-step instructions and can contain video, images, and text. Properly marked up how-to pages will be shown with the sequence of their steps (text or visual) and are usually eligible to have rich results on search.



Snippet preview of How to schema

Article

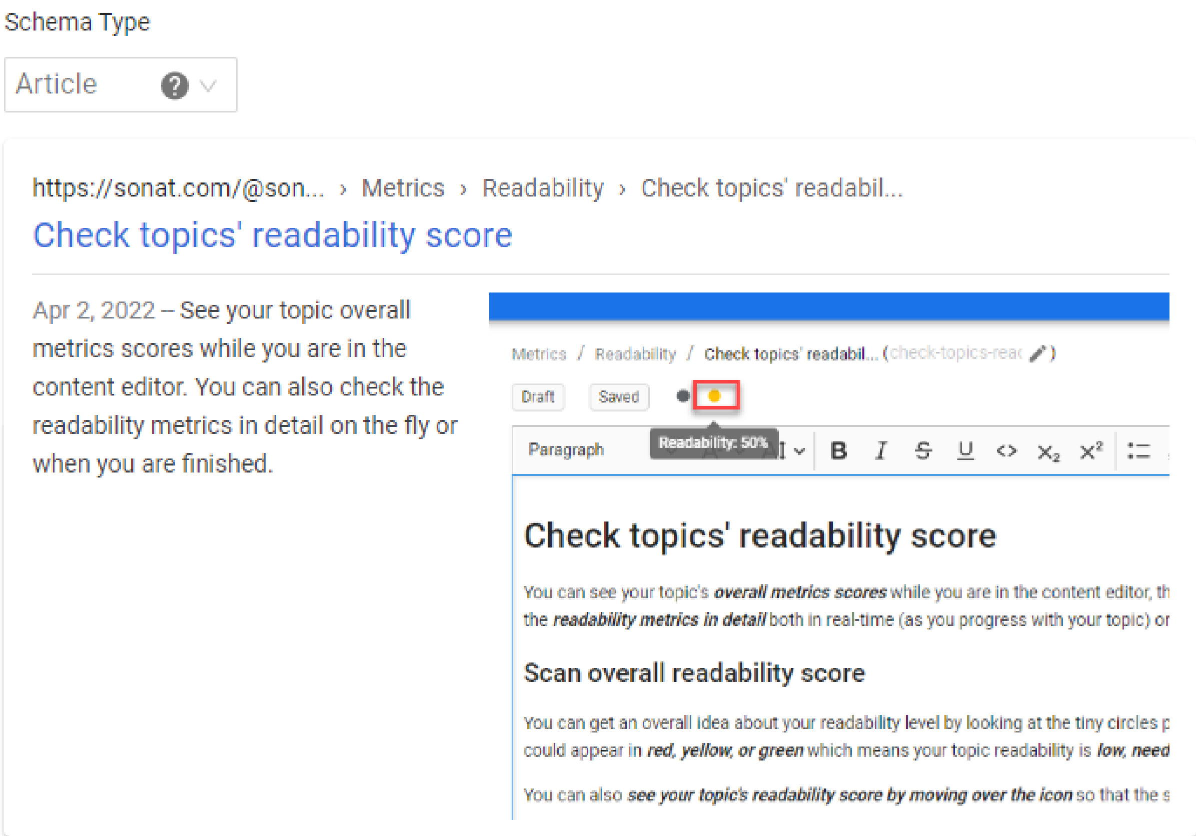
Article schema type is often used for blog posts, news, sports articles, or a report investigation. It helps Google understand your content better and enhances your appearance in search results.



Snippet preview of Article schema

Normal

You can use the normal schema if your content does not fit into the article and how- to categories. It features a normal topic.

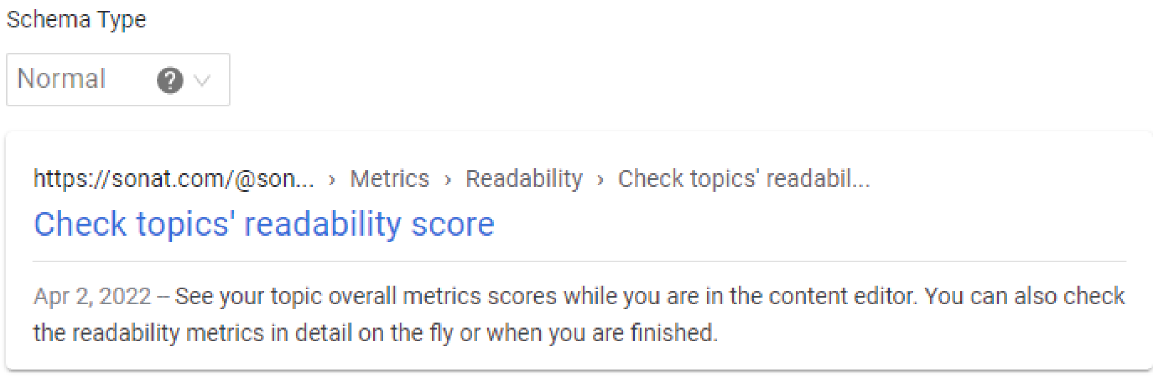


Snippet preview of a normal schema

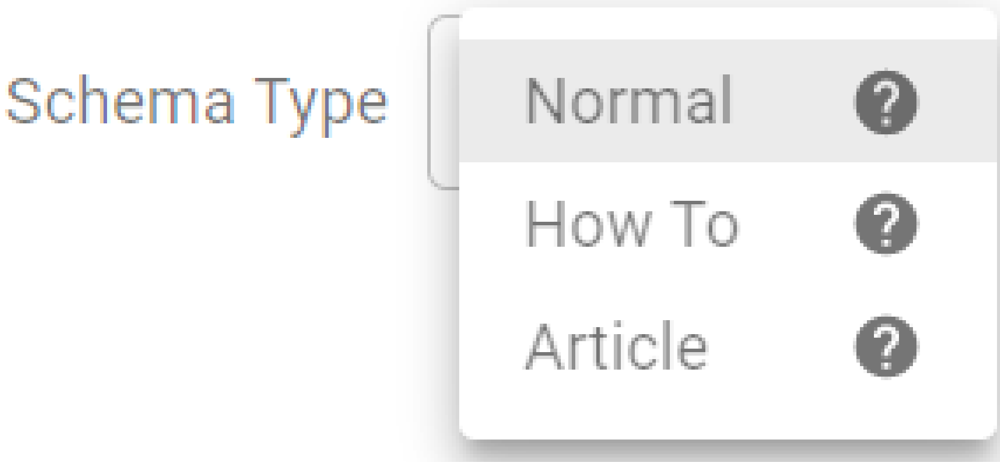
Set a topic schema type

To set your topic schema, open your document in the content editor:

1. In the document outline on the left, *select* your intended topic.
2. Click the options menu indicated by three vertical dots next to the topic title >> *Settings*. (You can also get to the topic settings through the options menu on the top right, next to the publish button.)



3. Click the schema type dropdown menu to *set* the schema type that best suits your topic content. (choose among Normal, How to, or Article)
   - You need to set the "[Tool]" and "[supply]" if you choose "[How to]" as your topic schema type.
4. Click the *SAVE* button on the top right to save your changes. You can click *Back* to go back to the content editor.



Keyphrase

The focus keyphrase is *the keyword you want your topic to rank for in the search engine results*. It is an essential factor for search engine optimization (SEO), and for Sonat SEO analysis to perform thoroughly, you need to set a specific keyphrase for each topic.

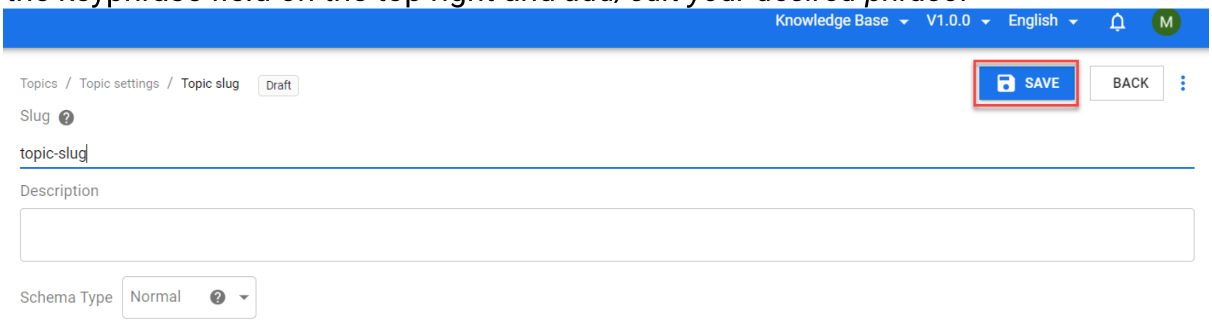
Your keyphrase can be a *single word or a phrase (long-tail keyword)*, including a few content and function words (usually 3-5 words). While long-tail keywords are highly recommended since they are more specific and considered a great SEO tactic, It is best not to make it longer than four content words.

You can add or edit your keyphrase through topic settings at any time. Sonat uses this keyphrase to run SEO assessments. You can see the detailed results and feedback in real-time in the SEO panel on the right of the content editor.

Add or edit a keyphrase

To set your topic keyphrase, open your document in the content editor:

1. In the document outline on the left, *select* your intended topic.
2. Click the options menu indicated by three vertical dots next to the topic title >> *Settings*. (You can also get to the topic settings through the options menu on the top right, next to the publish button.)
3. Find the keyphrase field on the top right and *add/edit your desired phrase*.



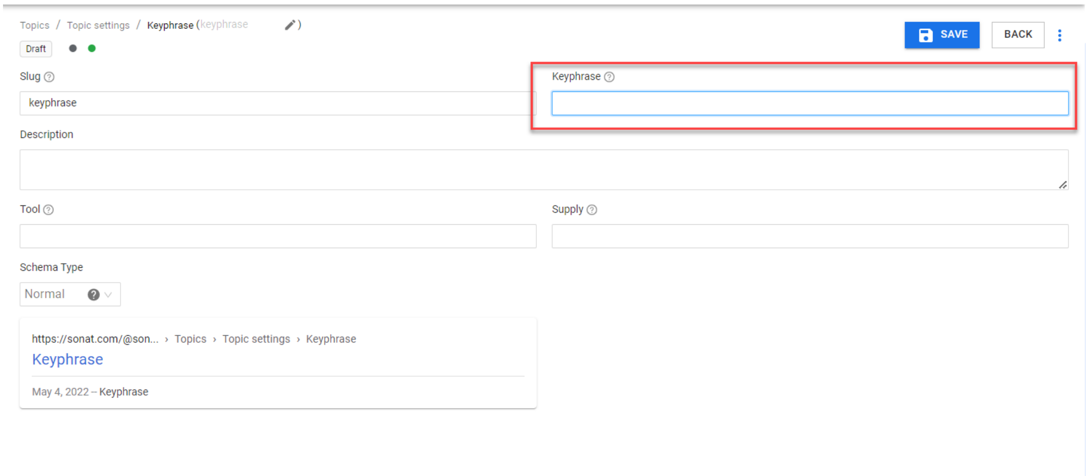
4. Click the *SAVE* button on the top right to save your changes. You can click *Back* to go back to the content editor.

Page

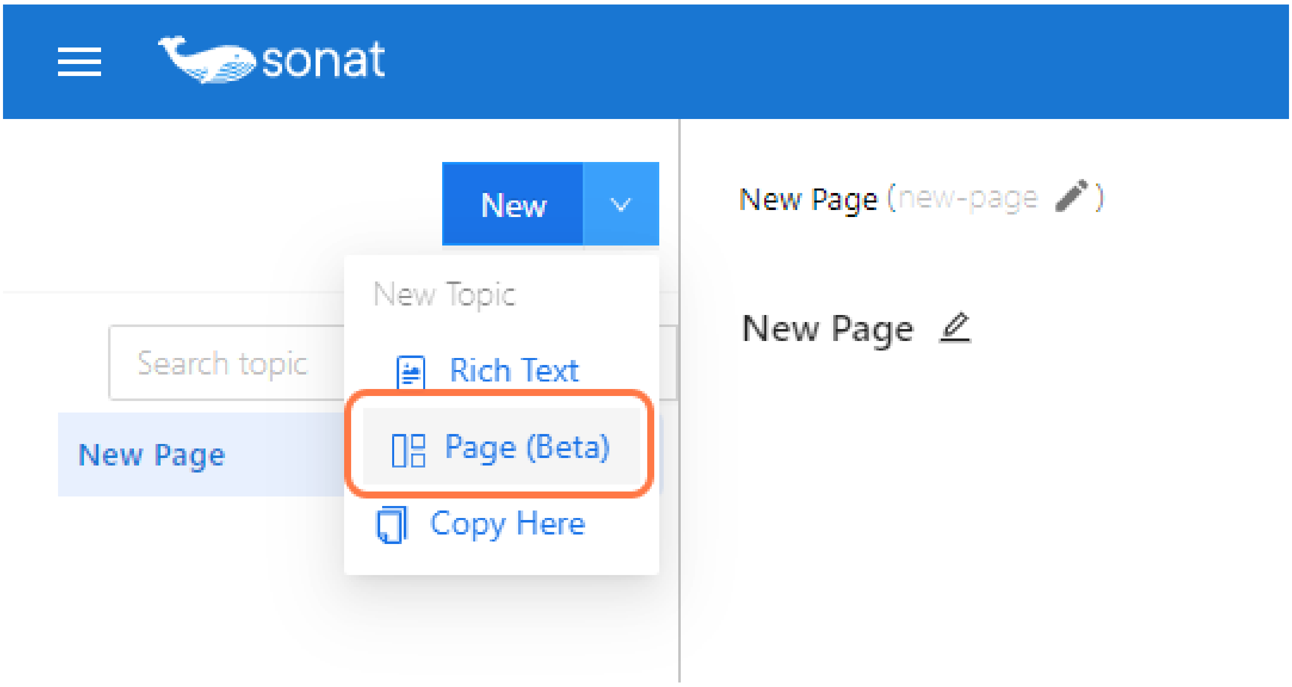
Sonat provides ready-made components that you can use to create a structured web page. With this new feature, besides the rich text, you can create a Structured Web Page via building blocks. Pre-made elements speed up the process of creating and writing your manual. Using these components is as easy as dragging and dropping the one you need. Below is a complete explanation of how to choose and customize each part perfectly for your manual.

To access the page components, take the following steps:

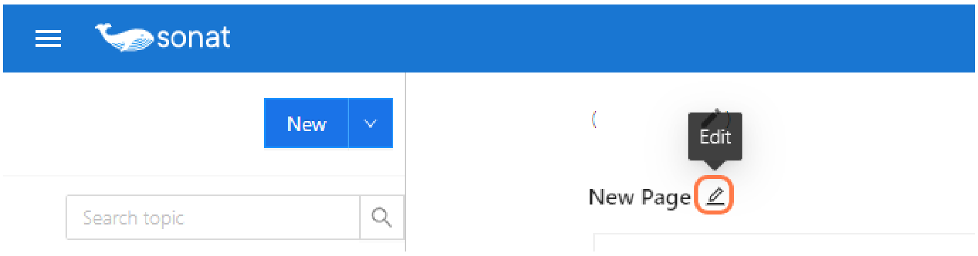
- Open an existing document or create a new one. Learn how to create a new document here.
- Click the dropdown option next to the new button.
- Click Page.



- You can change the page name by clicking on the pen icon next to the New Page.

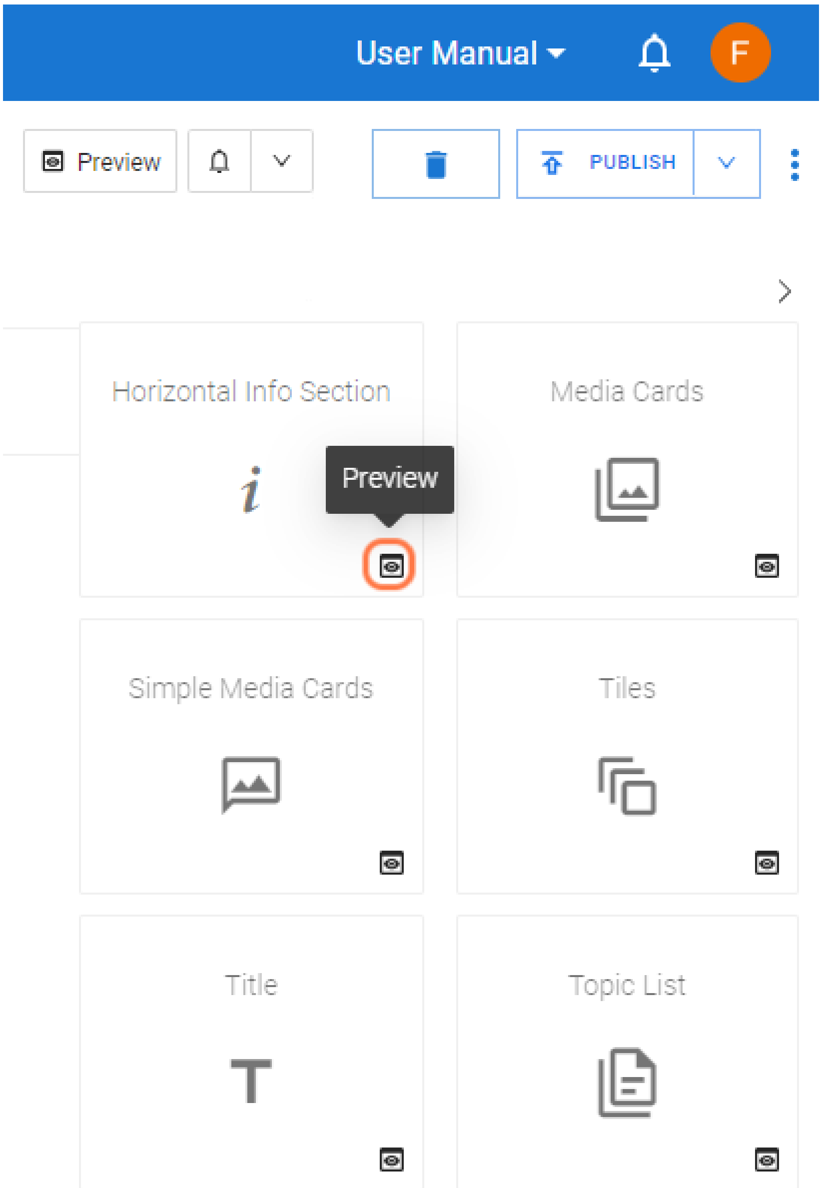


- Make sure to click the save icon after you are satisfied with your page name.
- On the right, there are eight pre-made components.



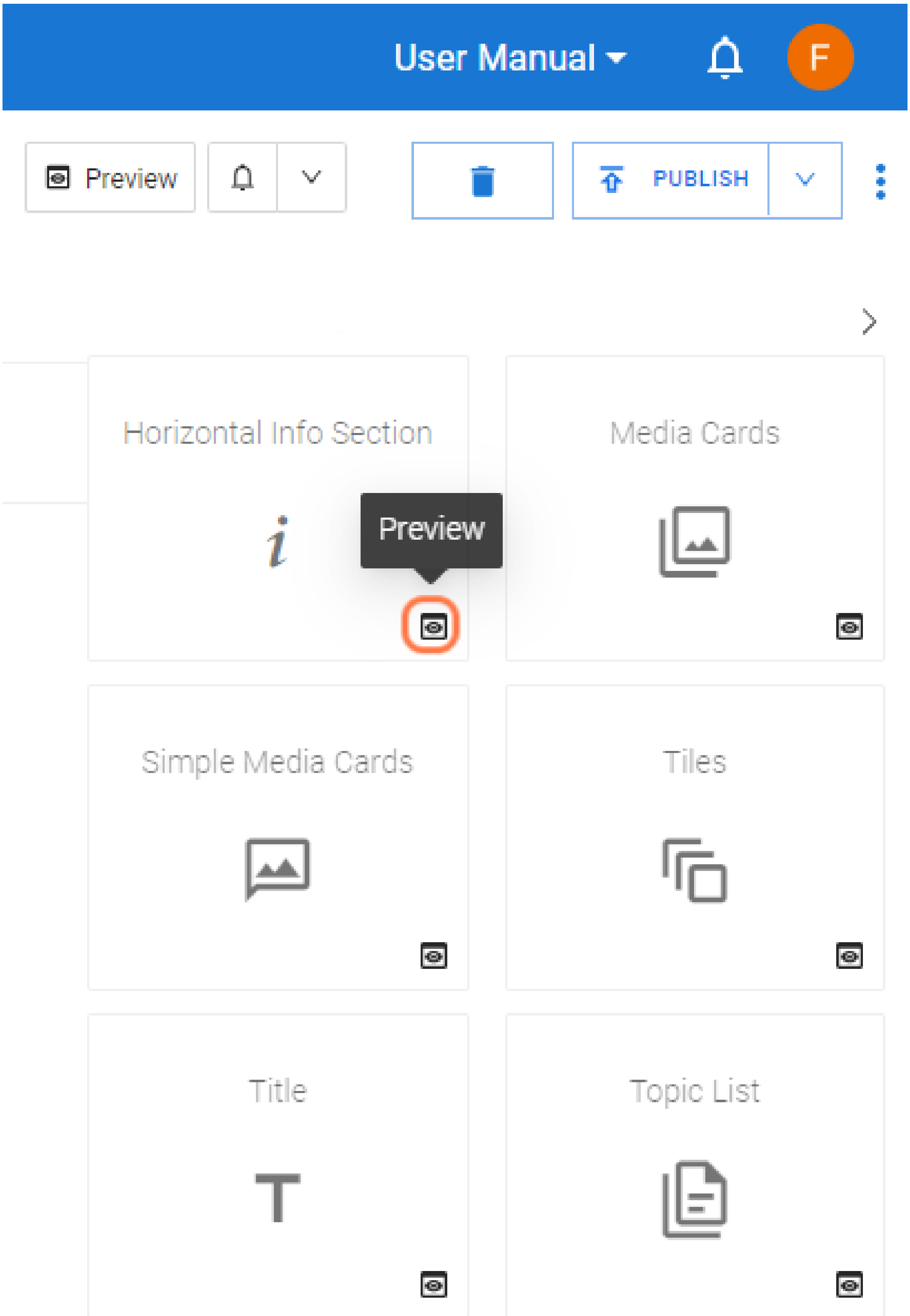
You can insert as many components as you want on a single page.

- You can see a preview of each component before choosing it by clicking the preview (   ) icon.



How to use a component?

To use an item, you should drag and drop it into the "Drop your components here" part.



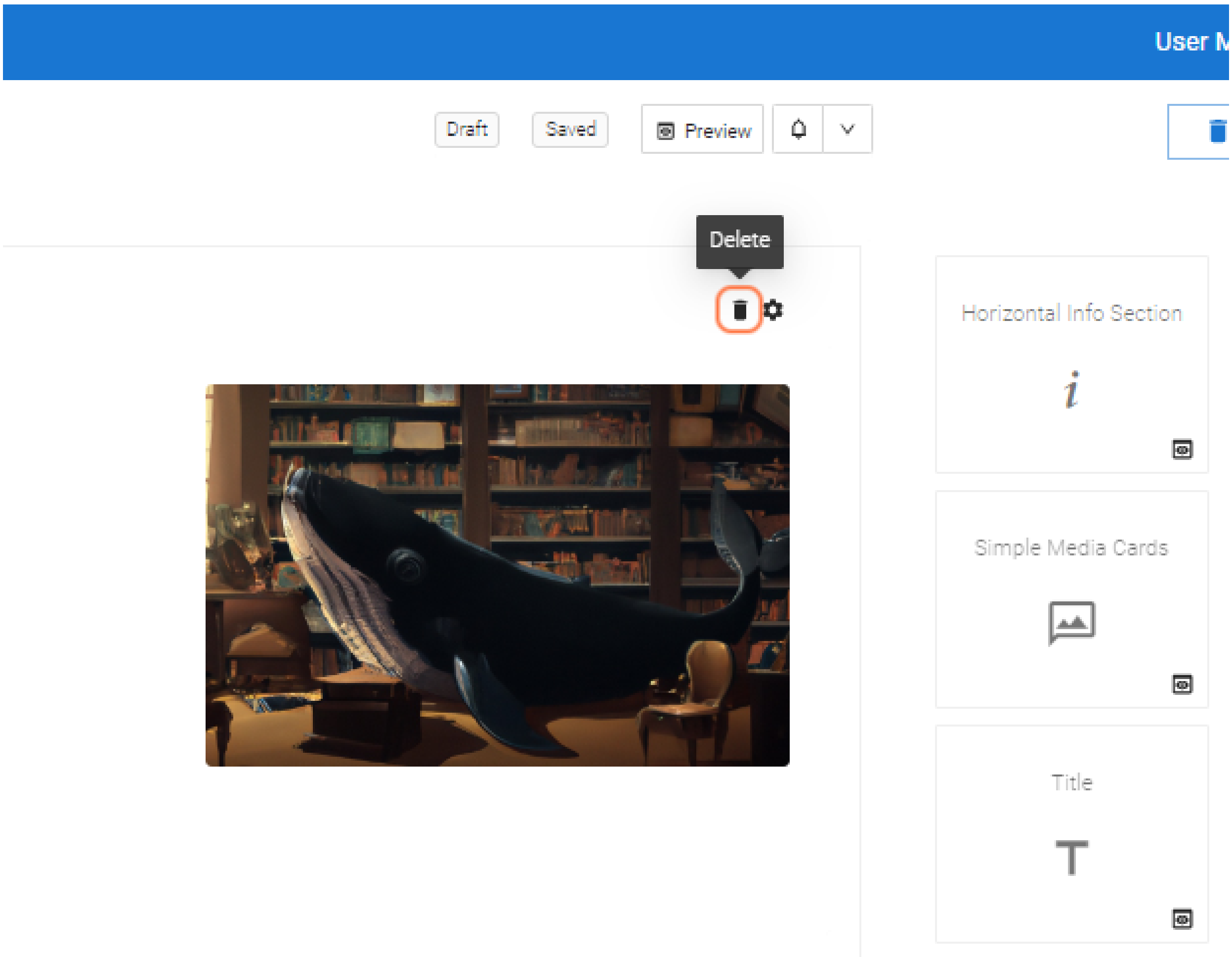
How to customize a component?

- To customize a component, click on the setting ( )at the top of that item.
- You can choose the dark or light mode from the top of the setting window.

You can expand or collapse the components list by clicking expand or collapse icons.

How to delete a component?

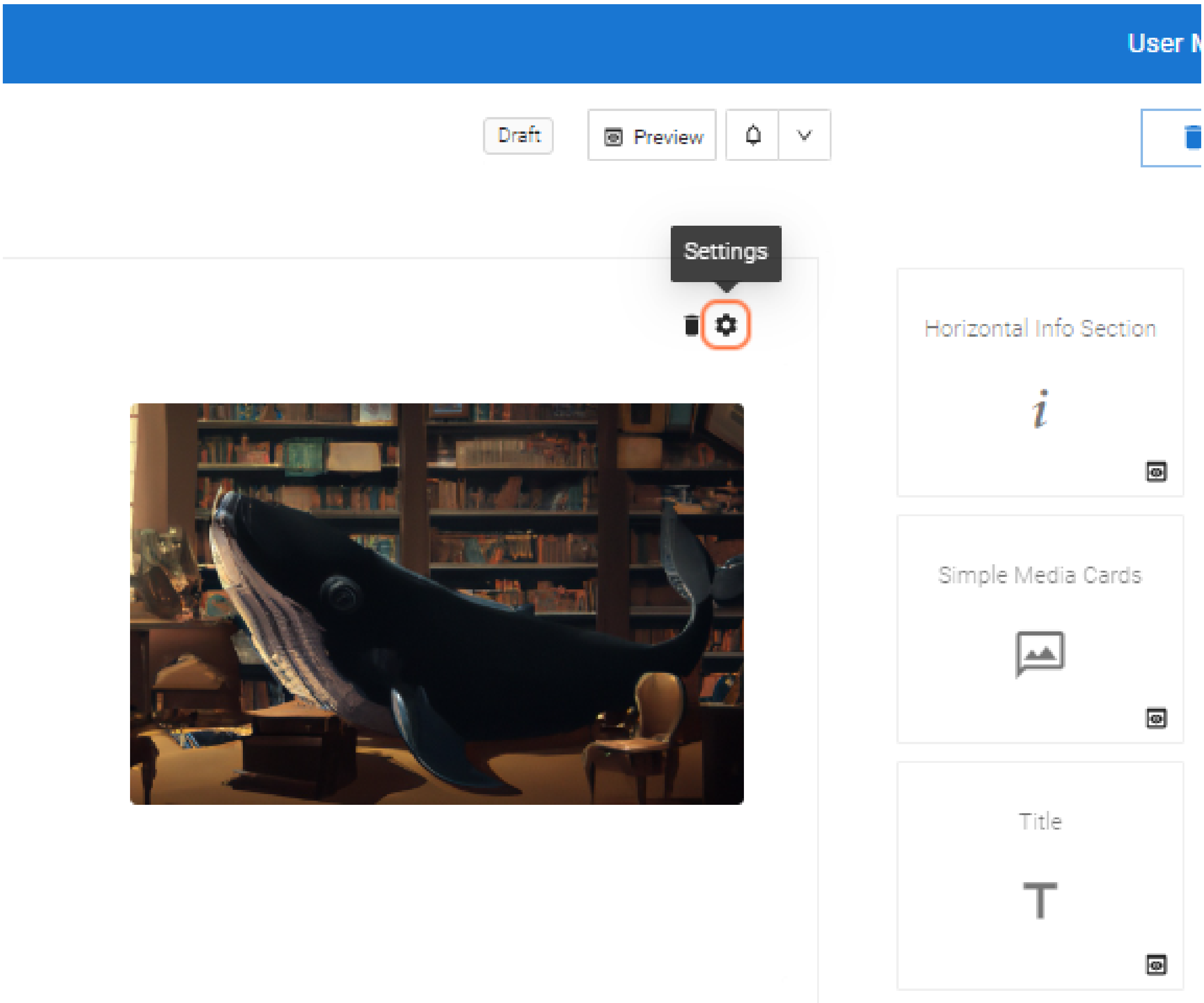
If you want to delete a component, click the delete icon ( ) next to the setting icon.



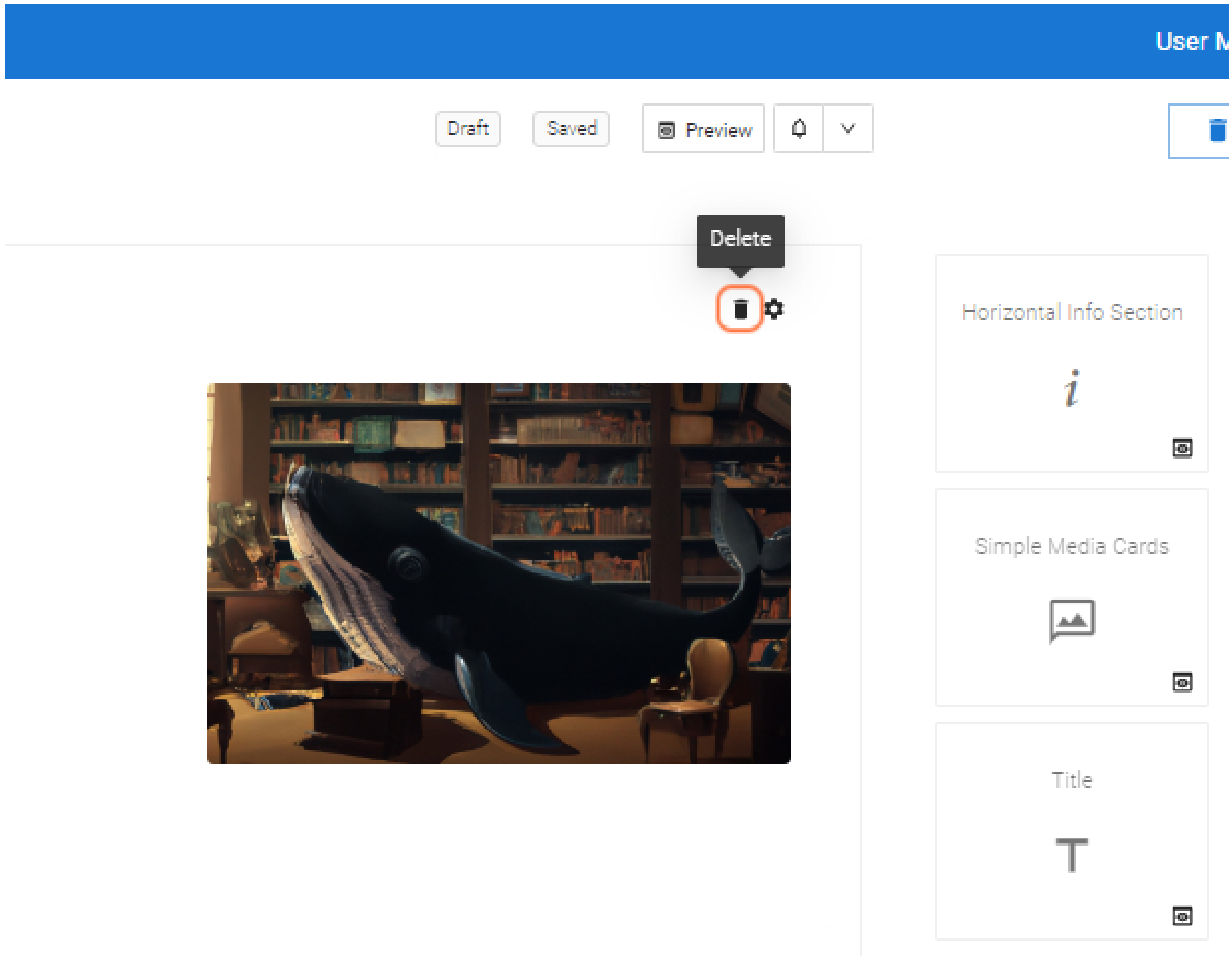
If you have more than one component in a topic, you can change the sequence of elements by holding the ellipsis icon ( ) at the top and changing its position.

Components

Horizontal Info Section



The horizontal Info Section gives you a pre-made title, description, and image on the right of the text.



Settings

ImageUrl

- To change the picture, provide a link to your desired image in the imageUrl section.

Title and description

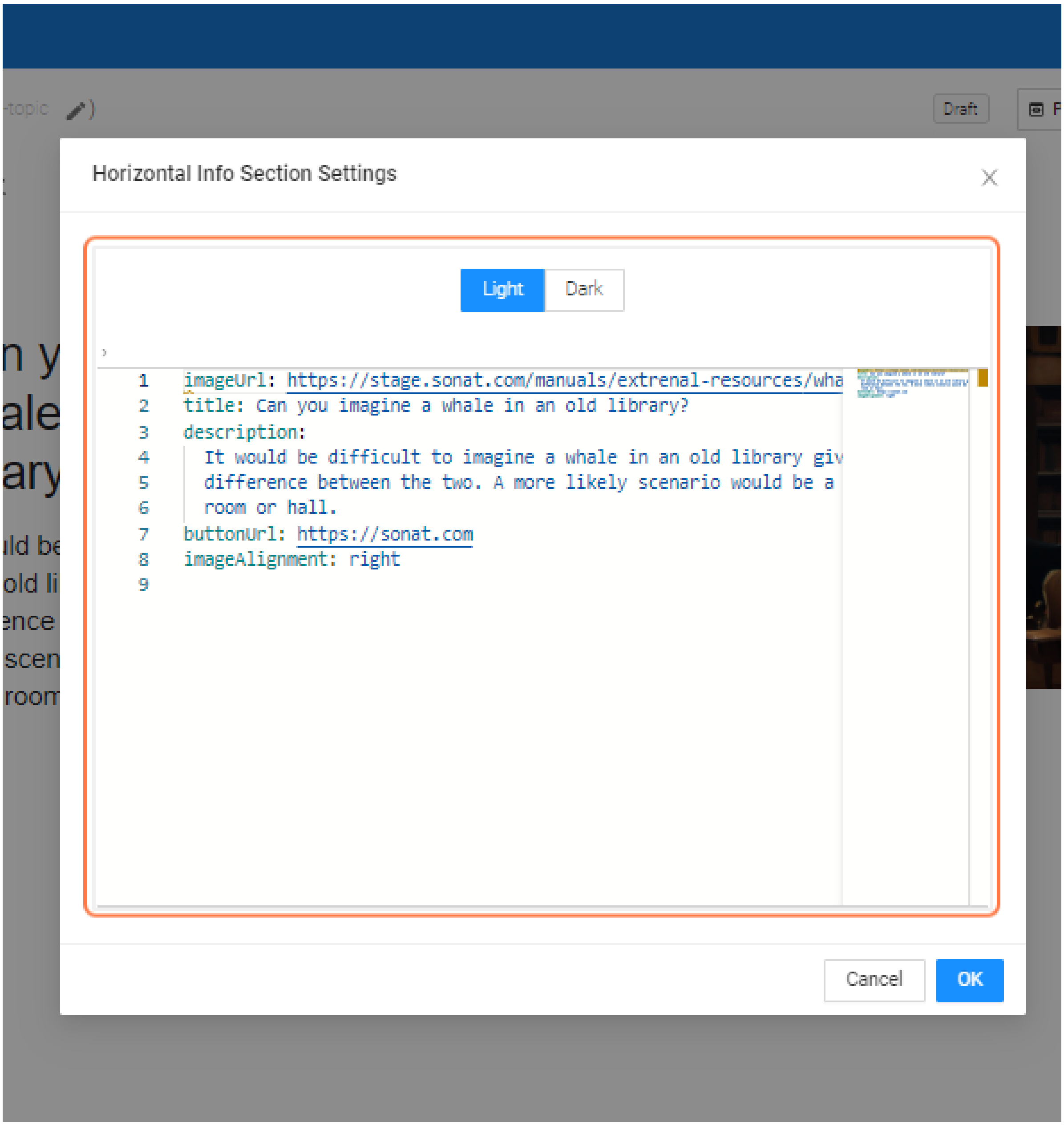
- Besides, you can change the title and description content by typing your text in the title and description section.

Button

- Provide a link and text in the buttonUrl and buttonText sections to customize the button of this component.

Image alignment

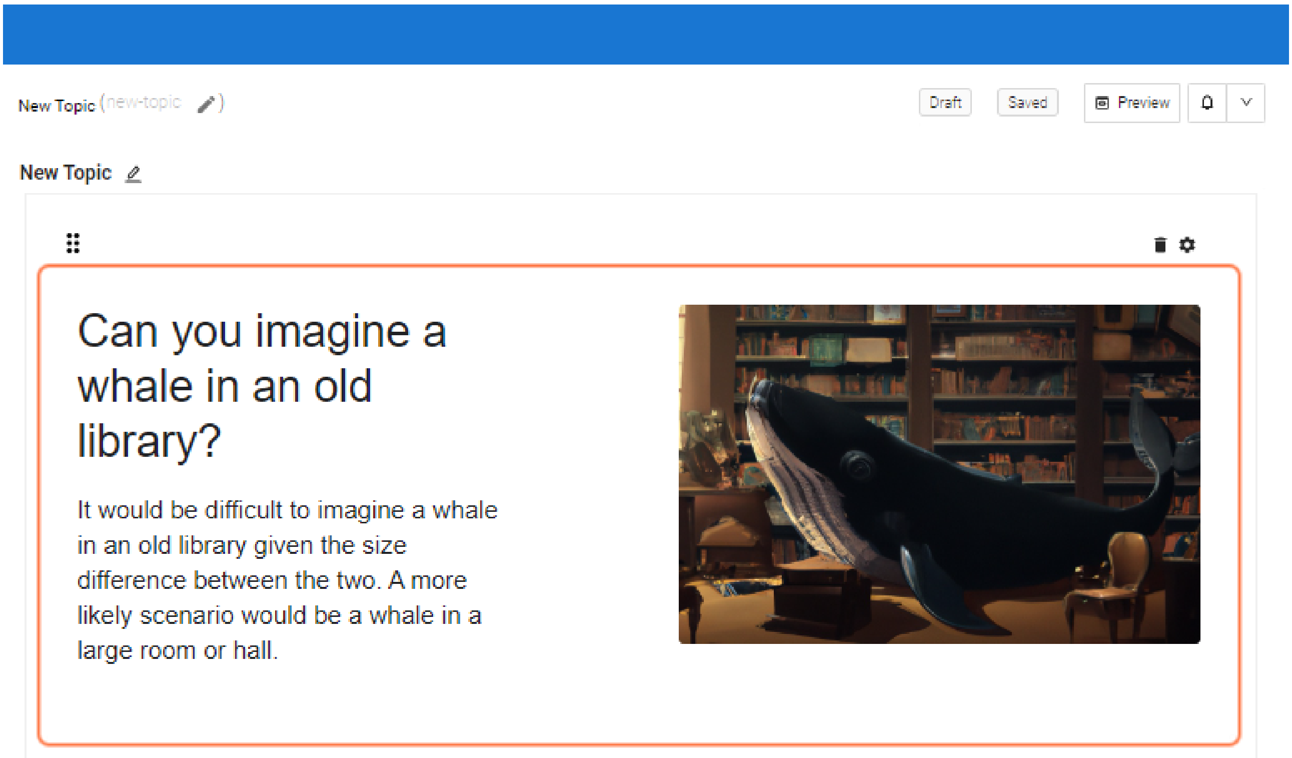
- Type right or left in the "image alignment" section to change the image alignment. This part is set to right by default.



After you finish your changes, click Ok to save your customization.

Media Cards

Media Cards give you three pre-made cards in a row with an image, title, and description.



Setting

Card link

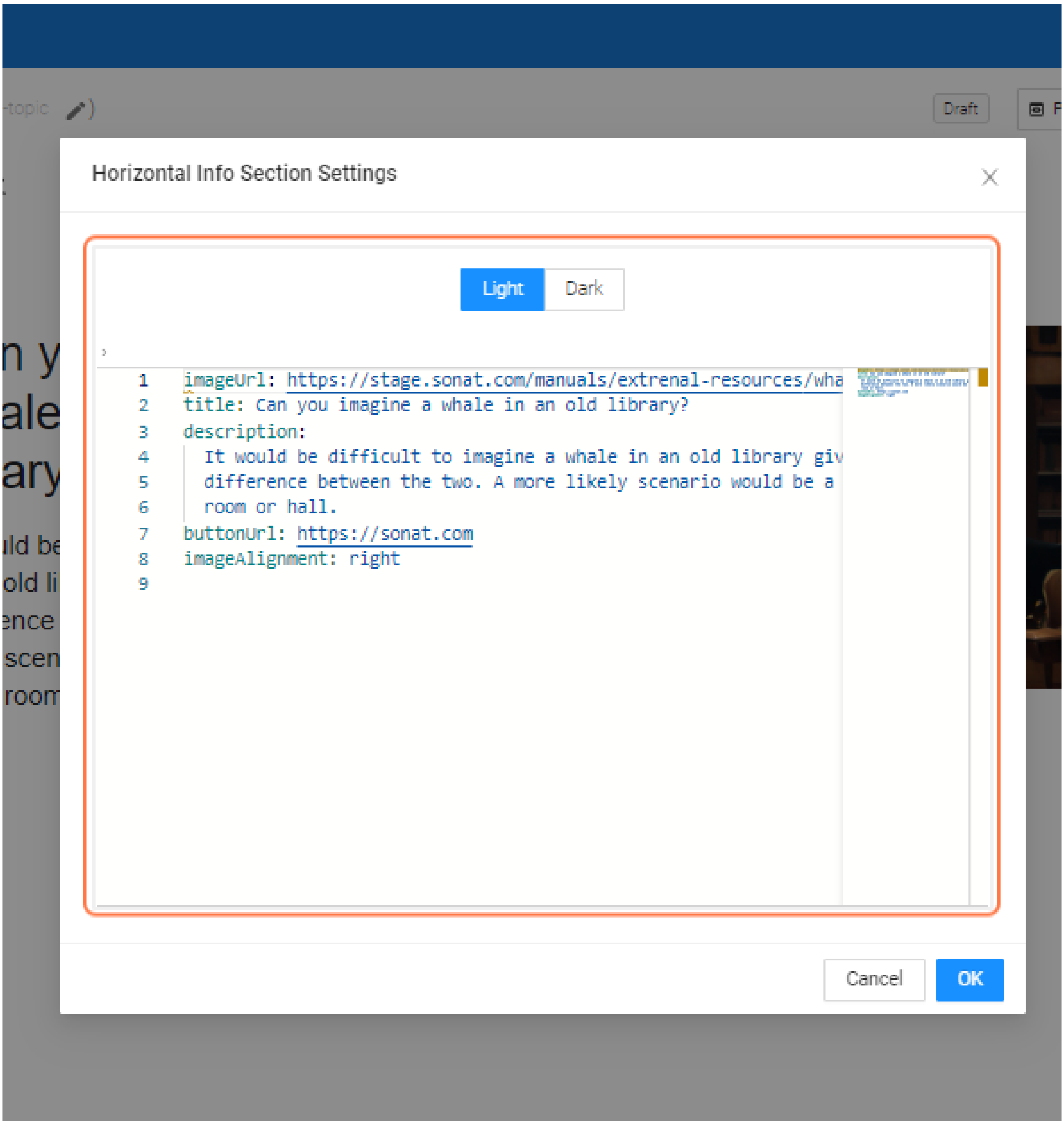
- To change the Card link, provide a URL to your desired page in the URL section.

Image Url

- To change the picture, provide a link to your desired image in the imageUrl section.

Title and description

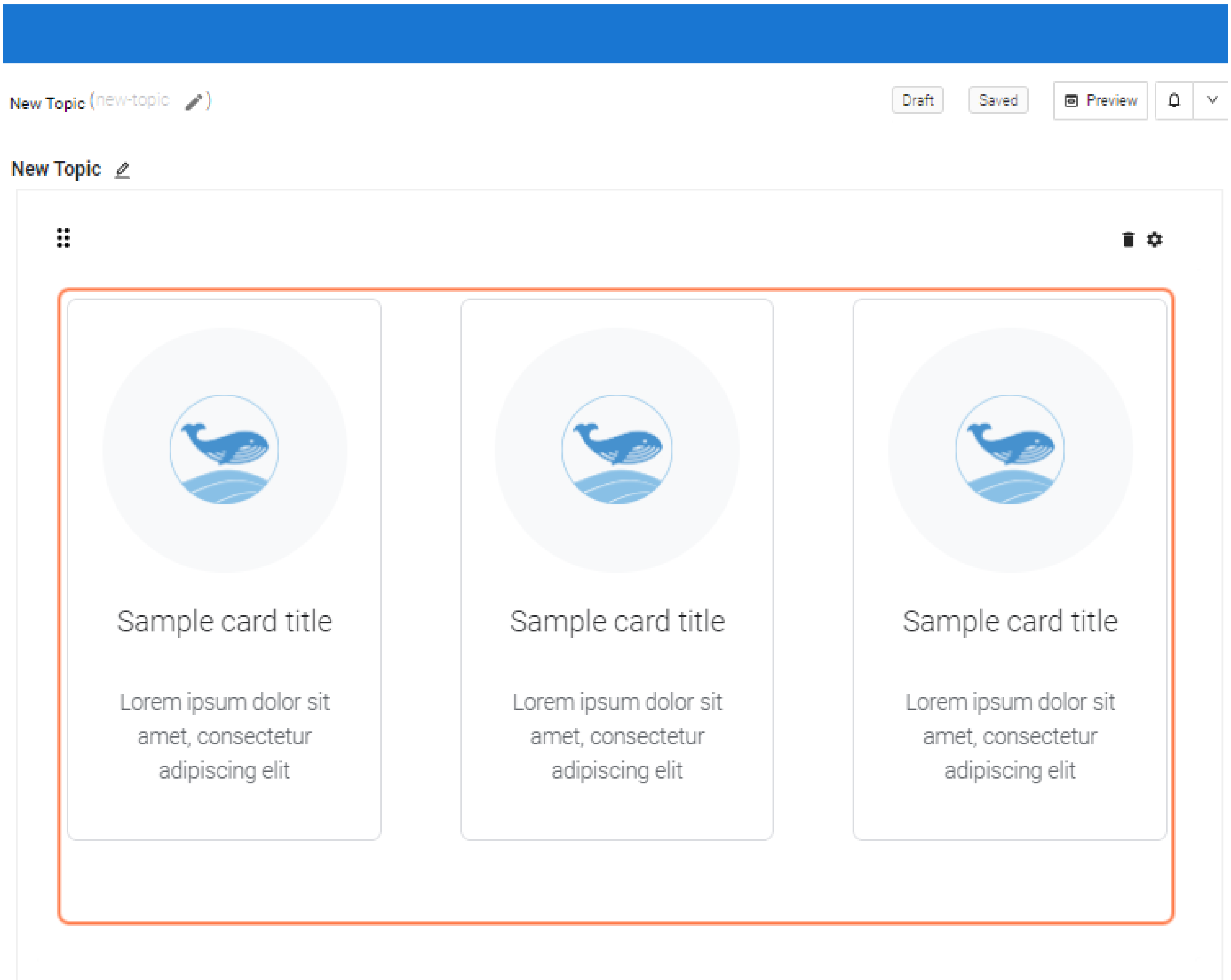
- Besides, you can change the title and description content by typing your text in the title and description section.



After you finish your changes, click Ok to save your customization.

Simple Media Cards

- The difference between this component and the Media Cards is in the description. If you do not need to write a description for this part, this option is perfect for you. Otherwise, you should pick the second component.
- Simple Media Cards give you three pre-made cards in a row with an image and title.



Setting

Card link

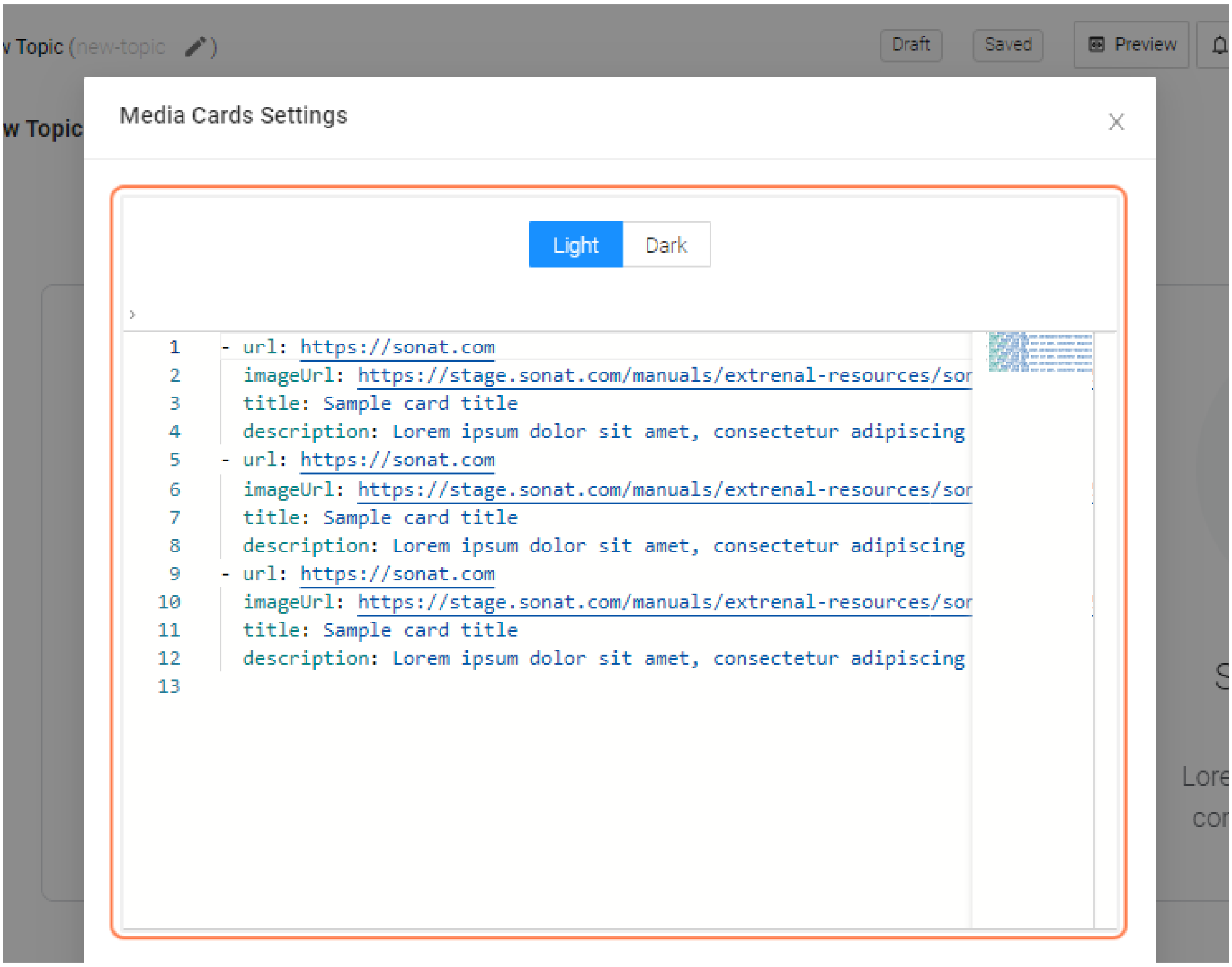
- To change the Card link, provide a URL to your desired page in the URL section.

Image Url

- To change the picture, provide a link to your desired image in the imageUrl section.

Title

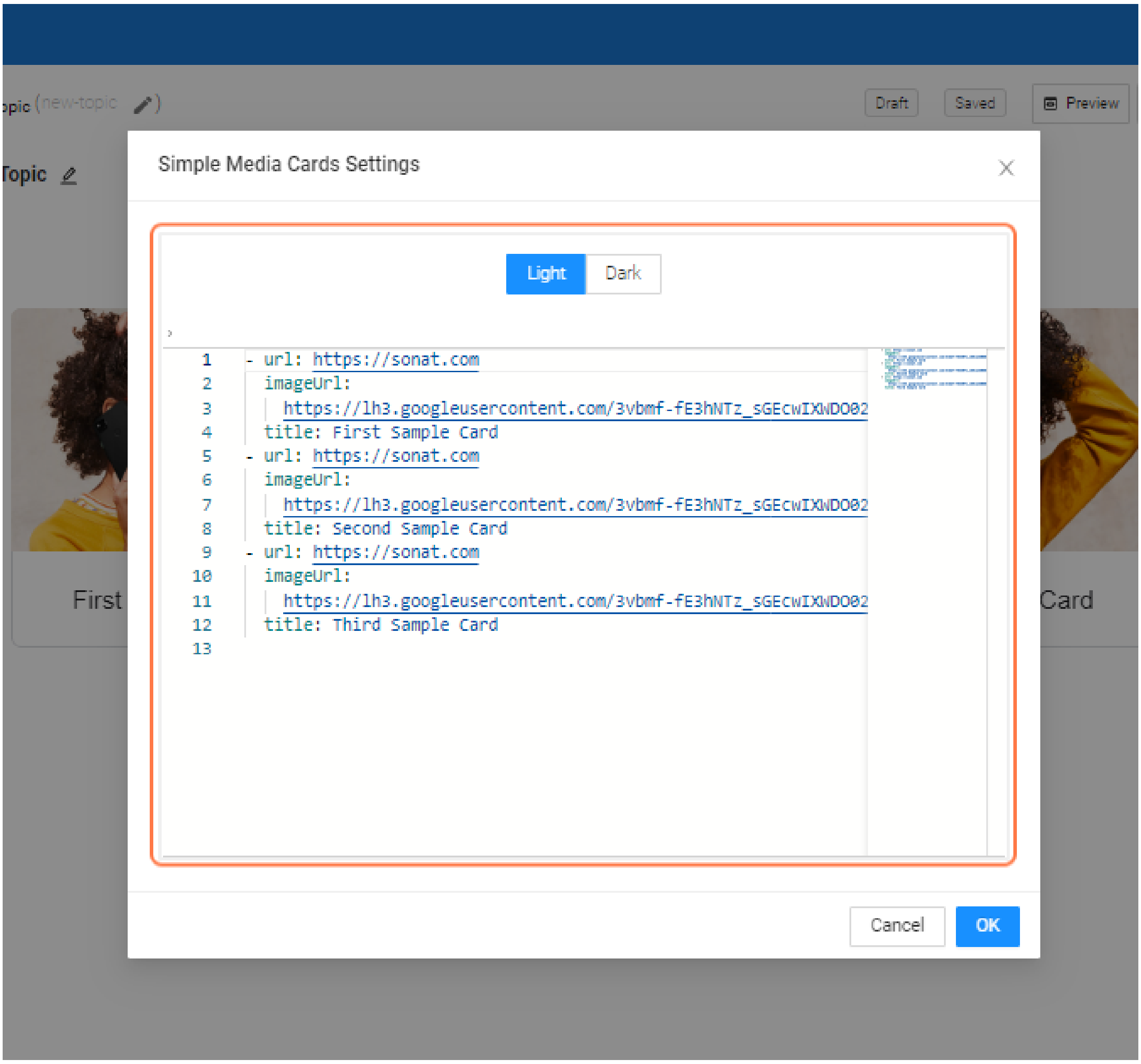
- Besides, you can change the title content by typing your text in the title section.



After you finish your changes, click Ok to save your customization.

Tiles

Tiles bring users to the corresponding page with a single click.



Setting

Card link

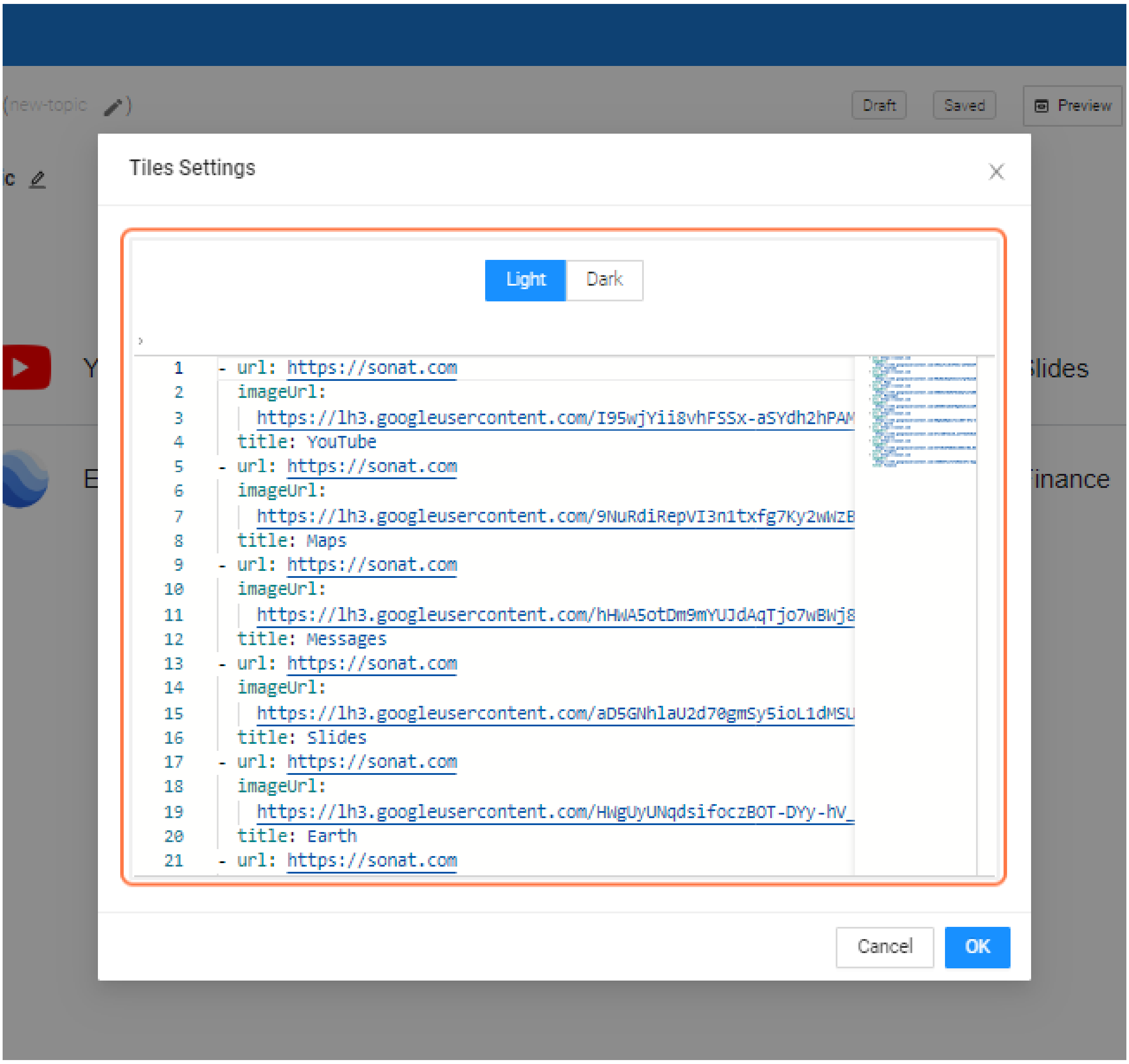
- To change the Card link, provide a URL to your desired page in the URL section.

Image Url

- To change the picture, provide a link to your desired image in the imageUrl section.

Title

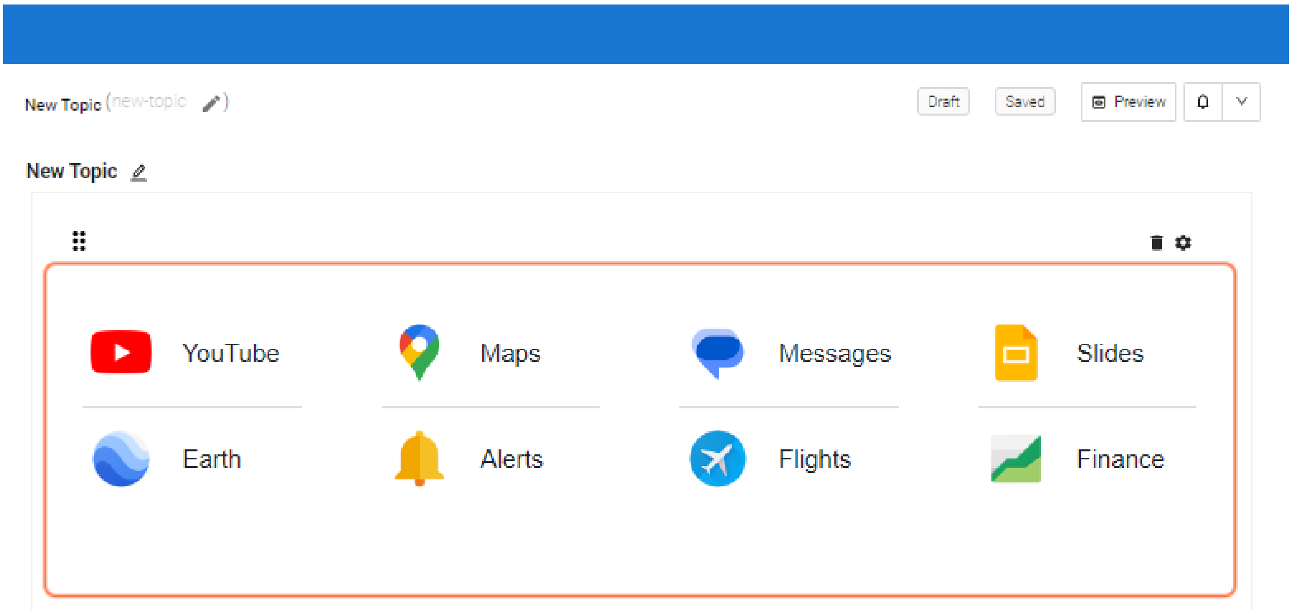
- Besides, you can change the title content by typing your text in the title section.



After you finish your changes, click Ok to save your customization.

Title

In the Title setting, you can change the title content by typing your text in the title section.



After you finish your changes, click Ok to save your customization.

Topic List

Topic List renders all topics in this specific document.

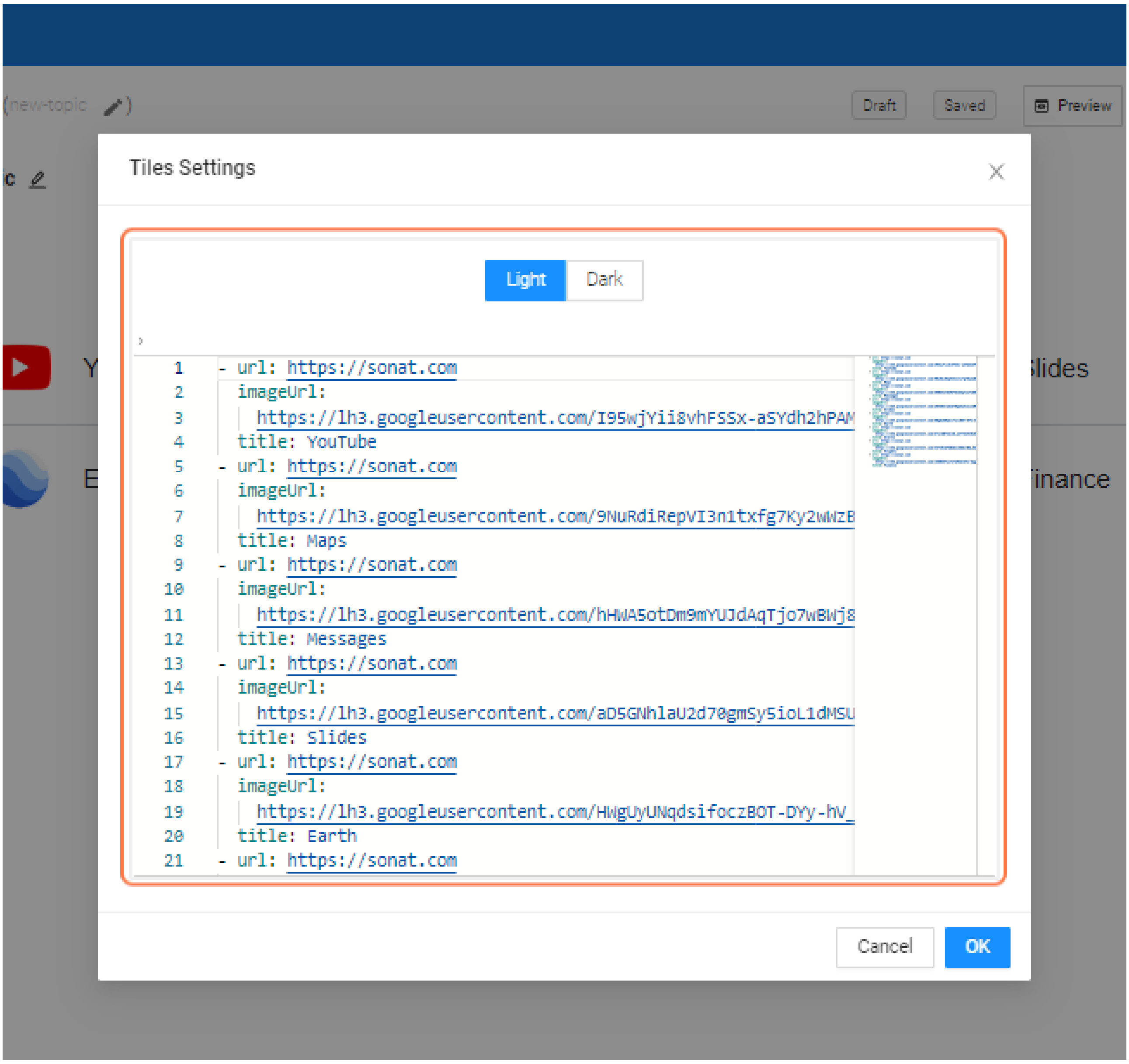
Setting

Order

- In the Topic List setting, You can sort the topics based on the entered value in the sortBy section.

Topic list info

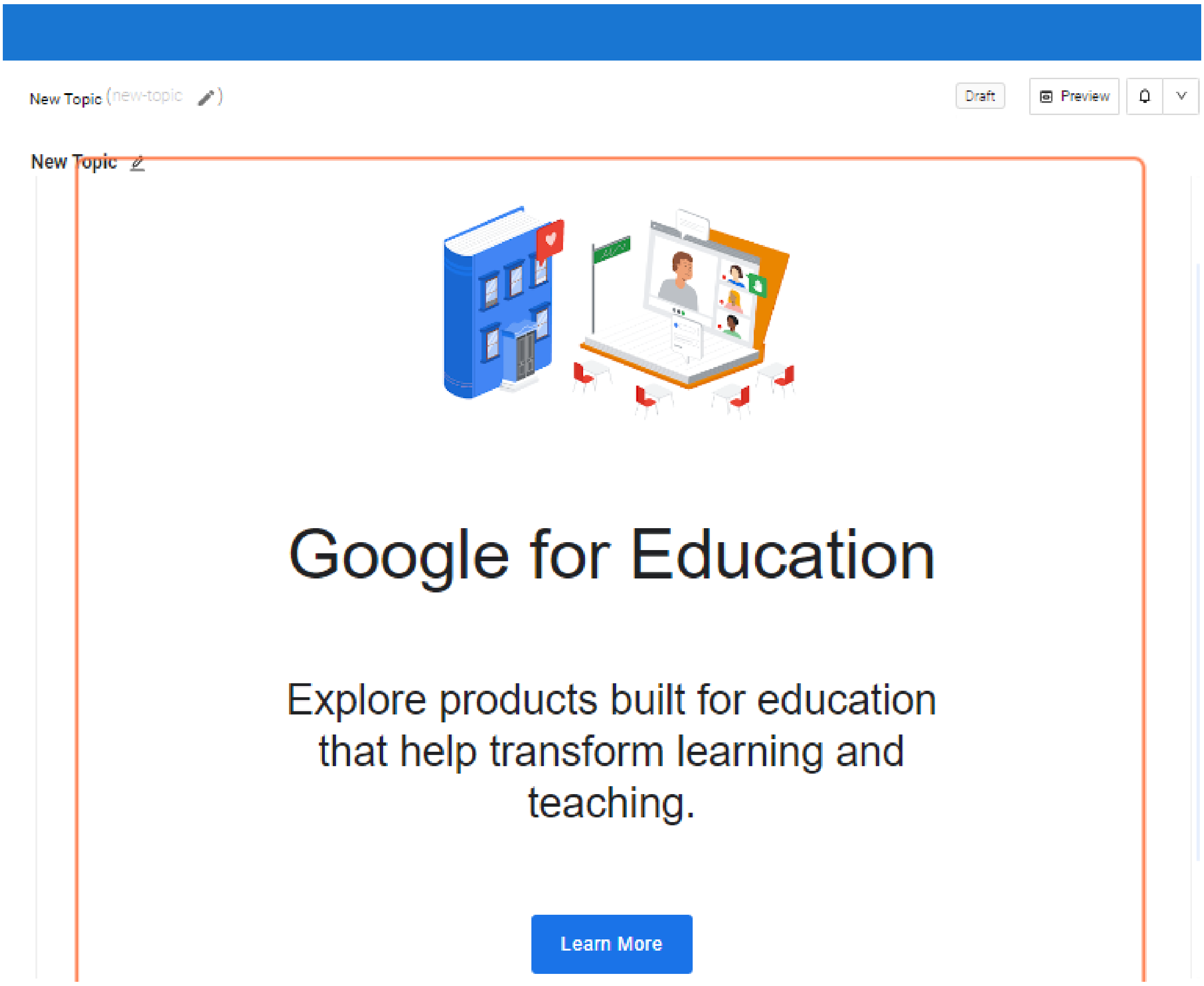
- You need to provide the exact information of your desired document, such as account slug, document slug, version slug, and language code in the topic list setting.



- After you finish your changes, click Ok to save your customization.

Vertical Info Section

The Vertical Info Section gives you a pre-made image, title, description, and button.



Setting

Image Url

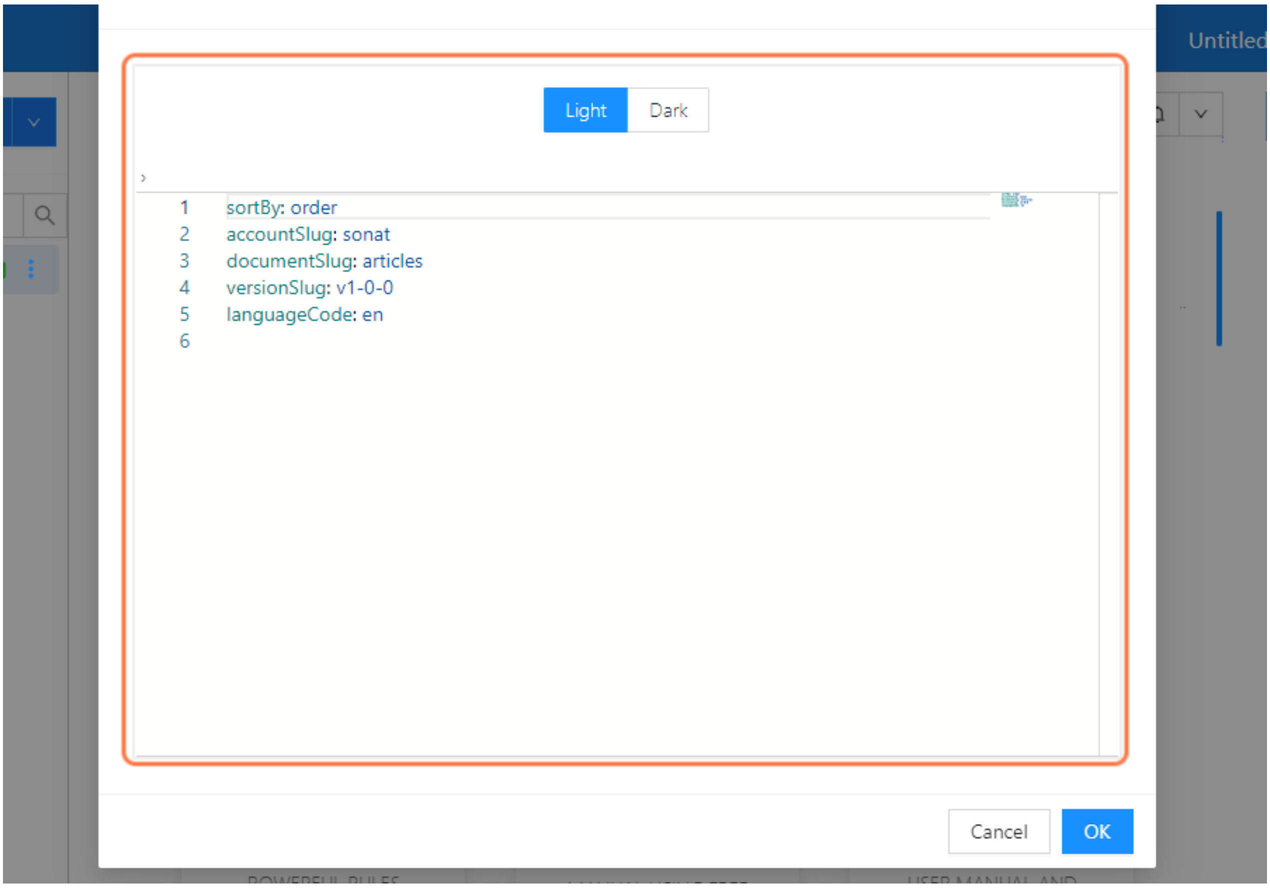
- To change the picture, provide a link to your desired image in the imageUrl section.

Title and description

- Besides, you can change the title and description content by typing your text in the title and description section.

Button

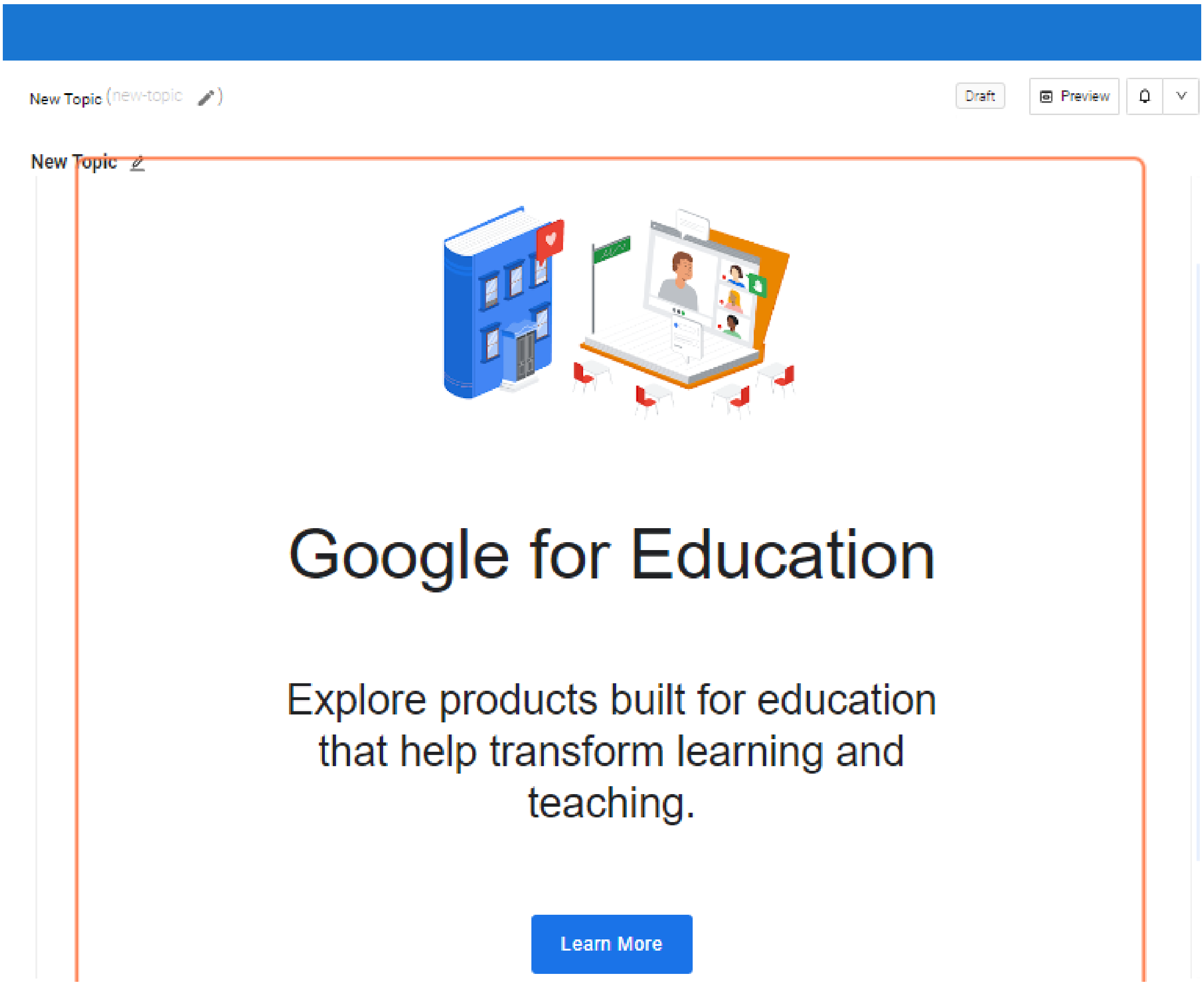
- To change the button Url, paste your selected link in the button URL section.
- You can also change the button text by typing in the buttonText section.



After you finish your changes, click Ok to save your customization.

YouTube video with a description

YouTube video with a description gives you a pre-made title, description, and a youtube video next to the content.



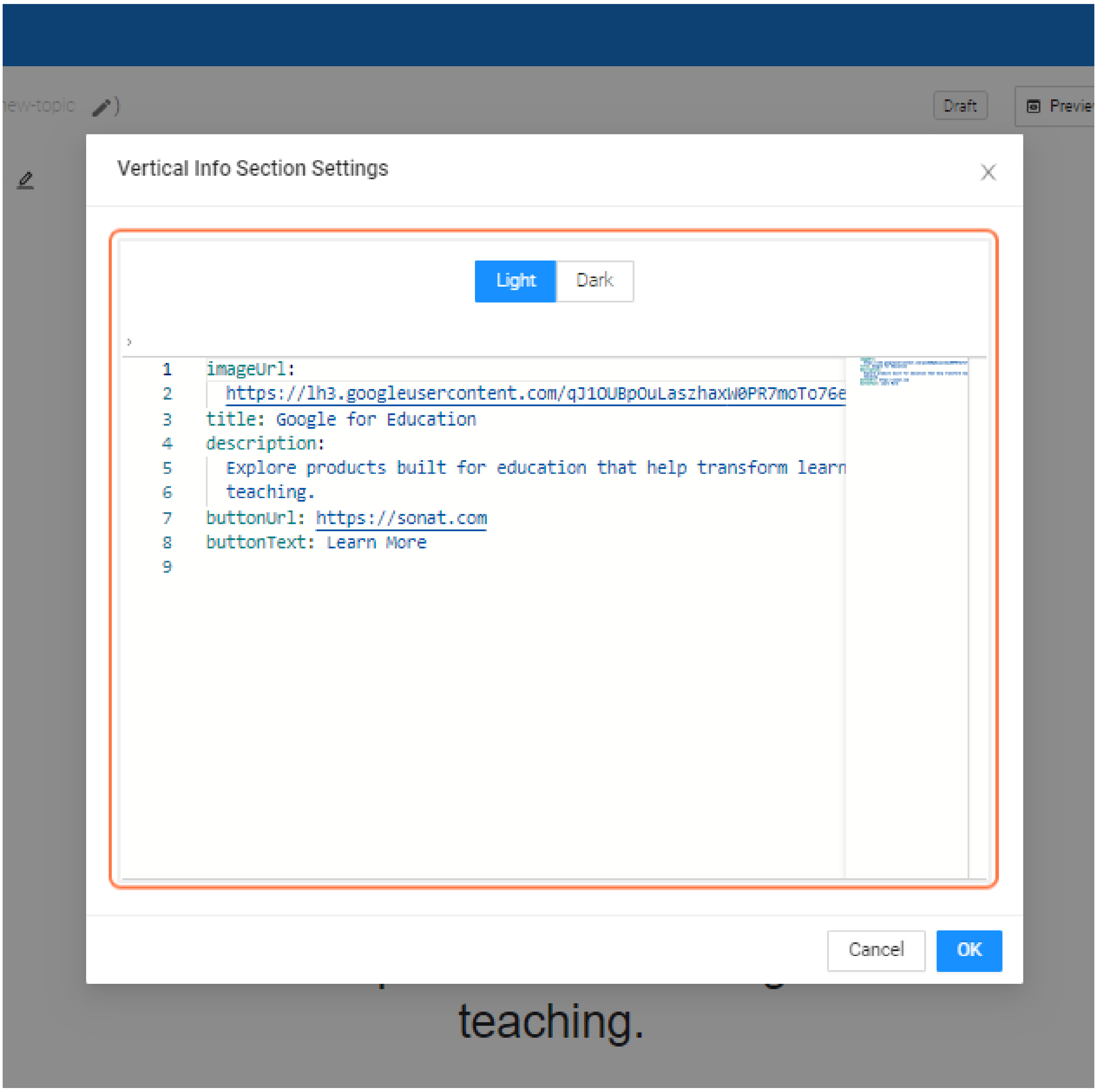
Setting

Video Url

- To change the video, provide a link to your selected youtube video in the video URL section.

Title and description

- Besides, you can change the title and description content by typing your text in the title and description section.

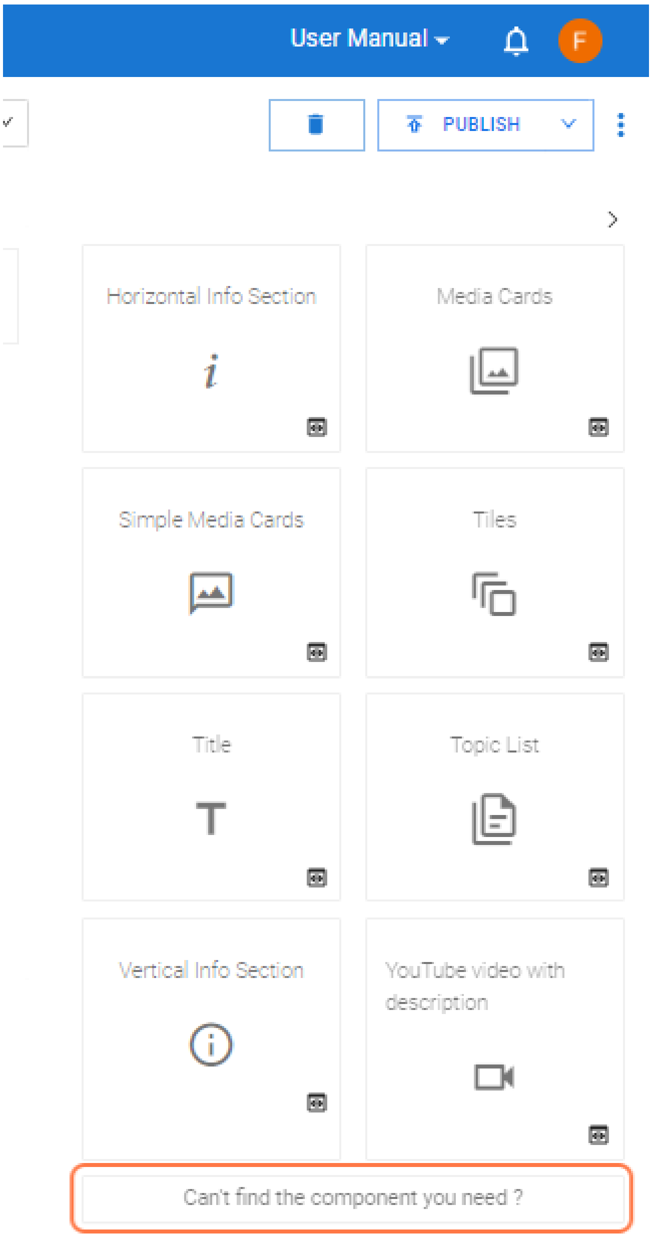


After you finish your changes, click Ok to save your customization.

You should provide an embedded video link for this part.

Contact Us

If you cannot find the component you need, click the contact us part below elements.



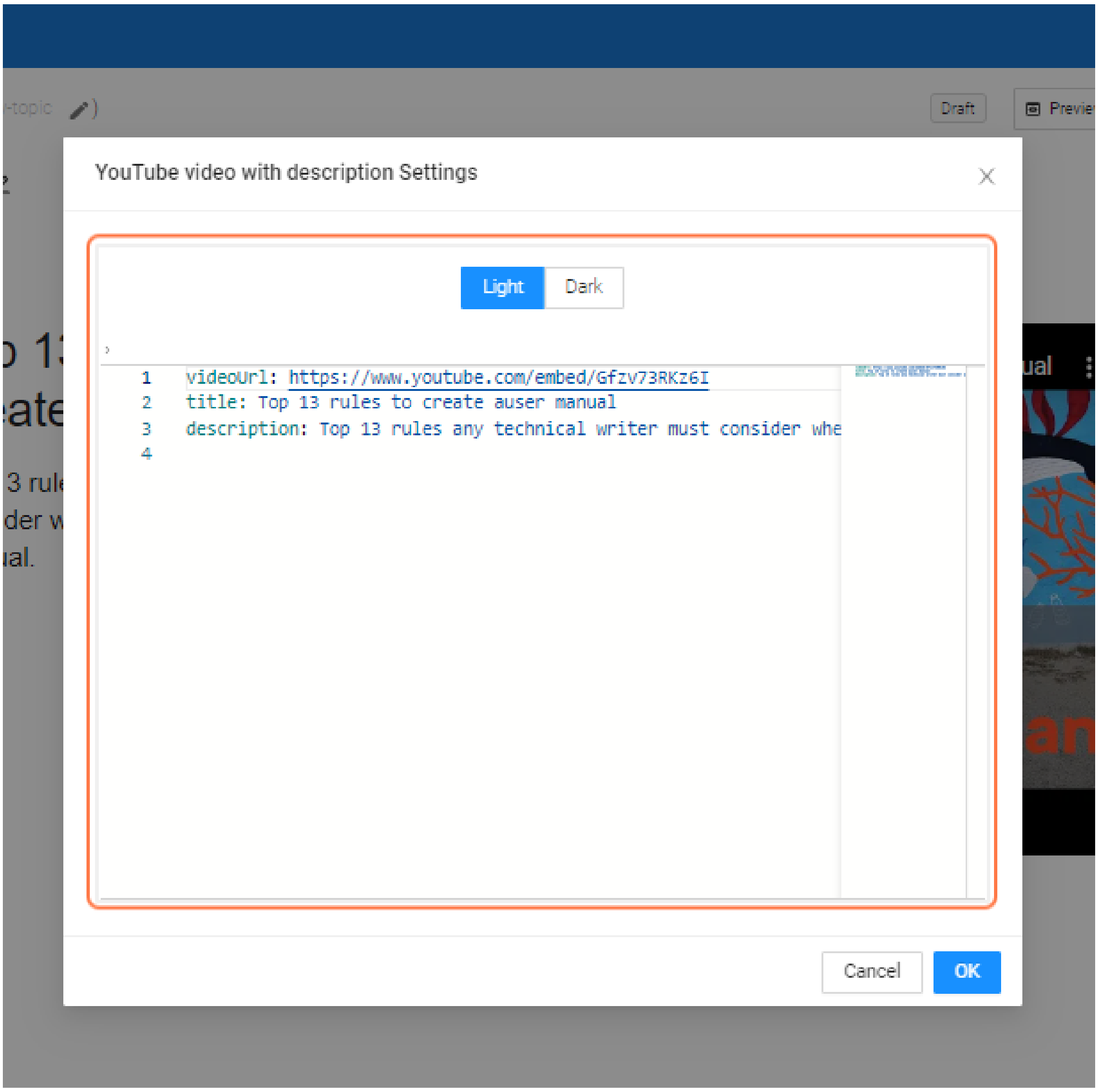
Please fill out the form and take a screenshot to help us understand your request better. Then send it, and we will get in touch with you as soon as possible.

Images

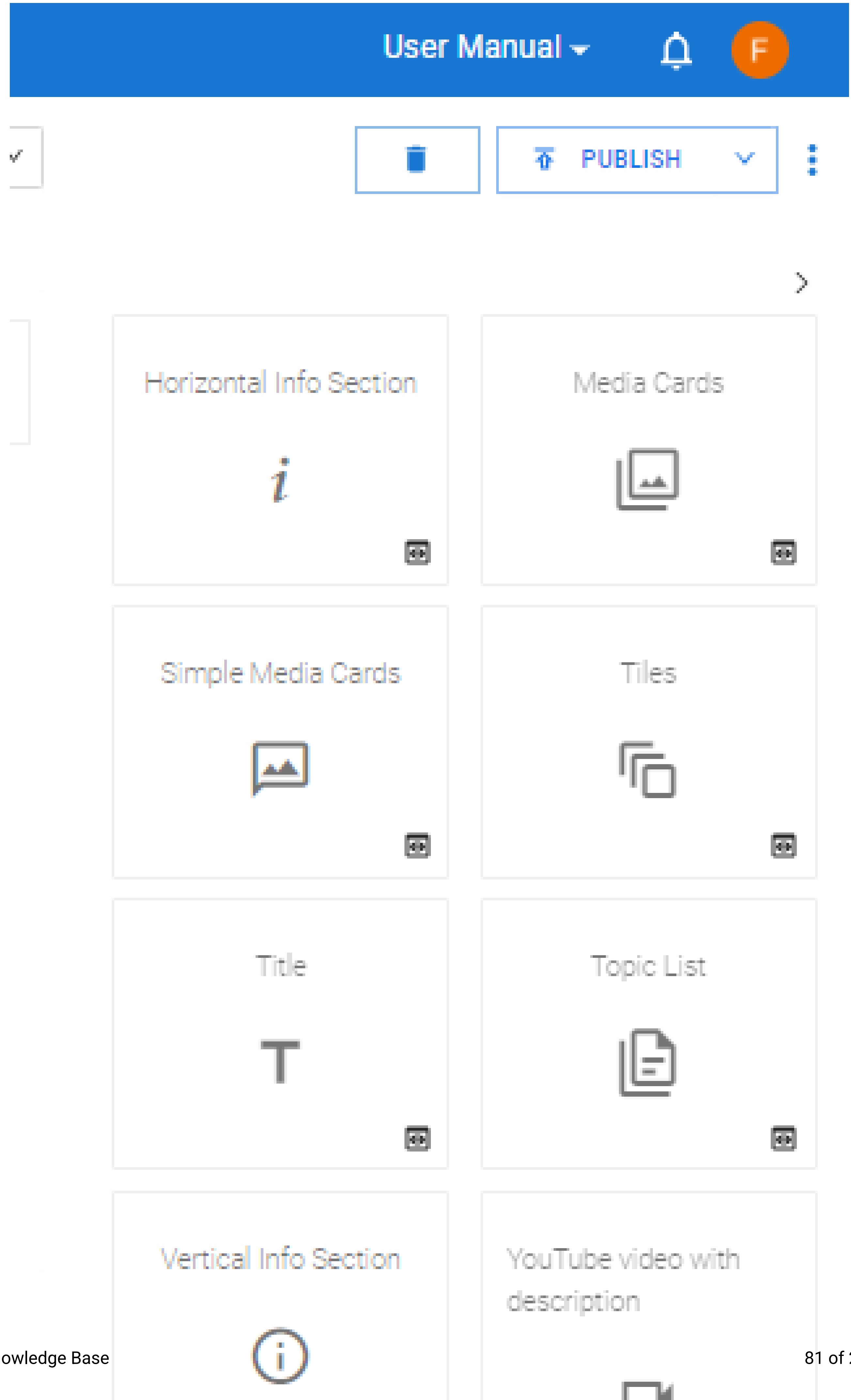
This feature allows you to easily import your desired images from various platforms and use them on different page components or within your content.

To use this feature, take the following steps:

- After opening your desired document, click the three lines icon at the top left.

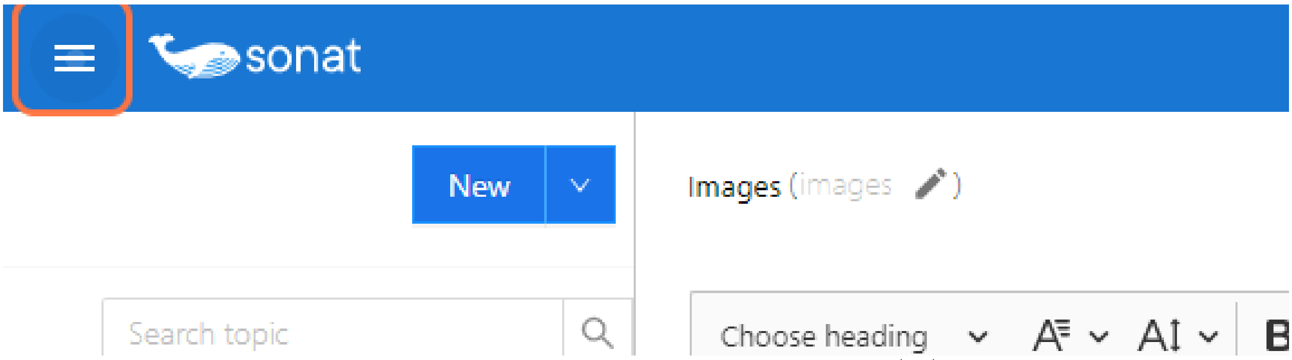


- Click Images.
- Then, you have three options:
  1. Drag and drop your image into the main area.
  2. Browse your desired image.
  3. Or you can import it from your device, Dropbox, Google Drive, OneDrive, Unsplash, or a link.

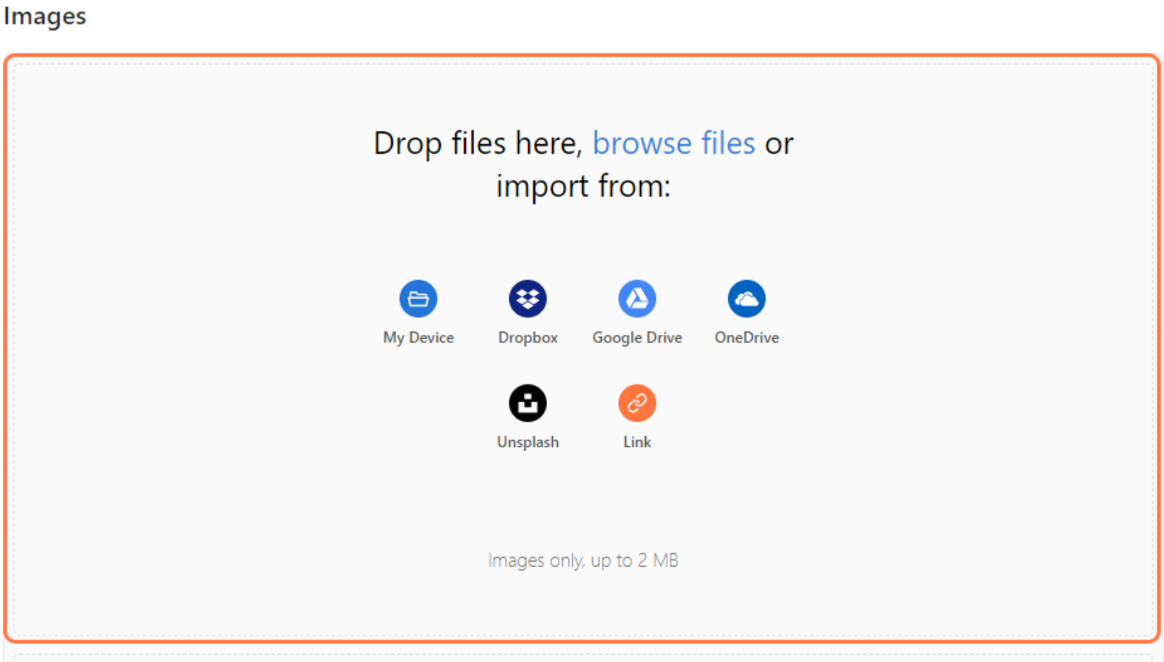

User Manual
F
PUBLISH
Horizontal Info Section
Media Cards
Simple Media Cards
Tiles
Title
Topic List
Vertical Info Section
YouTube video with description

Note that your image format must be JPG and PNG.

- After choosing your image, it will appear in the bottom window. You can check its preview by clicking on it.



- If you want to delete this image, simply click on the delete icon( ).
- You can also edit this image by choosing the pen icon( ).
- In the pop-up screen, you can crop, draw, add a watermark, use filters or resize your image.

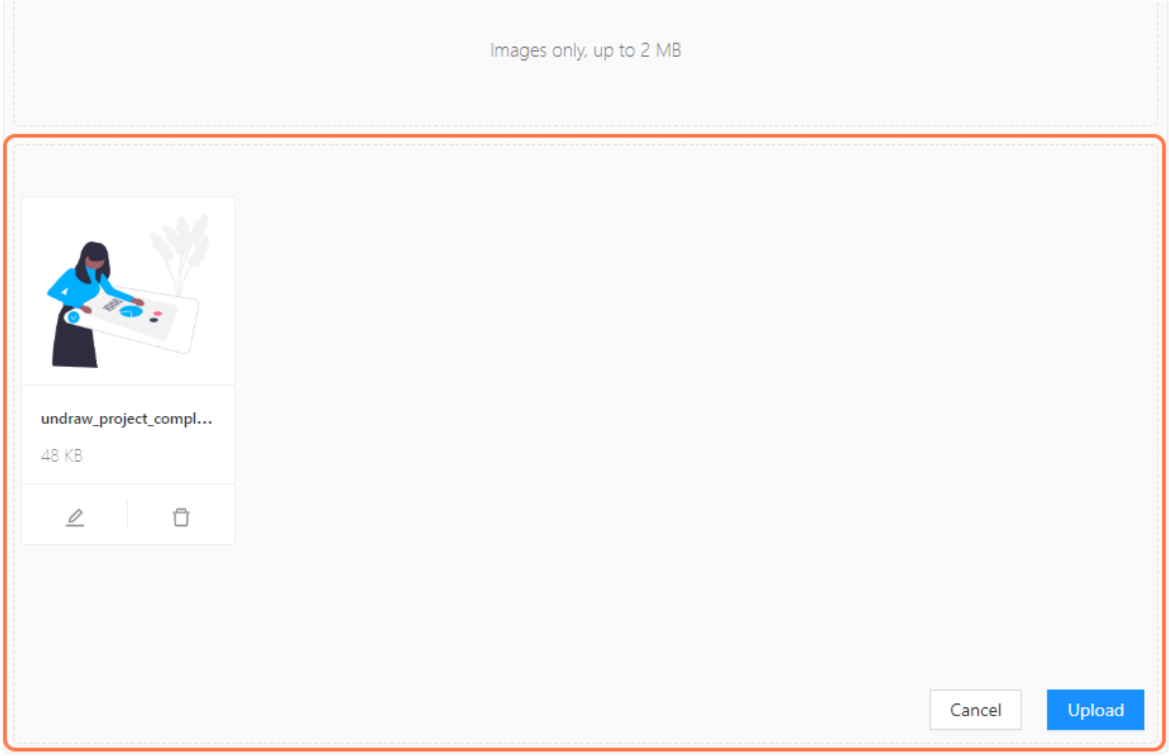


- When you get satisfied, click upload.
- You can simply copy its URL by clicking copy icon( ).
- Use this link on different page components or within your content with the link image feature.

Rich text editor

You can write and edit your topic content using Sonat rich text editor. The editor used in Sonat is a *What You See Is What You Get* (WYSIWYG) and quite straightforward to use. It consists of a *toolbar* and a *writing space*.

To better create and edit content, we will introduce the rich text editor in more detail.



Autoformatting

Autoformatting gives you the option to use markdown-like shortcodes for applying formatting to your content fast and efficiently without having to use dropdowns and toolbar buttons. Autoformatting options are listed below.

Block formatting

Block formatting includes those formatting options providing a division of the content into different sections both physically and visually. Block formatting starts on new lines and includes the full width available.

You can *start a line using the following options* to apply the relevant block formatting:

Bulleted list: * or - followed by a space.

Numbered list: 1. or 1) followed by a space.

Unchecked to-do list: [ ] followed by a space

Checked to-do list: [x] followed by a space

Headings

Heading 1: # followed by a space

Heading 2: ## followed by a space

Heading 3: ### followed by a space

Blockquote: > followed by a space.

Code block: ```.

Horizontal line: ---.

Inline formatting

Inline formatting does not necessarily start on a new line. You can select the width and height of the content you want to be affected by the inline formatting.

Put the intended part of your text between the following signs to apply basic styles inline formatting *anywhere you want*:

Bold: **text** or __text__,

Italic: *text* or _text_,

Code: `text`,

Strikethrough: ~~text~~.

You can *revert* automatic formatting using *Backspace*.

Automatic text transformation

Text transformation provides *autocorrect options* to turn predefined snippets into their improved form. Therefore, it helps with the quick insertion of specified characters not available on the keyboard.

The following are some examples of autotransformation in Sonat editor:

From	To
(tm)	™
1/2	½
->	[illegible]
--	—
"foo"	“foo”

Basic text styles

The basic style feature acts as the base for the editor toolset. It provides the most frequently used formatting essential to content creation, such as bold, italic, underline, strikethrough, subscript, superscript, and code.

You can apply basic formatting using the *toolbar buttons* or the *autoformatting options*. Some styles can also be applied using *keyboard shortcuts*. You can *remove basic text style using the remove format* option.

Apply basic text styles using toolbar buttons

Bold: Use the bold button (**B**) on the toolbar.

Italic: Use the Italic button (*I*) on the toolbar.

Strikethrough: Use the strikethrough button (~~S~~) on the toolbar.

Underline: Use the underline button (**U**) on the toolbar.

Code: Use the inline code button (**<>**)on the toolbar.

Subscript: Use the subscript button on ($\mathbf{X}_2$) the toolbar.

Superscript: Use the superscript ($\mathbf{X}^2$) on the toolbar.

Apply basic text styles using markdown-like codes (Autoformatting)

Bold: **text** or __text__,

Italic: *text* or _text_,

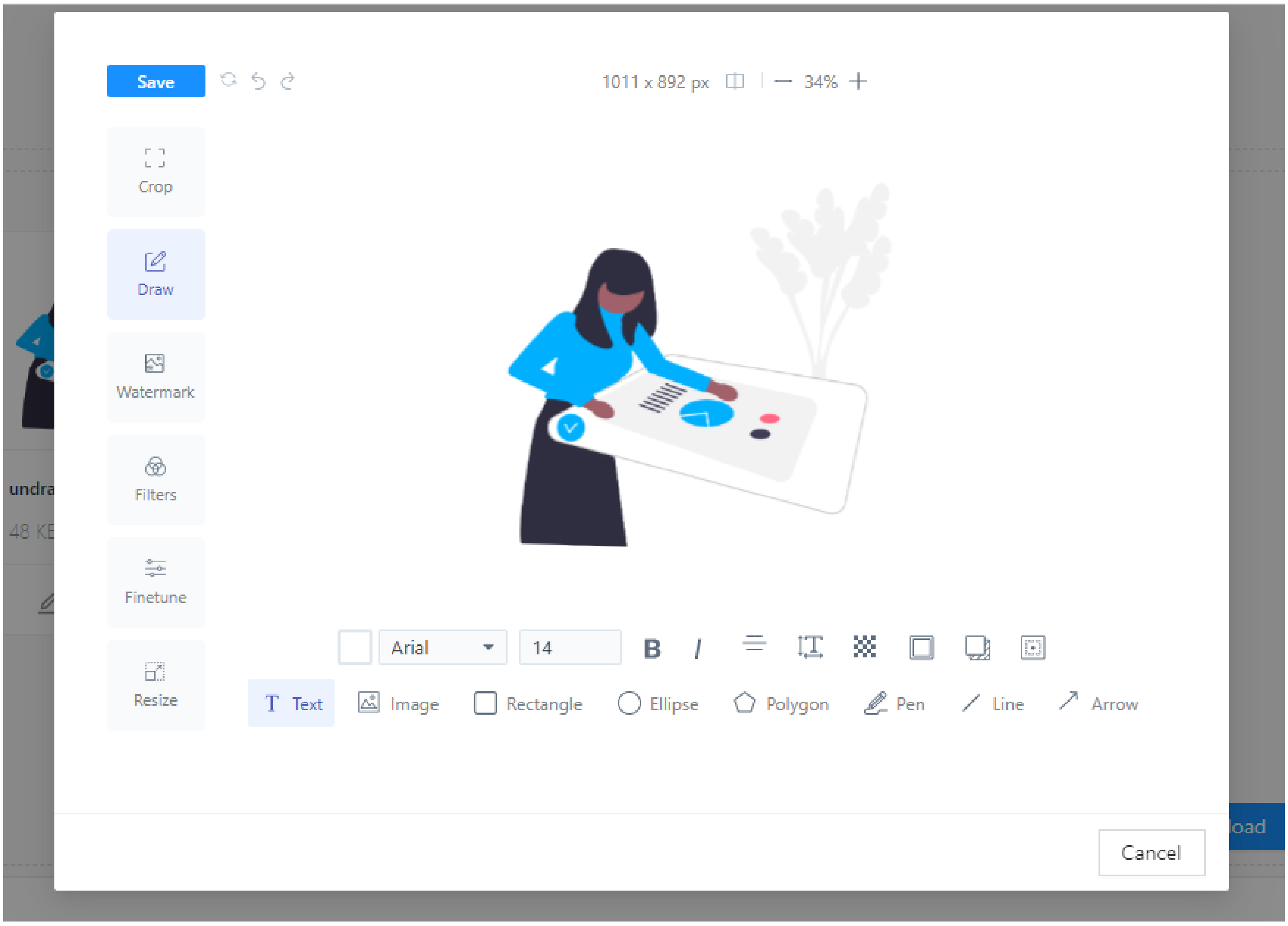
Strikethrough: ~~text~~.

Code: `text`

Apply basic text styles using keyboard shortcuts

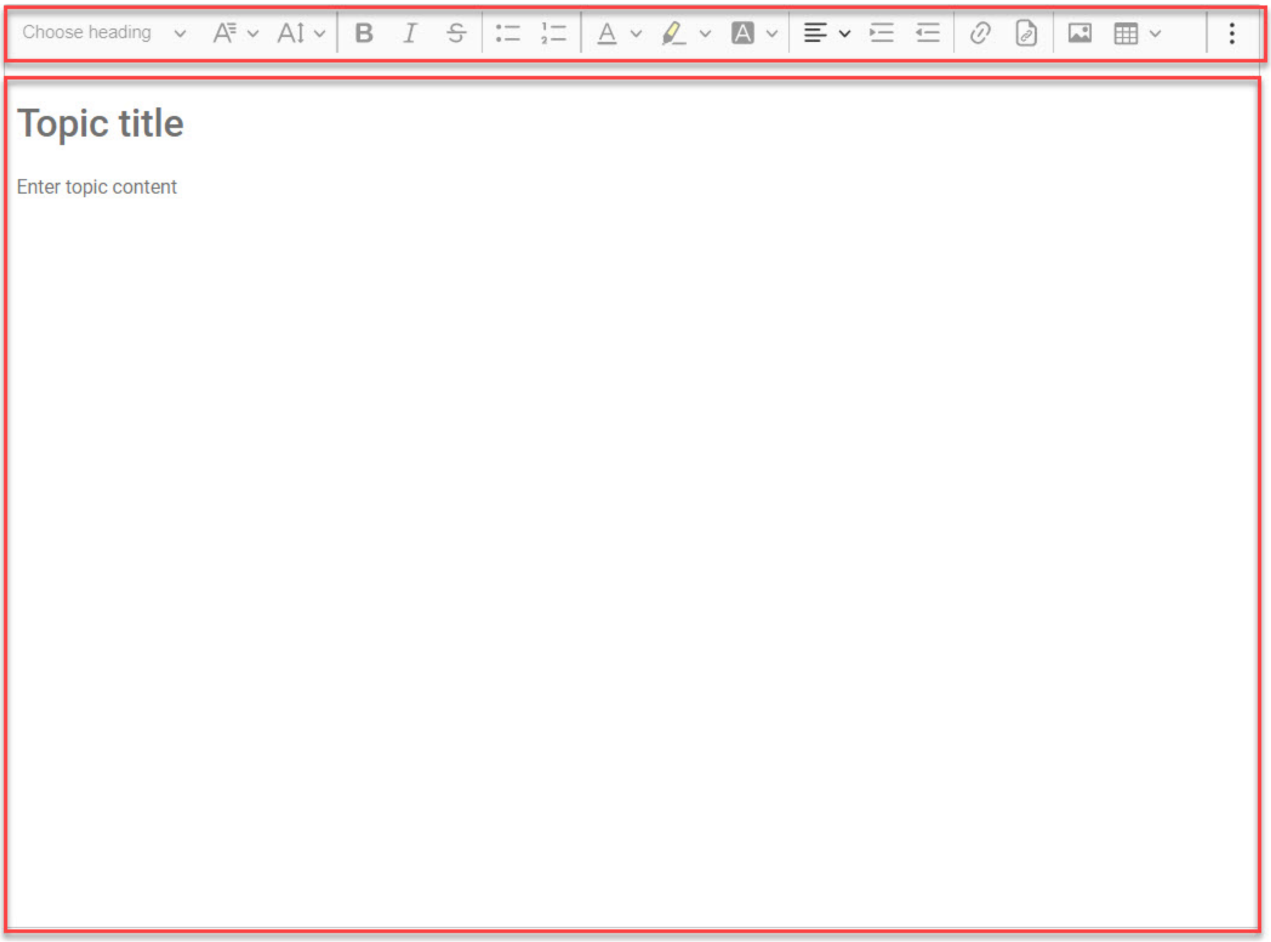
Bold: Use *Ctrl+B* on PC and *Cmd+B* on Mac

Italic: Use *Ctrl+I* on PC and *Cmd+I* on Mac

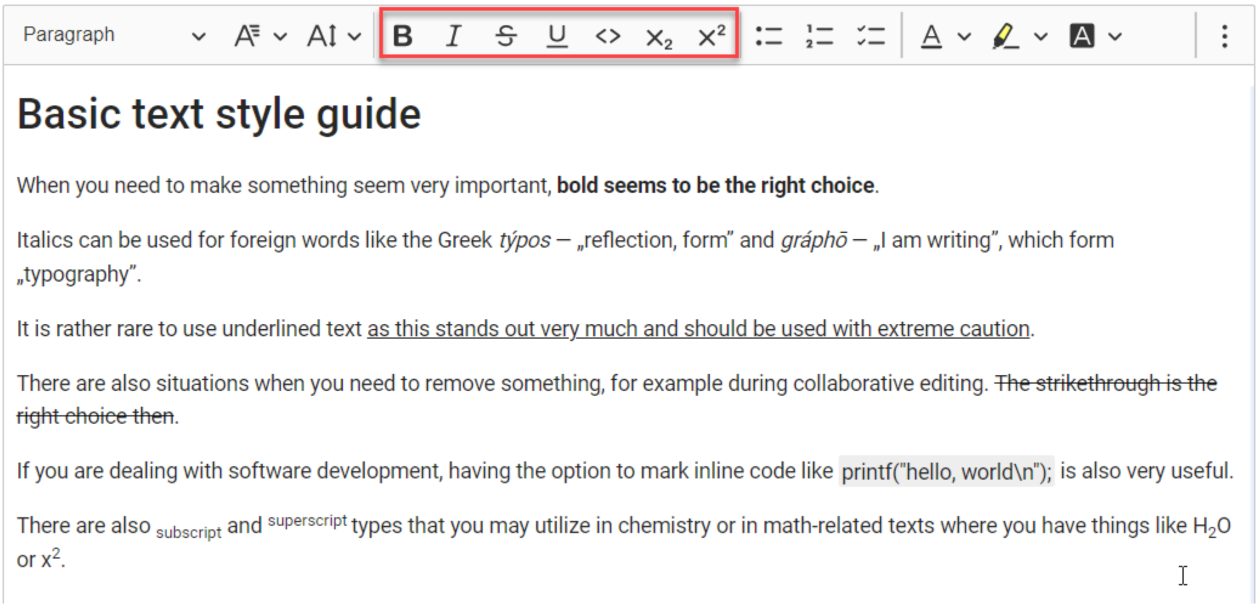


Type around inline code

To type inside a code element, move the caret to its (start or end) boundary. Typing and applying formatting will be done within its boundaries, as long as the code remains highlighted.



To type before or after a code element, move the caret to its boundary, then press the Arrow key (← or →) once. Whatever text you type or formatting you apply will not be highlighted and enclosed by the code element.



Block indentation

Block indentation can be used to set indentation for text blocks such as paragraphs, headings, lists, or images so that they will visually stand out from other parts of the content body.

You can use the *indent*

and *outdent*

buttons on the editor toolbar to set the level of indentation of your selected content.

For instance, this paragraph looks like it belongs to the previous one.

Indenting list items

Block indentation buttons work with lists, too! Check out the following list and play with different indentation levels:

- This is the shallowest list item.
  - And this one is nested.
  - This one is nested, too.
    - And this one goes even deeper.

Block quote

You might need to include a block quotation to present somebody else's quote to support an idea or present different points of view said by other authors or researchers. Block quotation feature lets you easily include quotes in a way that catches readers' interest. It helps you structure your content and enriches the reading experience with additional data.

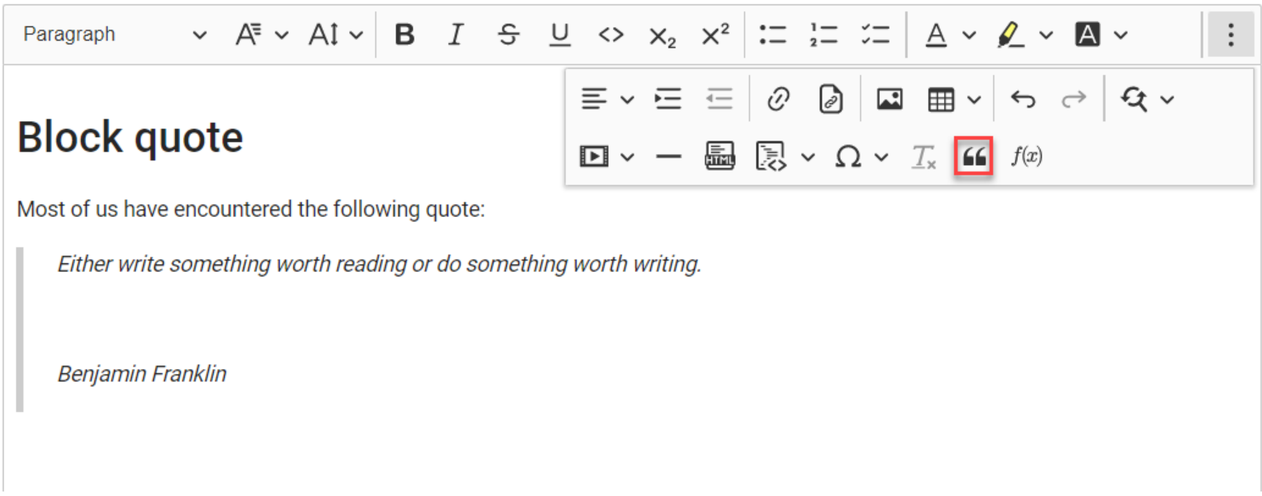
Insert a block quote

To apply block quotes, you can use the *block quote button* (

) on the editor toolbar

or

start a line with > followed by a space to benefit from autoformatting.



Nested block quote

Sonat editor also supports the proper display of a block quote nested in another block quote. This structure provides citing previous messages and preserves a correct quotation structure which is often crucial to maintain the flow of communication. Nested block quotes may be quite useful for scientific or academic papers and articles citing sources and referring to previous writings.

To insert a nested block quote you can use the *block quote button* or use the *drag and drop method* to nest a quote into another.

Either write something worth reading or do something worth writing.

Benjamin Franklin

Impressive

Mary

Type after block quotes

To exit a block quote and type out of its boundaries, *press Enter two times*.

Code block

The code block feature supports inserting and editing preformatted code blocks with the assigned programming language. Code Block is a valuable feature to include software-related issues such as code listings, snippets, or another software element in your content in an accessible and attractive way. So the readers can quickly locate the code blocks as they stand out from the normal content text.

Sonat supports multiple code block languages, including *Plain text*, *C*, *C#*, *C++*, *CSS*, *Diff, HTML, Java, JavaScript, PHP, Python, Ruby, TypeScript, XML.*

Inserting codes is also possible through inline code formatting. Check basic text style to learn more.

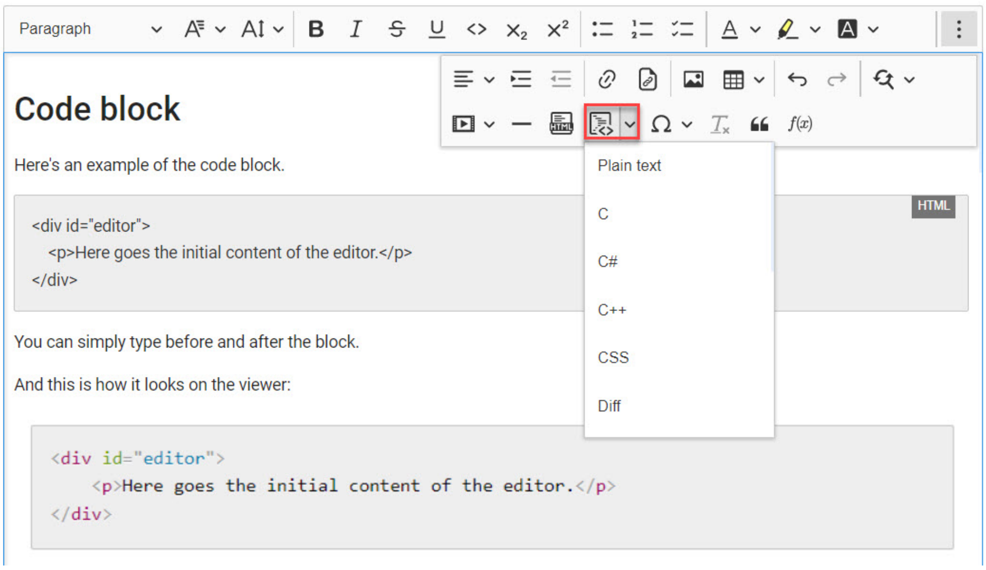
Insert a code block

- Click the dropdown arrow next to the toolbar *code block button* to choose your programming language. Scroll down to see the complete list. (Clicking the code block button without selecting a language will apply the plain text as default) and the type in the block to insert your desired code block.

Or

- start the line with ``` to format it as a code block using *autoformatting* features.

	Note: Although live code block highlighting does not take place in the editor as you type and edit, the content will be highlighted when displayed on the viewer.



Typing around code blocks

there might be times when there is no obvious way to set the caret before and after a code block to type out of the block boundary. This can happen when a block of code is the first and/or last part of the topic content or when it is preceded and/or followed by a widget (table, image, etc.). Here's how you can edit around code blocks:

Type before the code block

1. Put the selection at the beginning of the code block and press *Enter*.
2. Move the selection to the new line that has been created and press *Enter* again.

A new paragraph will be created before the code block, and you can type your content.

Type after the code block

Put the selection at the end of the code block, and *press Enter three times*. A new paragraph will be created after the code block, and you can type your content.

Preserving/changing line indentation

When typing in a code block, the current line's indentation is *preserved* when you hit *Enter* and create a new line to speed up the editing. However, *you can change the indentation* of codes using keyboard shortcuts or toolbar buttons.

Increase indentation

1. *Select* the line/lines of code you want to intend
2. Press the *Tab* key or click the *increase indent* button on the toolbar.

Decrease indentation

1. *Select* the line/lines of code you want to intend
2. Press the *Shift+Tab* key or click the *decrease indent* button on the toolbar.

Headings

The heading feature is supported to help you structure your document, which is *beneficial to your users and your SEO*. *Structuring your content using heading levels (H1, H2, H3)* makes the content well-organized and easier to read for the users. It also helps search engines scan for crucial information in the title and headings to index.

Headings could be added through toolbar buttons and the markdown codes as you type. You can use the *remove format* to clear the headings.

Apply headings using toolbar buttons

You can apply different levels of headings or the normal paragraph format to a selected part of your text after you typed it or apply the formatting first and then type in the place.

1. *Select* a line of text you want to structure as a heading (You can also click at the beginning of a line and choose your heading formatting and then type your intended heading)
2. Open the *heading dropdown list* on the editor toolbar.
3. *Select your intended heading level* from the list (You can also choose to change a heading to a paragraph)

Apply headings using autoformatting options

To apply headings using markdown codes, start a line with the following instructions:

followed by a space to apply *heading 1*

followed by a space to apply *heading 2*

followed by a space to apply *heading 3*

Heading levels

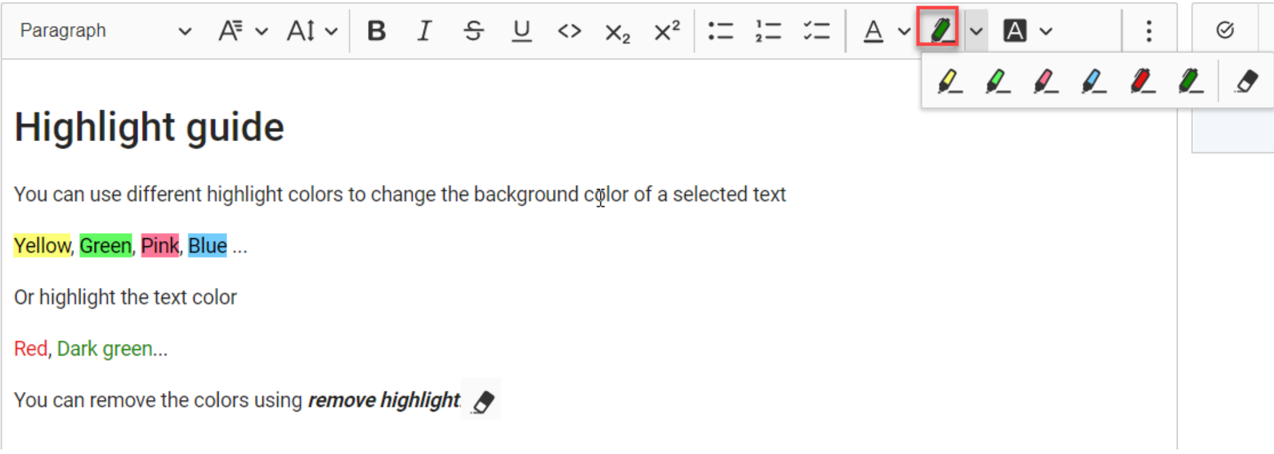
Highlight

Highlighting could be used to help authors and reviewers speed up their projects by marking different parts of the content for a special note and future reference. It supports both marking tools (background color and text color) to help you make a part of the text stand out. Highlighting uses inline formatting and could be applied anywhere in the text.

1. *Select the text* you want to highlight.
2. Click the **dropdown arrow** next to the *toolbar highlight button* and *choose your desired color* from the dropdown. (clicking the highlight button directly, will apply the default color)

Remove highlight

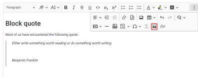
1. Select the highlighted text.
2. Click the *toolbar highlight button* and choose the *remove highlight button* from the dropdown.



Horizontal line

Horizontal line, also known as the horizontal tool, is supported to help you create a visual way to separate the content thematically or just graphically separate your content into different parts to organize it.

- Use the
  toolbar button
  (



)

or

- start a line with --- to insert a horizontal line using *autoformatting*.

Keyboard shortcuts

Sonat supports keyboard shortcuts to help you create your content more efficiently. Here's a list of important keystrokes supported by Sonat editor.

Content editing

Action	PC	Mac
Copy	Ctrl + C	Cmd + C
Paste	Ctrl + V	Cmd + V
Paste plain text and inherit target formatting	Ctrl + Shift + V	Cmd + Shift + V
Undo	Ctrl + Z	Cmd + Z
Redo	Ctrl + Y Ctrl + Shift + Z	Cmd + Y Cmd + Shift + Z
Select all	Ctrl + A	Cmd + A
Bold	Ctrl + B	Cmd + B
Italic	Ctrl + I	Cmd + I
Link	Ctrl + K	Cmd + K
Insert a hard break (e.g. a new paragraph)	Enter	
Insert a soft break (i.e. a)	Shift + Enter	
Nest the current list item (when in a list)	Tab	
Move out of link or inline style	[illegible] [illegible] / [illegible] [illegible]	
Revert autoformatting action	Backspace	

When a widget is selected (for example image, table, horizontal line, etc.)

Insert a new paragraph directly after a widget	Enter
Insert a new paragraph directly before a widget	Shift + Enter
Display the caret to allow typing directly before a widget	[illegible] / [illegible]

Display the caret to allow typing directly after a widget	▯ /▯

In a tablet cell

Move the selection to the next cell	Tab
Move the selection to the previous cell	Shift + Tab
Insert a new table row (when in the last cell of a table)	Tab
Navigate through the table	▯ /▯ /▯ /▯

User interface and navigation

Action	PC	Mac
Close contextual balloons and UI components like dropdowns	Esc	
Move focus to the visible contextual balloon	Tab	
Move focus between fields (inputs and buttons) in contextual balloons	Tab	
Move focus to the toolbar	Alt + F10(may require Fn)	Alt + F10 (may require Fn)
Navigate through the toolbar	▯ /▯ /▯ /▯	
Execute the currently focused button	Enter	

Lists

You can use lists to better structure, organize, and present your content. Lists allow making specific items visually separated from other parts of the text which makes skimming and locating important information much easier. They draw readers' attention to the parts where you want to highlight selected information, present a series of steps, and enumerate items of a collection.

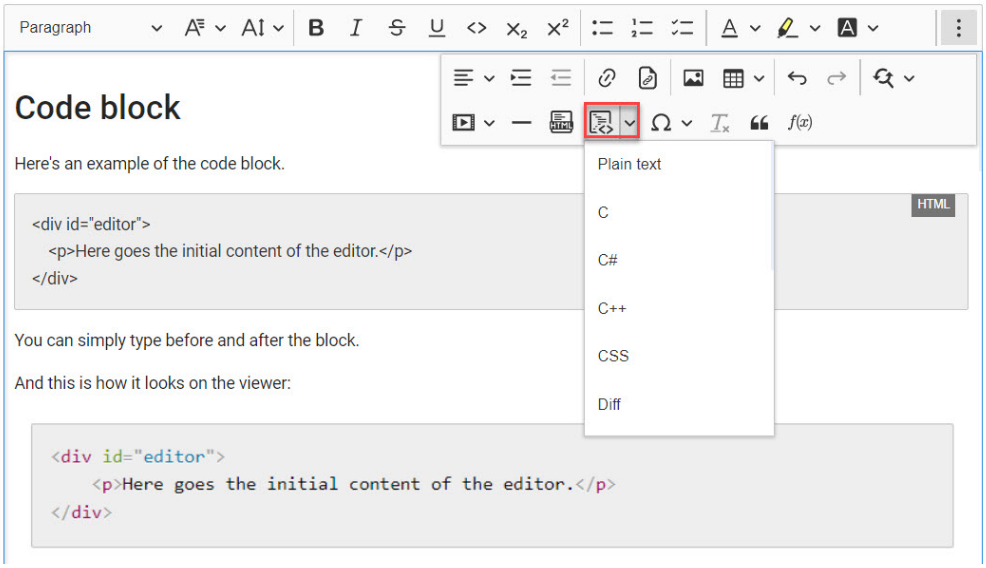
You can easily create ordered, unordered, and to-do lists using the editor toolbar buttons or autoformatting options.

Ordered (numbered) lists

Numbered lists are used when the order of the items matters. They are frequently used in instruction manuals to convey a sequence of steps that must be taken in the exact order.

You can create numbered lists in two ways:

1. Use the toolbar button



for creating ordered lists

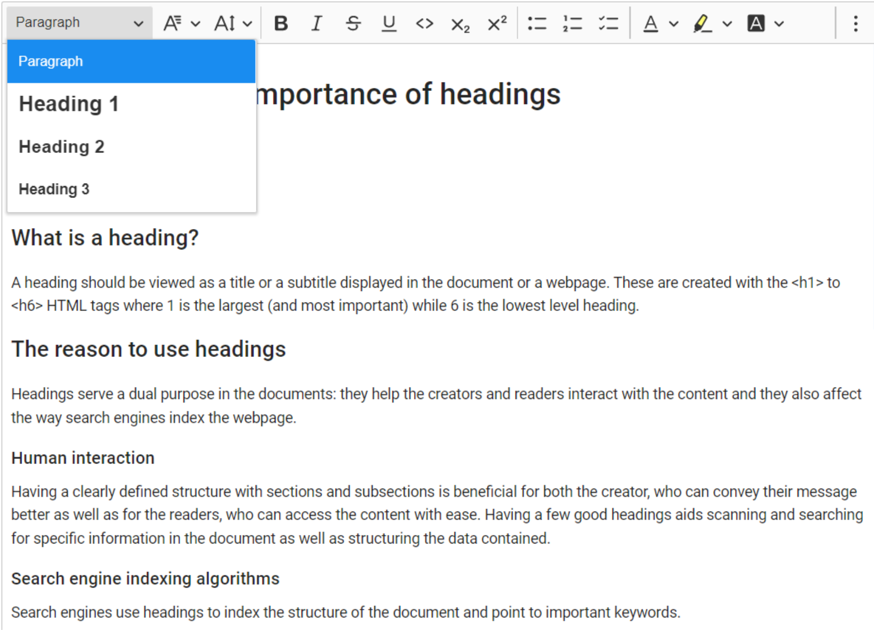
2. Start a line with 1. or 1) followed by a space

Unordered (bulleted) lists

Bulleted lists can be used when you want to present items that are easily located in the text but the order of them does not matter. They could be used to provide a list of requirements to set up a device/program.

You can create bulleted lists in two ways:

- Use the toolbar button



for creating unordered lists

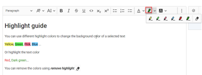
- Start a line with - or * followed by a space

Checklists/to-do lists

Checklists communicate items that need to be completed. You can create a list of interactive checkboxes with labels. All features of regular lists are also supported in checklists so you can have a checklist combined with bulleted and numbered lists in different patterns.

You can create bulleted lists in two ways:

- Use the toolbar button



for creating checklists (to-do lists). You can check/uncheck each box by clicking.

- Start a line with [ ] or [x] followed by a space to insert an unchecked or checked item, respectively.

Keyboard support

You can select an item from a to-do list and check/uncheck it using Ctrl + Enter (Cmd + Enter on Mac).

Links

The link feature supports inserting and editing hyperlinks into the content. Typed or pasted URLs and email addresses will be automatically turned into working links as you type/insert. Moreover, Sonat also supports internal links which help you link back to another topic of yours or even a specific heading within a topic.

Insert external links

Use the Link toolbar button

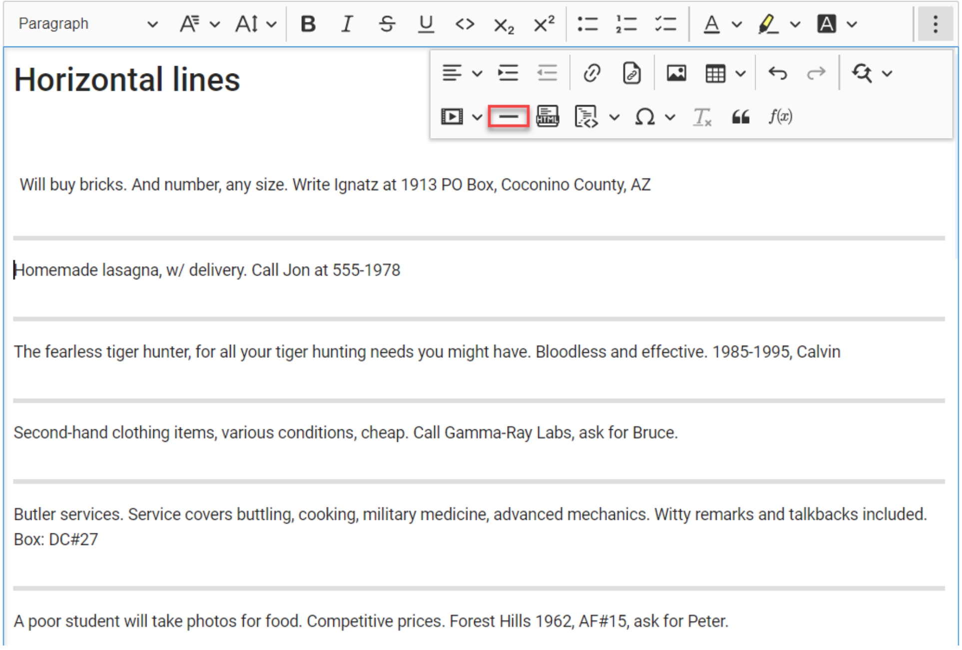
or press Ctrl+K (on PC) or Cmd+K (on Mac) to type or paste a new link.

Edit links

Clicking on a link will activate the contextual toolbar, from which you can edit existing links

or unlink them

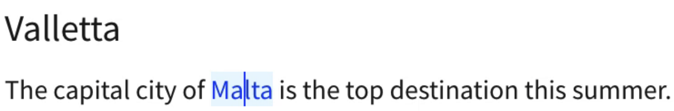
with a click.



Typing around links

To type inside a link, move the caret to its (start or end) boundary. As long as the link remains highlighted (by default: blue), typing and applying formatting will be done within its boundaries.

To type before or after a link, move the caret to its boundary, then press the Arrow key (□ or □) once. The link is no longer highlighted and whatever text you type or formatting you apply will not be enclosed by the link.

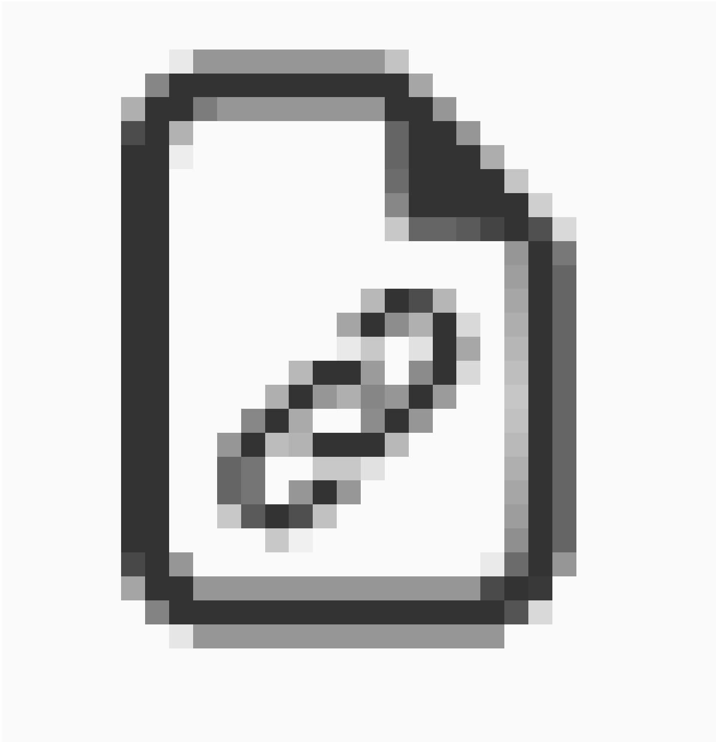


Insert Internal links

You can use the topic link button

on the toolbar to create a link to another topic or a heading.

1. *Select the anchor text* (the part of the text you want to hyperlink)
2. Click the
   topic link
   button



on the editor toolbar.

1. On the topic list pop-up window, *choose* your intended topic or heading. You can also edit the anchor text through the title field above the window. (clicking the small dropdown arrow next to each parent topic will reveal all its child topics. Clicking each topic will reveal its headings on the right.)
2. Click *ADD* to apply the link. (Click *CANCEL* if you want to quit)

	Note: If you don't select an anchor text, the topic/ heading title to which you are linking will be inserted as the anchor text.

Edit internal links

To edit an internal link click on the anchor [Getting started] to reveal the topic list

HTML embed

This feature allows embedding HTML snippets so that you can directly interact with HTML Fragments in the content.

Some examples of content that can be embedded thanks to the HTML embed feature:

- Analytics code (that usually require embedding <script> elements).
- Social page widgets (that also require embedding <script> elements).
- Content embeddable by <iframe> elements.
- HTML media elements such as <audio> and <video>.
- HTML snippets produced by external tools (for example, reports or charts).
- Interactive content that requires a combination of rich HTML and scripts.

It is recommended that you use the media embed feature to embed media that are supported by this feature and use the HTML embed to handle the remaining content.

Add HTML snippets

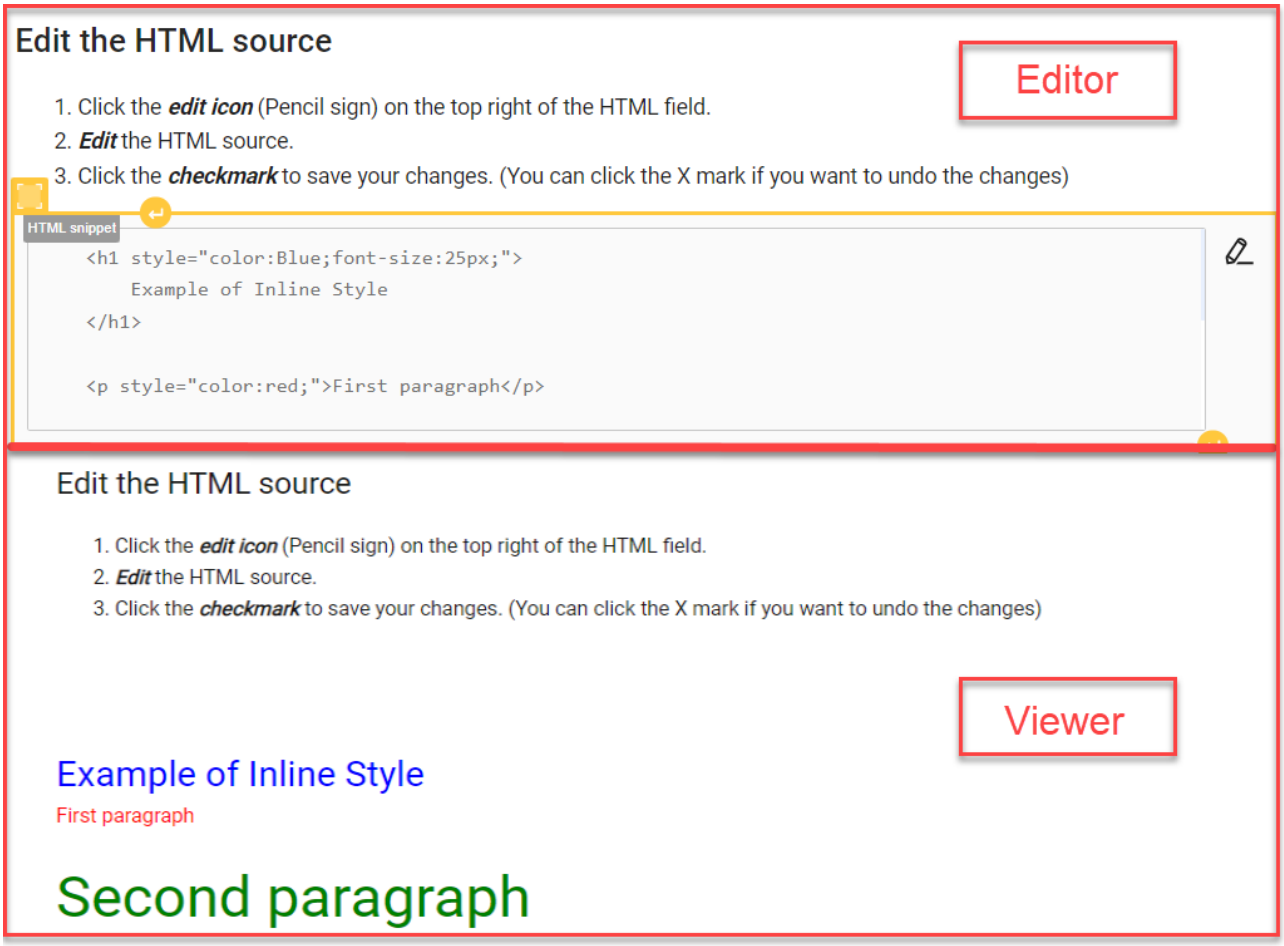
1. Click the *HTML embed button* on the toolbar.
2. *Type or paste* your raw HTML snippet into the provided field.
3. Click the **checkmark** to save your changes.

You can see the preview of your topic to see how your HTML fragments look on the viewer.

Edit the HTML source

1. Click the *edit icon* (Pencil sign) on the top right of the HTML field.
2. *Edit* the HTML source.
3. Click the *checkmark* to save your changes. (You can click the X mark if you want to undo the changes)

Here's an example of how an HTML snippet would look on the editor and the viewer:


Edit the HTML source
Editor
1. Click the edit icon (Pencil sign) on the top right of the HTML field.
2. Edit the HTML source.
3. Click the checkmark to save your changes. (You can click the X mark if you want to undo the changes)
HTML snippet
<h1 style="color:Blue;font-size:25px;">
Example of Inline Style
</h1>
<p style="color:red;">First paragraph</p>
Edit the HTML source
1. Click the edit icon (Pencil sign) on the top right of the HTML field.
2. Edit the HTML source.
3. Click the checkmark to save your changes. (You can click the X mark if you want to undo the changes)
Viewer
Example of Inline Style
First paragraph
Second paragraph

Remove formatting

Remove formatting helps you quickly remove any inline text formatting such as basic text styles, line alignment, font family, size, and color.

	Note: You can not remove block-level formatting (headings, images) and semantic formatting (links) this way.

Select the content you want to clean up and click the remove format button

on the toolbar.

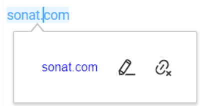
Remove formatting

Special characters

You can add special characters of a wide variety to your content for different purposes such as mathematical operators, currency symbols, punctuation, graphic symbols (e.g. arrows or bullets). This feature provides quick access to a broader selection of Unicode letters usually not accessible from the keyboard.

Insert special characters

- Click the *special characters button*

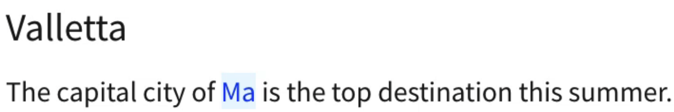


  on the toolbar and choose your intended character from the list.

By default, all characters are shown on the list. Therefore, you need to scroll down to see the complete list. However, *you can sort* the special characters based on the defined categories to find your intended characters more easily. To do so:

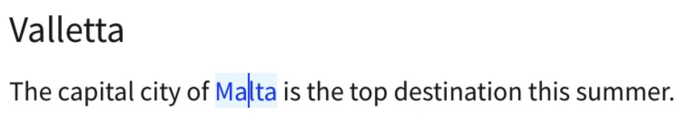
1. Click the *dropdown arrow* on the top right of the characters list.
2. *Select a category* (Currency, Text, Mathematical, Arrows, Latin) to narrow down your search.

Characters' names are shown on the bottom of the list as you move your pointer. So you can make sure you are choosing the right character.



Title

The title field of each topic is clearly separated from the content body so that you can make sure each topic has a single title at the beginning. Having a clear title containing your focus keywords and specifying the topic content gives your users *a better reading experience* and it is also *beneficial to your SEO*.

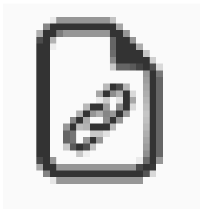


Find and replace

The find and replace feature helps you find and replace any text including words, word parts, phrases, or even longer parts of a text in the editor. It is especially useful when there is a long topic containing certain words in different contexts.

As you can replace a chosen instance or all searched phrases with your desired phrase in one click, it makes editing a long text much easier. Find and replace may also help to ensure the cohesion of an edited piece of code while renaming a variable or a function.

1. Click the *find and replace button*

   on the toolbar or use the
   Ctrl+F on PC
   or
   Cmd
   +F on Mac shortcut to invoke the search panel and find and replace desired words or phrases.
2. *Type or paste your query* into the find field
3. Click the *Find* button.
   The number of times your searched phrase has appeared throughout the text will be shown next to it in the find field and your searched phrase will be highlighted in the text.
4. *Move to each instance* by clicking the up and down arrows next to the find button to view all results.

After finding your searched phrases, you can replace one or all of them with your desired one as follows:

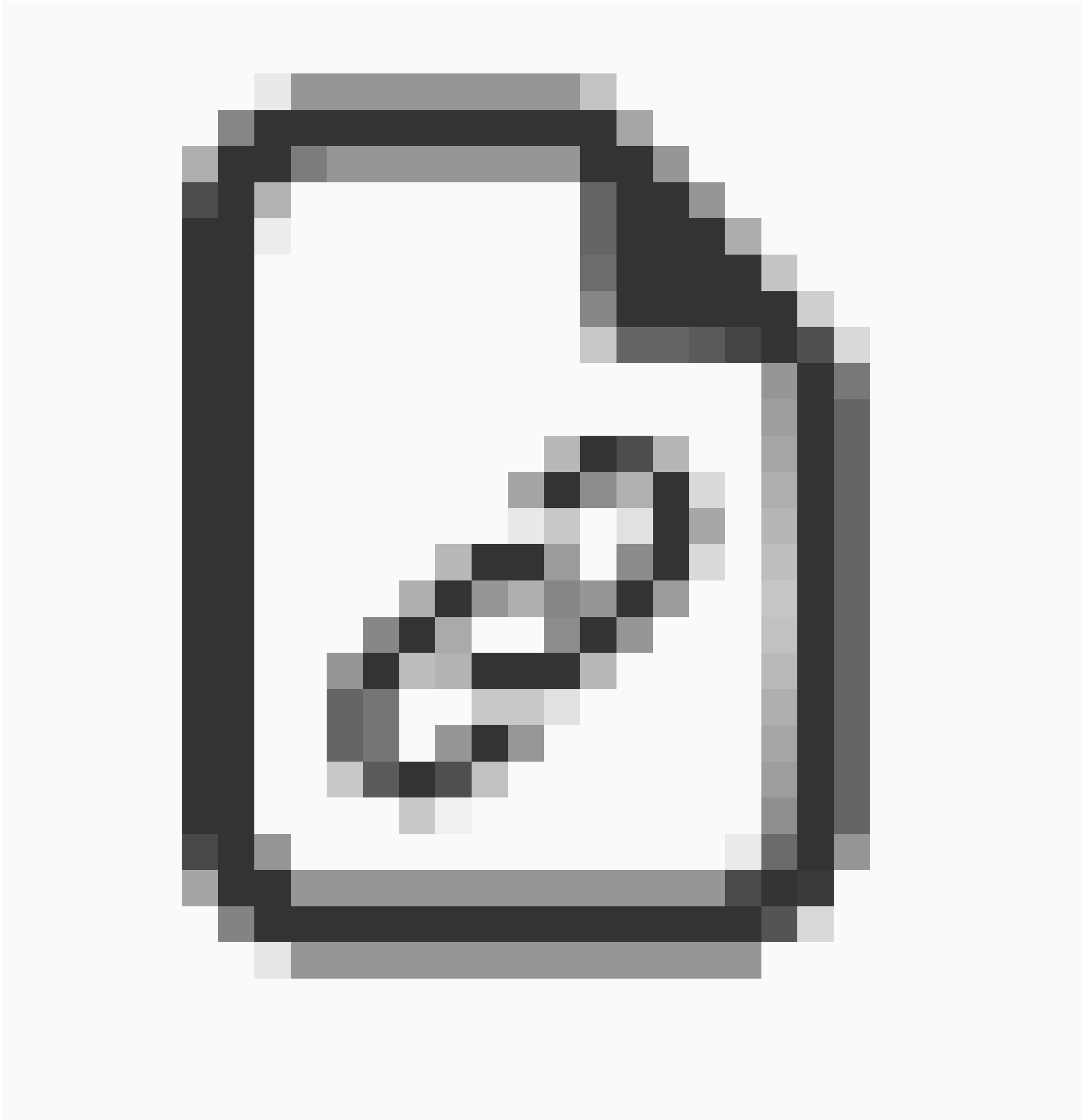
1. *Type or paste* your intended phrase in the Replace field.
2. Click *Replace* to replace the selected phrase with your intended one, or click *Replace all* to replace all searched phrases with your desired phrase simultaneously.

Find and replace settings

You can set the find and replace to look for any match case or whole words only to match the exact words and not just a part of it. These settings are disabled by default but you can activate them based on your needs.

1. Click the *settings button* on the bottom left of the search panel.
2. Enable *Match case*, *Whole words only* based on your needs.

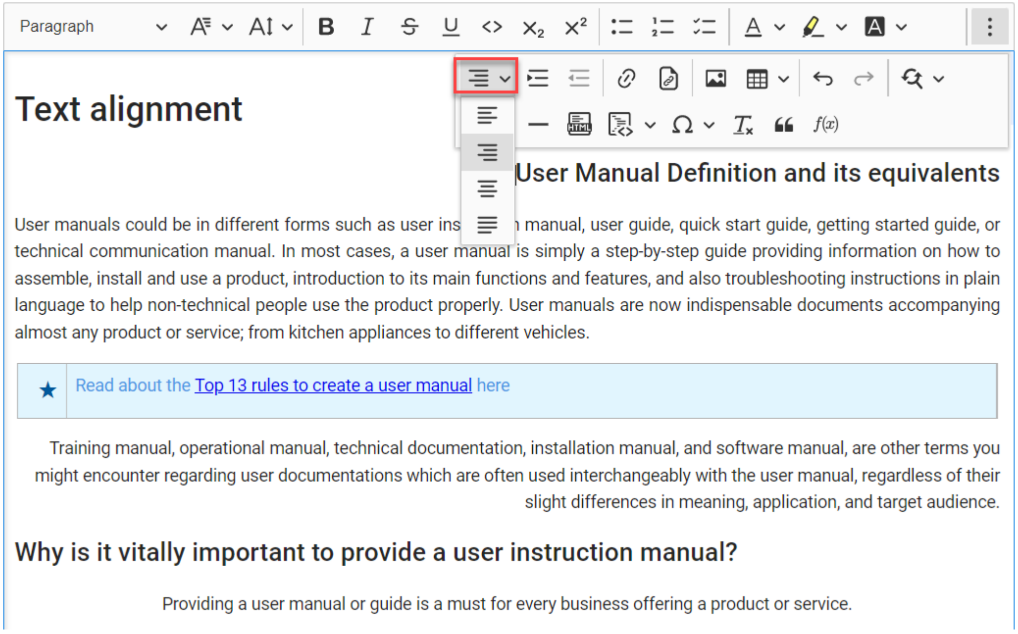
	Note: By using the "*match case*" option you will allow for finding any words matching the searched term even if the searched term matches only a part of that particular word. The "*whole words only*" option, however, finds only the words/phrases entirely matching the searched term; that is matching text beginning and ending with spaces. In other words, the *match case* option is more inclusive.



Text alignment

You can use text alignment to align your content to left, right, center, or to justify it. You can choose different alignments for different parts (paragraphs or headings) of your content.

1. *Click inside a paragraph* or header you want to align.
2. Click the text *alignment dropdown button* () on the toolbar.
3. *Choose* your desired alignment from the dropdown list.



Select all

This feature allows selecting the entire content of the topic using the *Ctrl+A (PC)* or *Cmd+A (Mac)* keystroke. It is most helpful when you need to copy the whole content of a topic to another topic without creating a new one or when you want to clear the editor space easily.

Pasting

Using Sonat, you do not need to worry about pasting messy content from other sources. You can copy and paste the content you have created using *Microsoft Word* or *Google Docs* while maintaining its original structure and formatting, including headings, links, tables, and images.

While the focus is on supporting proper pasting from Microsoft Word and Google Docs at the current stage, Sonat also supports pasting rich text content from other sources such as Microsoft Excel. However, some styles and formatting might be lost, depending on the application's source.

Pasting content from Microsoft Word and Google Docs

Sonat provides automatic detection of the content from Word and Google Docs and transforms its structure, style, and formatting into clean HTML, which is then translated into semantic content by the editor.

Pasting Plain Text

You can paste plain text (Pasting without formatting) using the Ctrl/Cmd + Shift + V keystroke. It causes the source formatting of the content to get replaced with the target formatting of the content it was pasted into.

	Note: A double line break will turn into a paragraph, and a single line break will be turned into a soft break upon pasting plain text.

Drag and drop

Dragging and dropping textual content and block objects (images, tables, etc.) within the rich text editor is supported. You can also drop HTML and plain text from outside of the editor into Sonat rich text editor.

Image

Sonat supports various tools and options to work with images to help you enrich content. You can **insert or upload, resize, style, caption, and link image**s. All of these features work with *block, inline, and responsive images* out-of-the-box. Here is a list of features that extend the editor capability.

- The *contextual toolbar* is available on mouse click and gives access to image features.
- *Image captions* allow adding descriptive text under the image.
- The *image styles* help control the placement, size, and other characteristics with predefined styles.
- The *text alternative* tag aids accessibility and SEO. It provides additional image descriptions and supports better navigation.
- *Image resizing* lets the user control the dimensions of images in the content.
- *Linking images* makes it possible to use them as URL anchors.
- A selection of *image upload* methods allows for the most convenient way of adding images. These include support for *inserting an image via URL* and even via *pasting a URL into the editor* along with custom integrations.

Upload images

Uploading images in Sonat rich text editor is quite effortless and intuitive. You can simply insert one or multiple images into the content editor at once. Images are delivered through a blazing-fast CDN and uploaded securely. The system provides rescaling, optimizing, and various image sizes (responsive images). There are several ways you can upload images.

- **Paste** an image from the clipboard.
- **Drag** a file from the file system.
- Select an image through a **file system dialog**.
- Select an image from a **media management tool** in your application.
- **Paste** a URL to an image into the content.

You can paste/drag your images/image URL *directly into the content* or use the *"Insert image" button*

on the toolbar.

Image settings

The *image contextual toolbar is accessible through clicking the image* and provides access to the image settings and features.

Image text alternative

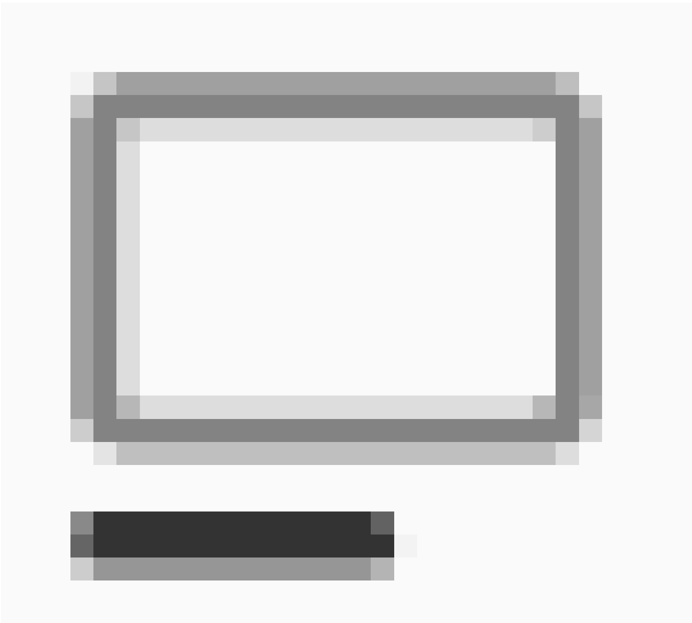
The image text alternative, also known as alt text or alt attribute, improves *text accessibility and SEO*. It helps users with a screen reader navigate and understand the content better and provides a meaningful description for search engine crawlers. To add or edit an image alt text, take the following steps:

1. *Click* the image so that the toolbar appears above or below the image.
2. Click the *alt text button* on the image toolbar.
3. *Add/edit* your image text alternative.
4. Click the *checkmark* to save your changes.

Image caption

You can add descriptive information as captions under block images. To add/edit the caption:

1. *Click* the image so that the toolbar appears above or below the image.
2. Click the
   caption button

   on the image toolbar to reveal the caption field under the image.
3. *Add/edit* your image description as the caption.

You can edit the caption like a regular text of the content. Click on the caption text and start editing as you desire.

You can *toggle the caption on and off* by clicking the caption button on the toolbar.

Resize images

You can freely set your image size by dragging or using the resize buttons on the image toolbar.

Using resize handles

Square handles will display in each corner of a selected image.

You can *freely drag the corner handles to resize* the image and adjust it to the text you need.

Using resize dropdown

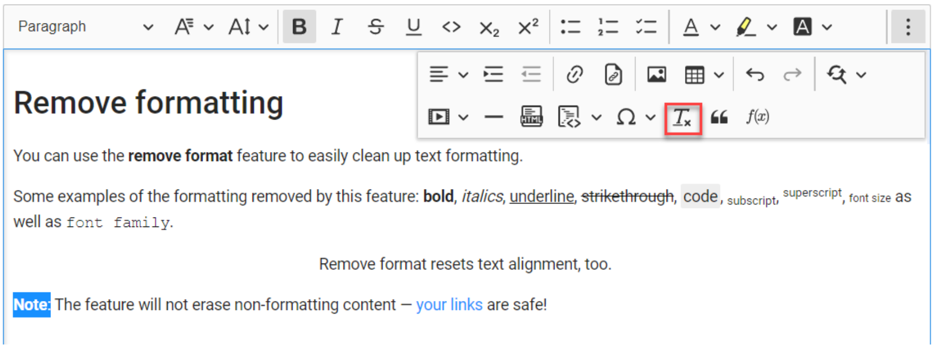
You can also resize your images using the set of predefined size options.

Open the *resize dropdown* on the toolbar and choose the desired size to resize your image accordingly.

Image styles

You can change images *alignment* (Center, right, left) and set their style to be *inline or block*, *wrapped with text or between paragraphs*. When a new image is inserted, the editor will choose the optimal style based on the insertion context. However, you can change the style of images using the image toolbar buttons:

Inline images

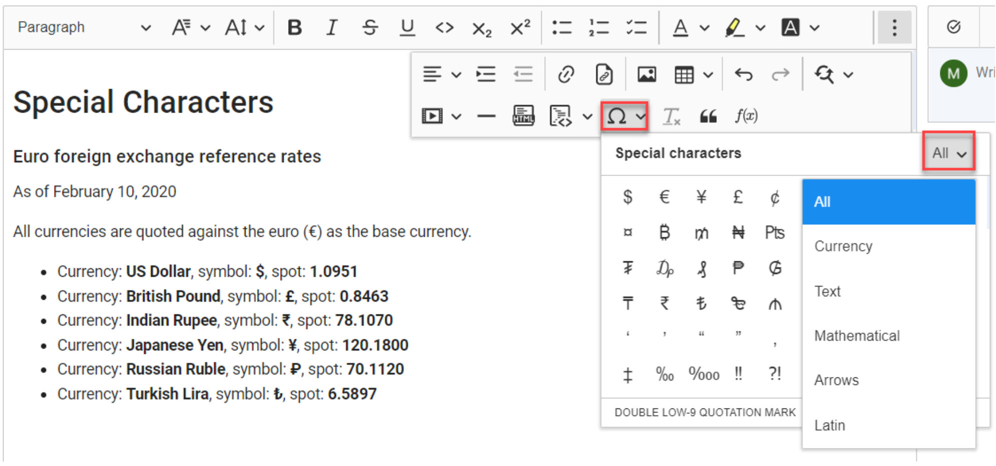


- Inline images can be inserted in the middle of a paragraph or a link like a regular text.

Images placed between the paragraphs

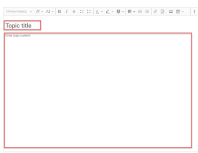
- block images are standalone content that could be only inserted between other blocks such as paragraphs, tables, media, etc., and can have individual captions. Block images can have the following alignment styles:

- 'align-block-left' ,
- 'align-block-right'



,

- 'block'

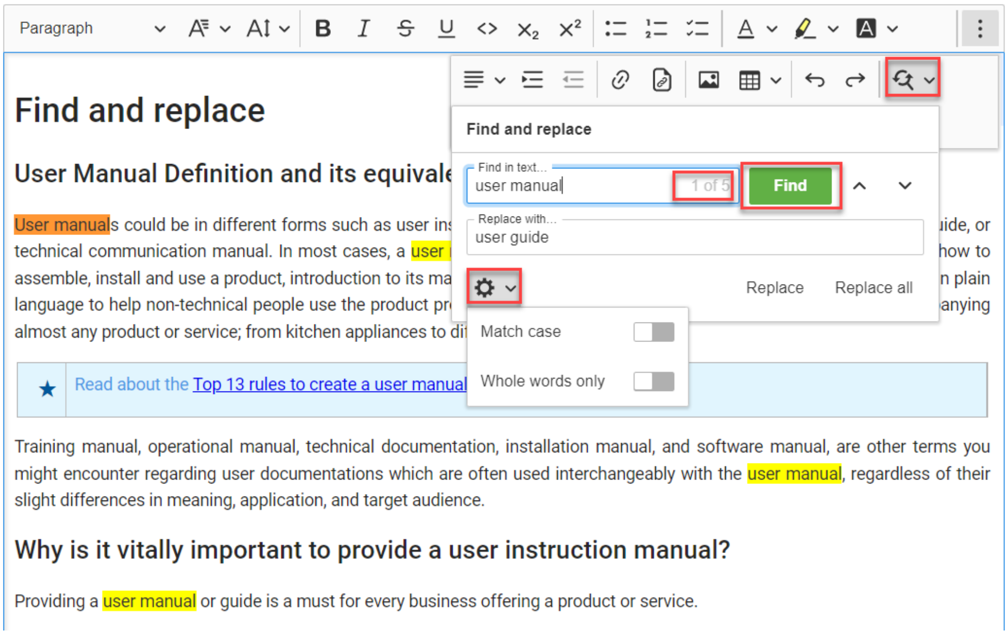


- align-center is the default style for block images.

Images wrapped with text

Images wrapped with text can be either in the inline or block mode and can contain the following image styles:

- 'align-left' ,
- 'align-right'

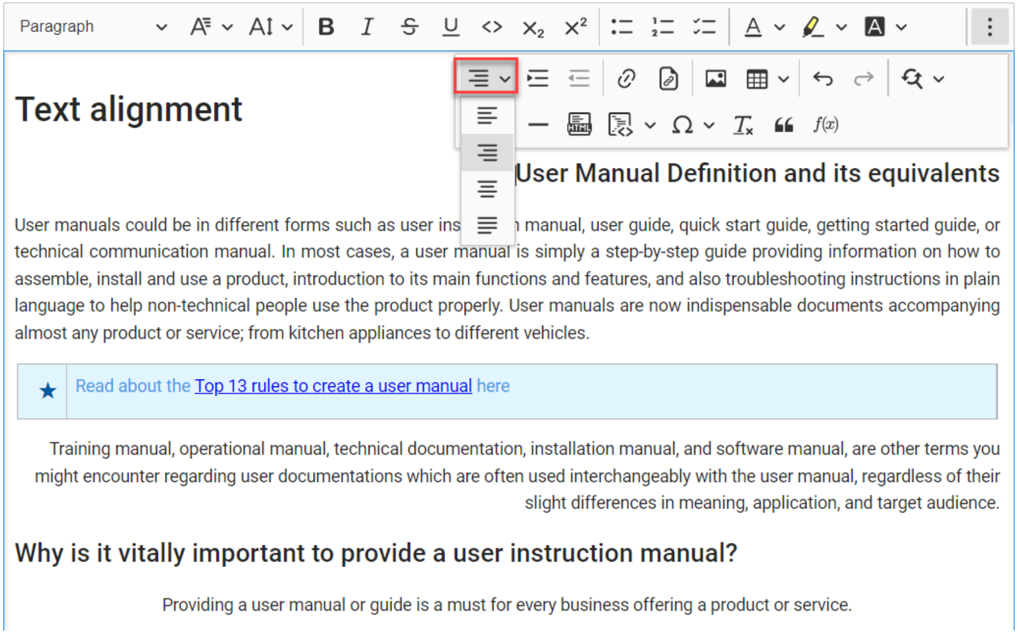

Paragraph
Find and replace
User Manual Definition and its equivale
User manuals could be in different forms such as user ins
technical communication manual. In most cases, a user
assemble, install and use a product, introduction to its ma
language to help non-technical people use the product pr
almost any product or service; from kitchen appliances to di
Find and replace
Find in text...
user manual
1 of 5
Find
Replace with...
user guide
Replace
Replace all
Match case
Whole words only
Read about the Top 13 rules to create a user manual
Training manual, operational manual, technical documentation, installation manual, and software manual, are other terms you might encounter regarding user documentations which are often used interchangeably with the user manual, regardless of their slight differences in meaning, application, and target audience.
Why is it vitally important to provide a user instruction manual?
Providing a user manual or guide is a must for every business offering a product or service.

Font

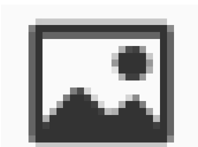
Sonat provides *extended text formatting options* using font plugins. Font size settings could be applied to all or only a selected part of a text and serve the same purposes as the basic text styles do. Using different font sizes can help differentiate various parts of the content or make a special note stand out and catch the attention. Different font colors or font background colors can serve as markers and guides and even draw more attention.

You can apply the following formatting to all or a selected part of your content text using the editor toolbar buttons.

- **Font family:** You can choose among the font type options available using the font family dropdown button on the toolbar.
- **Font size:** You can apply different sizes to a selected text using the Font size dropdown button on the toolbar.
- **Font color:**
  You can use the font color dropdown button

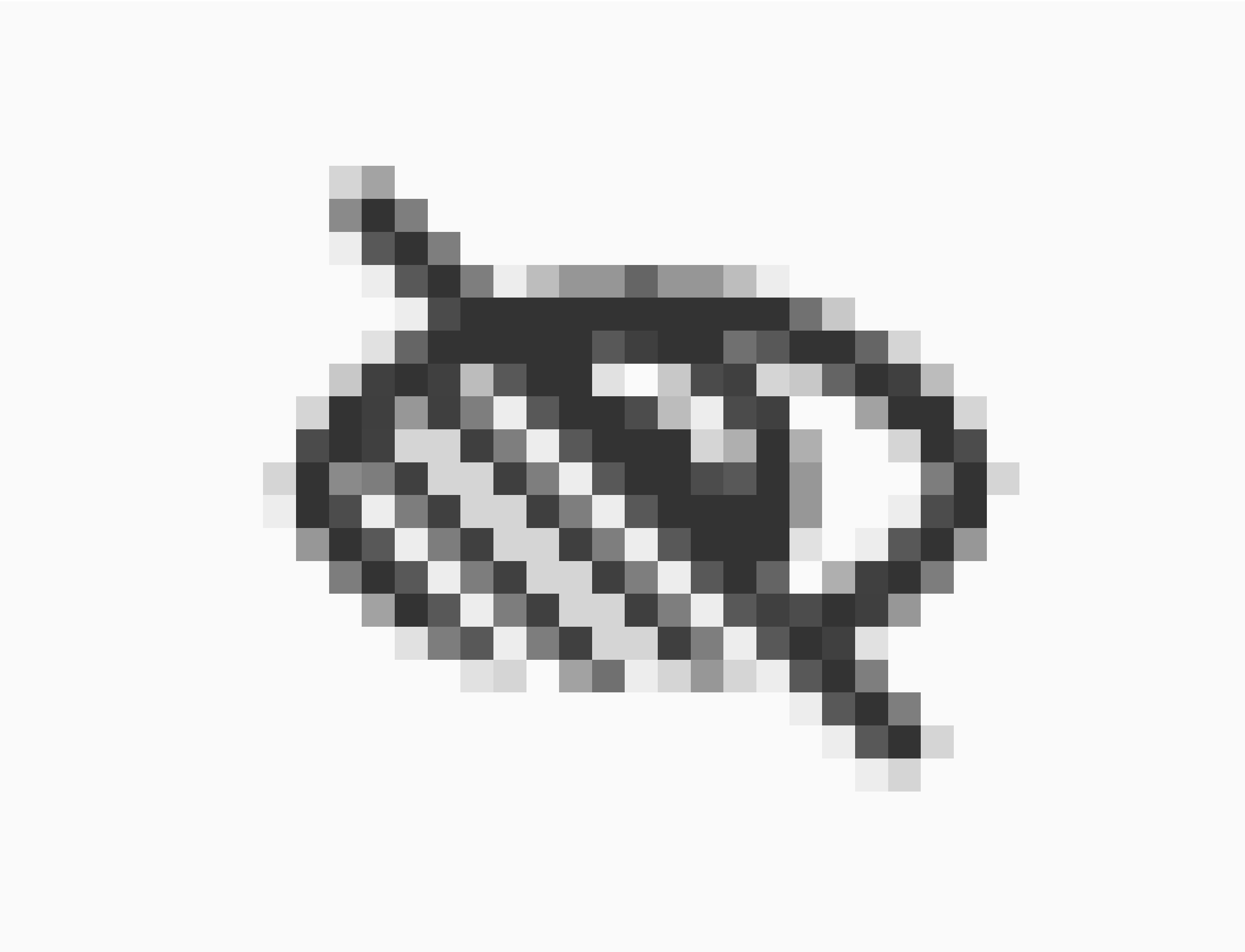


  on the toolbar to change or remove the color of the selected text.
- **Font background color:**
  You can use the font color dropdown button



  on the toolbar to change or remove the color of the selected text.

All font formatting can be removed using the remove format option.

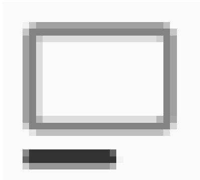


Tables

Tables organize the content in a visually distinct way which is more easily readable for certain types of information. Sonat provides all necessary functionality to produce advanced, visually appealing, and highly efficient tables. You can add both inline and block content (such as paragraphs and lists) to the tables' cells.

Insert tables

You can create tables and choose the number of columns and rows using the insert *table button*



on the editor toolbar.

Countries that sent their citizen into space			
Country	**Date of launch**	**Name**	**Spacecra**
USSR	1961	Yuri Gagarin	Vostok-1
USA	1961	Alan Shepard	Mercury-Redston
Czechoslovakia	1978	Vladimír Remek	Soyuz 28
Poland	1978	Mirosław Hermaszewski	Soyuz 30
East Germany	1978	Sigmund Jähn	Soyuz 31
Countries capable of sending their own manned spacecraft			
Country	**Capable since**	**First astronaut**	**Current spac**
USSR/Russia	1961	Yuri Gagarin	Soyuz MS
USA	1961	Alan Shepard	Crew Dragon
China	2003	Yang Liwei	Shenzhou

Table and cell settings and styling tools

You can simply edit the default style and look of the tables and cells including *borders, color, background color, padding, or text alignment* using the table toolbar buttons.

Click anywhere inside the table to *reveal the table toolbar* and take the following steps to edit the table styles and settings. If you want to edit cells styles, click the relevant cell.

Open the *column dropdown button*

on the toolbar to:
- Set a heading column.
- insert columns to the left or right of the selected cell.
- delete the column.
- select the whole column to apply formatting or links to all cells of a column at once.

Open the *row dropdown button*

on the toolbar to:

- Set a heading row.
- insert columns above or below the selected cell
- delete the row
- select the whole row to apply formatting or links to all cells of a row at once.

Open the *merge/split cells dropdown button*

on the toolbar to:

- Merge the selected cell with a cell above, right, below, or left. (You can do it as many times as needed to merge different cells.)
- Split the selected cell vertically or horizontally.

Click the *cell properties button*

on the toolbar to edit a cell style including:

- Border style, color, and width
- Background color
- Dimension
- Text alignment

Click the *table properties button*

on the toolbar to edit the table style including

- Border style, color, and width
- Background color
- Dimension
- Table alignment

Nesting tables

Sonat supports inserting nesting tables into another table's cells which could be used for creating more advanced tables and charts.

To insert a nested table, put the pointer in the cell where you want to insert the nested table. And insert the desired table using the table button

on the editor toolbar.

The setting and styling of a nested table are just the same as the main table.

Table selection

You can select an arbitrary rectangular fragment, a few cells of a row, an entire row or column, or more to apply to format and add links to the selected cells at once.

Table caption

Table captions almost serve the same purposes as Image captions. They inform the user about the content of the tables. They are also beneficial in terms of accessibility since they can be read by screen readers.

- Use the *table caption button* on the table toolbar to invoke the caption field, write and edit the caption, or toggle the caption on and off.

Formulas

Sonat supports [KaTex] so that you can insert and edit math equations and formulas in your content.

To insert and edit a formula:

1. *Copy* your intended formula.
2. Click the
   Math button

   on the editor toolbar and paste the formula into the field.
3. You can *edit the formula* using the KaTex standards.
4. Click the *checkmark* to insert the formula (You can click X to undo changes).

Media embed

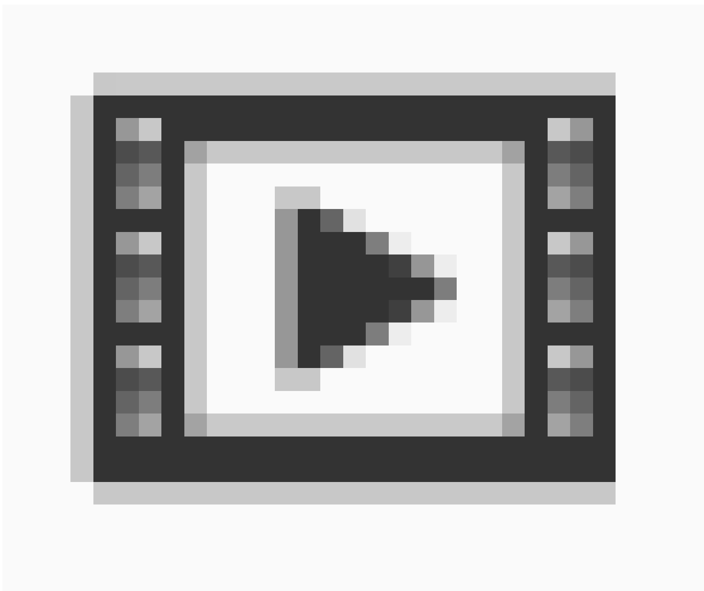
Sonat supports inserting embeddable media into your rich text content. The following media are supported:

- *Youtube*
- *Vimeo*
- *Spotify*
- *Dailymotion*

You can also embed *Instagram posts, tweets, google maps, flicker, and Facebook posts*. However, they will be embedded without the previews of the media content.

Insert media

You can embed media into your content by *pasting the media URL directly* into the editor content. You can also use the toolbar buttons as follows:

1. Click the *insert media button*  on the editor toolbar.
2. *Paste the media URL* into the field.
3. Click *Checkmark* to save your changes and embed the media. (You can click X to undo your changes)

Your media will be automatically embedded. Your users will be able to *watch the media on your domain or go to the source*, like the example below.

Type around embedded media with preview

When the embedded media is the last part or first part of the content, you might find it difficult to put the cursor before or after the preview block and start typing.

To insert lines and paragraphs *before or after* the block, take the following steps:

1. *Click anywhere on the image/media preview* to invoke the arrows on the media's frame.
2. *Click the arrow* on the top to insert a paragraph before the preview block or the arrow on the bottom to insert a paragraph after the preview block

	Note: Remember that your embedded media will appear as a preview image (if it is from providers with preview).

Collaboration

Collaborative or team writing is the process of creating a written document where all members of a team contribute to the content and the decisions regarding the documentation process. It takes place frequently in the workplace and academia. Planning and scheduling a team project can be difficult especially for people with tight schedules since it requires much coordination and communication.

Sonat has provided a collaborative environment to make it easier and more efficient to work on a group project. You can *define an approval proces* s, *create publish requests* , *add reviewers* , *comment*, *etc.* to improve your collaboration and save time.

Watch/unwatch an entity

Any member of an organization can choose to *watch or unwatch* different entities including documents, topics, or publish requests.

Watching an entity means following up on its progress by receiving *notifications for every change* in that particular entity made by other members. You will also receive emails besides in-app notifications if you have agreed to receive them.

In contrast, unwatching means refusing to receive notifications for changes.

Instructions for watching/unwatching an entity and seeing the list of the watchers are the same for all entities. All you need to do is to find the watcher list icon relevant to an entity and take the following actions:

- By clicking the *eye button*, you'll start watching an entity, and when you click on the *eye button with a strikethrough,* you'll stop watching it.
- The dropdown menu next to the eye sign shows the *list of watchers* of an entity.

Watch/unwatch a document

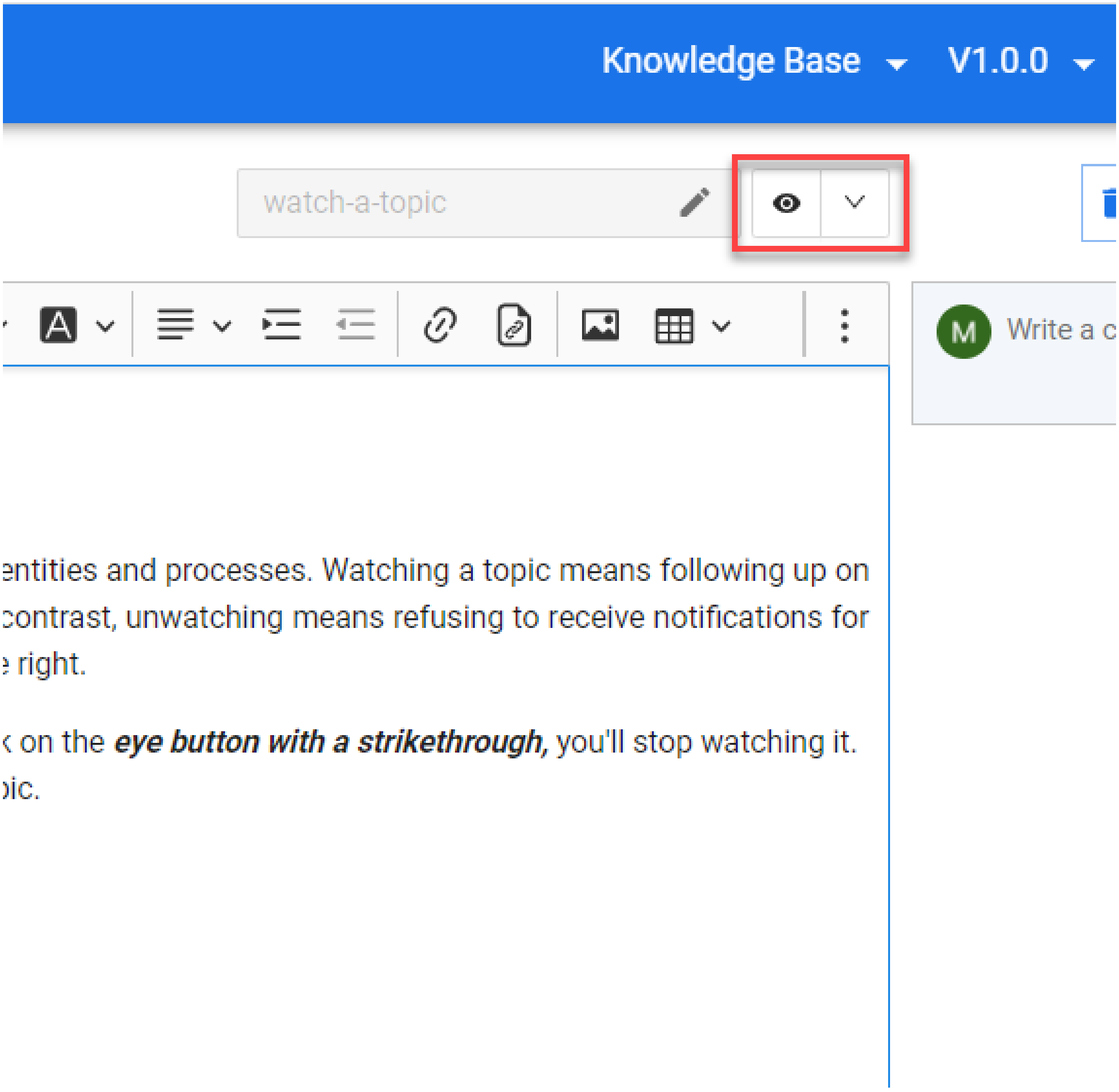
1. Log into your organization home
2. Click the *watch/unwatch* button in the document list.

When you watch a document, you'll receive notifications for any change in any topic or publish request in the document.

Watch/unwatch a document

Watch/unwatch a topic

1. *Open* your document in the content editor.
2. *Select* and open your intended topic.
3. Click the *watch/unwatch* button above the rich text editor toolbar on the right.



Watch/unwatch a topic

Watch/unwatch a publish request (PR)

When you watch a PR, you'll receive notifications for any change in the PR, or any topic in that PR.

When you are assigned as a reviewer of a PR (directly or via Approval Process), you will be automatically added to the watchers of that PR. But you can unwatch that particular process any time later.

1. *Open* your document in the content editor.
2. Click the main menu on the top left >> *Publish Requests*.
3. On the PR window, *open the PR* you want to watch/unwatch.
4. Click the *watch/unwatch* button on the top right.

Watching/unwatching a PR also includes all changes in the topics included in that PR.

Watch/unwatch a publish request

Comment

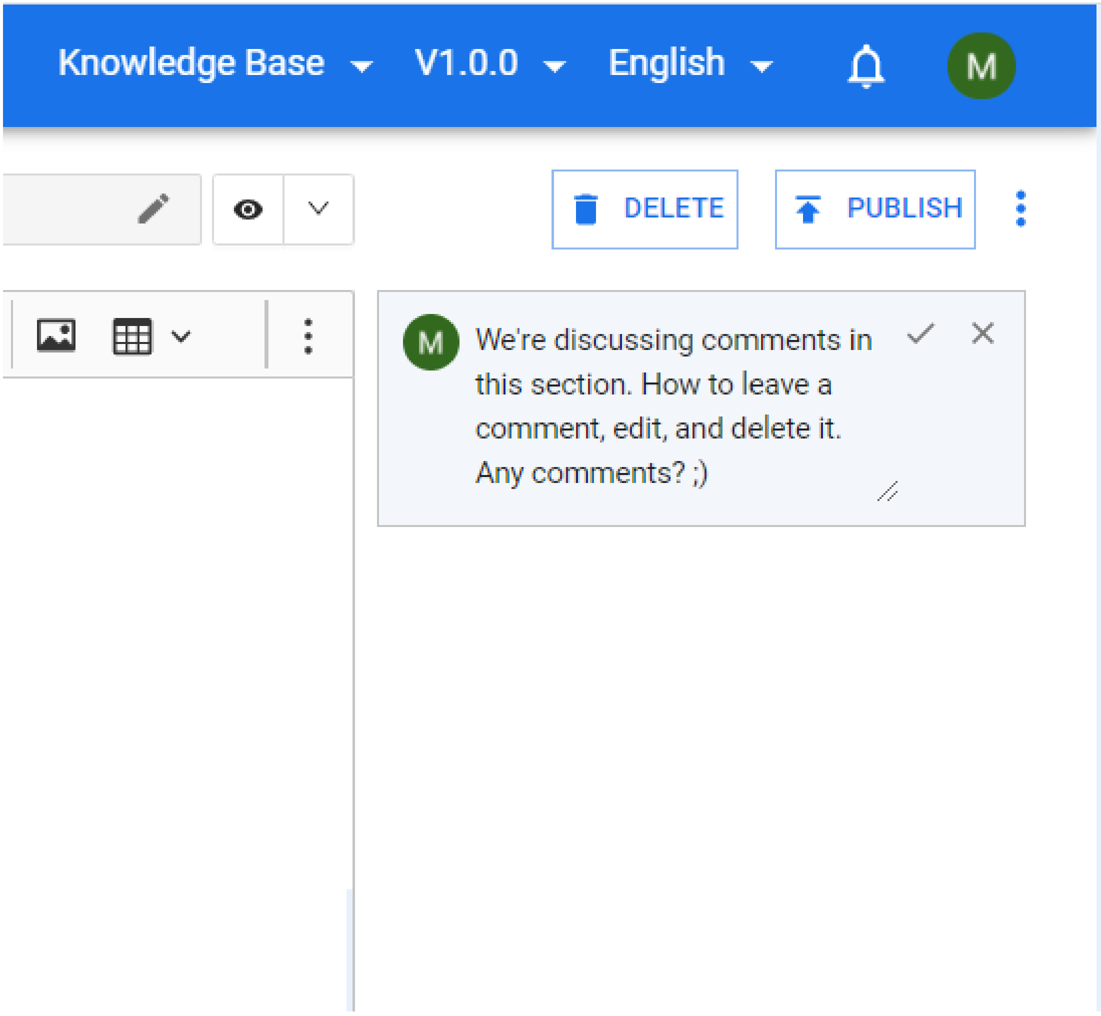
Commenting and discussing ideas in a thread could be done both on topics and publish requests. You can easily discuss ideas, brainstorm, and add suggestions to have more efficient collaboration. You can add, edit, and delete a comment, reply to comments in a thread, or start a new thread to discuss something new.

Any member of your organization who has chosen to watch an entity will be notified of all updates regarding comments on that entity.

Add a comment on a topic

Open your document in the content editor:

1. In the document outline on the left, *select* your intended topic.
2. *Type* your comment in the comment box on the right side of the content editor page. (You can undo typing the comment text using the X button)
3. Click the *checkmark* to save and add your comment.



Add a comment on a topic

Add a comment on a Publish Request (PR)

To add a comment on a PR, you need to open the document PR list.

1. Click the main menu on the top left of the content editor>> *Publish Requests*.

2. On the PR window, click your intended PR.
3. *Type* your comment in the comment box at the bottom of the publish request page.
4. Click the *checkmark* to save and add your comment.

Edit a comment

1. Click the *edit icon* (pencil sign) on the top right of the comment box you want to edit.
2. Make the desired changes in your intended comment.
3. Click the *checkmark* to save your changes.

Delete a comment

1. Click the *delete icon* on the top right of the comment box you want to edit.
2. *Confirm* deleting the comment.

	Note: You can only edit and delete a comment if you have made that. You can not edit or delete other members' comments.

Reply to a comment

1. Click and *type in the space under the comment text* you want to reply to. It's indicated by a placeholder; Reply. (You can undo typing your reply text using the X button)
2. Click the *checkmark* to save and add your reply.

Approval processes

This feature is only available in the Enterprise and Enterprise-Plus plan.

You can define and apply approval processes to your documents to ensure *they will not be published before meeting the requirements and your organization's standards*.

An approval process can include different steps and rules. The *Steps* of a process are *sequential* and need to be taken in order. However, *Rules* are requirements of a step in the process that can be met in *parallel* without any order.

Therefore, you can customize your approval process as a *sequential workflow* containing several steps, *a single-step process with parallel rules*, *or a combination of both* which is a process with sequential steps, each containing parallel rules.

You can define several processes for your organization depending on your requirements, but you can have only one default process for the entire organization. The default process is applied to all documents of an organization. However, at the document level, you can exempt the default process or you can choose a different process.

Create an approval process

The approval process includes parallel and sequential rules and steps to formally approve Publish Requests.

The steps of the approval process are sequential; therefore make sure you define a correct order.

> **Note:** It is recommended that steps containing automated rules come prior to those with users’ approvals so that you make sure the changes comply with the automated rules before users start reviewing them.

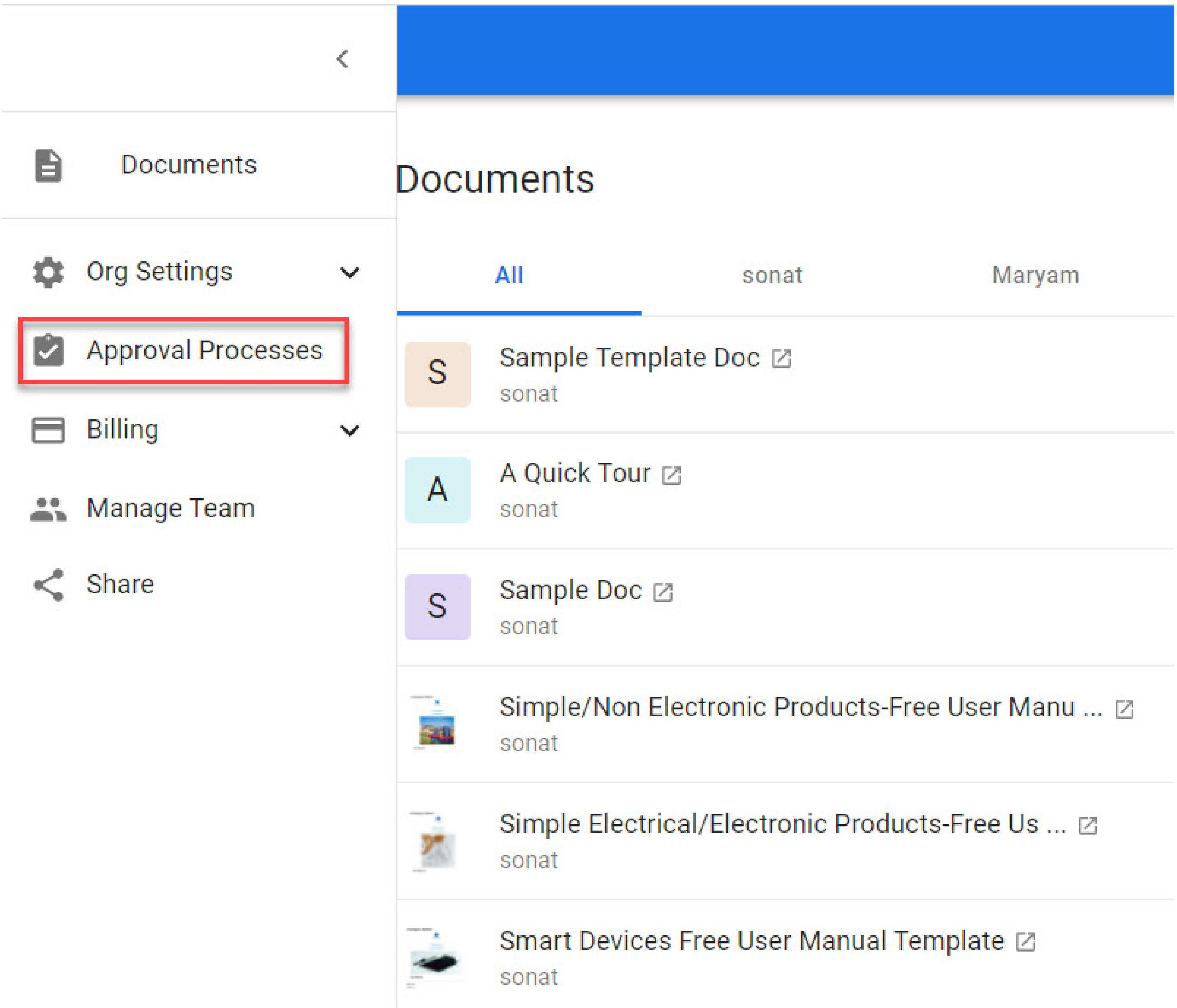
Rules in each step of the approval process can be met in parallel without any order. You have to at least add one step with one rule to define a process.

Automated rules: Automated rules include those requirements that can be *automatically measured by the system* such as a minimum number of images, in which the system counts the number of images of each topic and prevents from progressing to the next step of the process and publication if the requirement is not met.

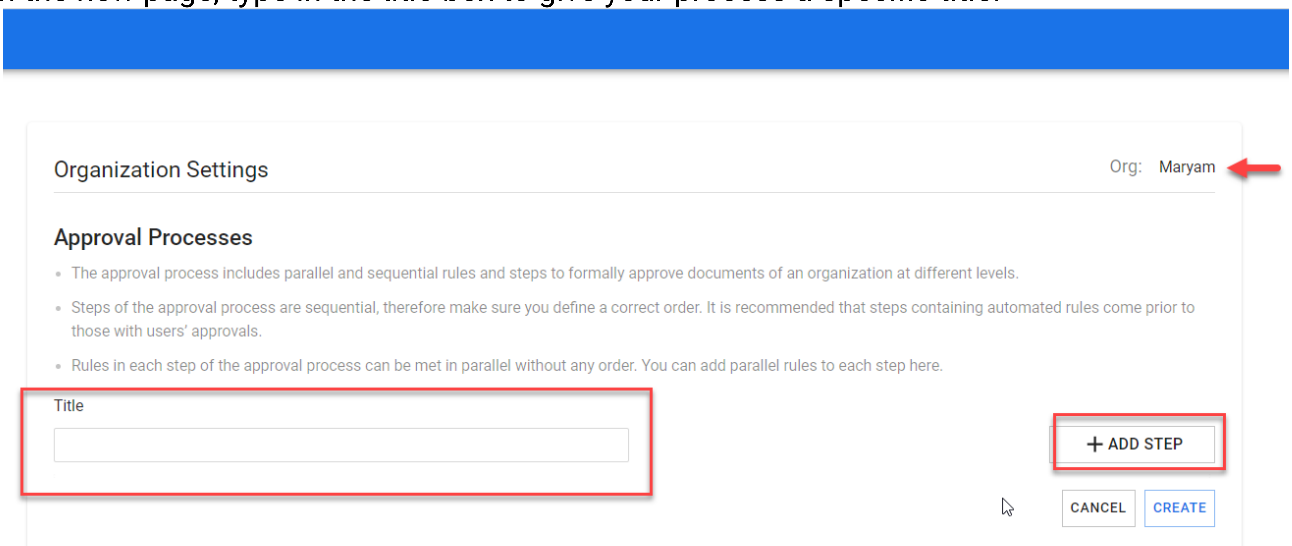
User's approval rules: These rules are *dependant on one or several users' approvals* in which a topic/document can not be published or progress to the next steps if not reviewed and approved by some particular users of the organization.

To create an approval process you need to log into the home and take the following steps:

1. On the home, open the main menu on the top left >> *Approval Processes*.



2. On the approval processes page, *choose your organization* using the org dropdown list on the top right. (You can switch among your organizations if you have more than one.)
3. Click the *NEW* button under the org list. (The blue button)
4. On the new page, type in the *title* box to give your process a specific title.



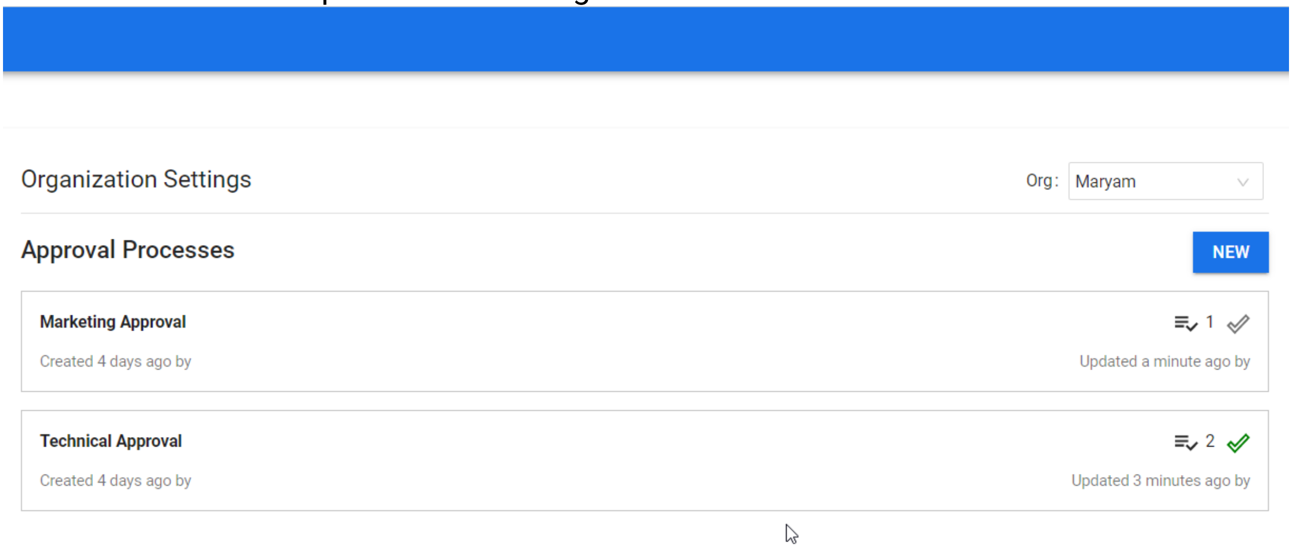
5. Click *ADD STEP* on the right.
6. In the step box, click *Add Rule*.
7. In the pop-up screen, define your *rule's title, type,* and other criteria according to the rule type. (You can add more rules and steps as instructed in steps 5,6, and 7)
8. Click *CREATE*.

Your approval process will be created immediately and the users involved in the process will be notified. Your documents can not be published unless they meet all the requirements and get approved by the selected users.

View approval processes

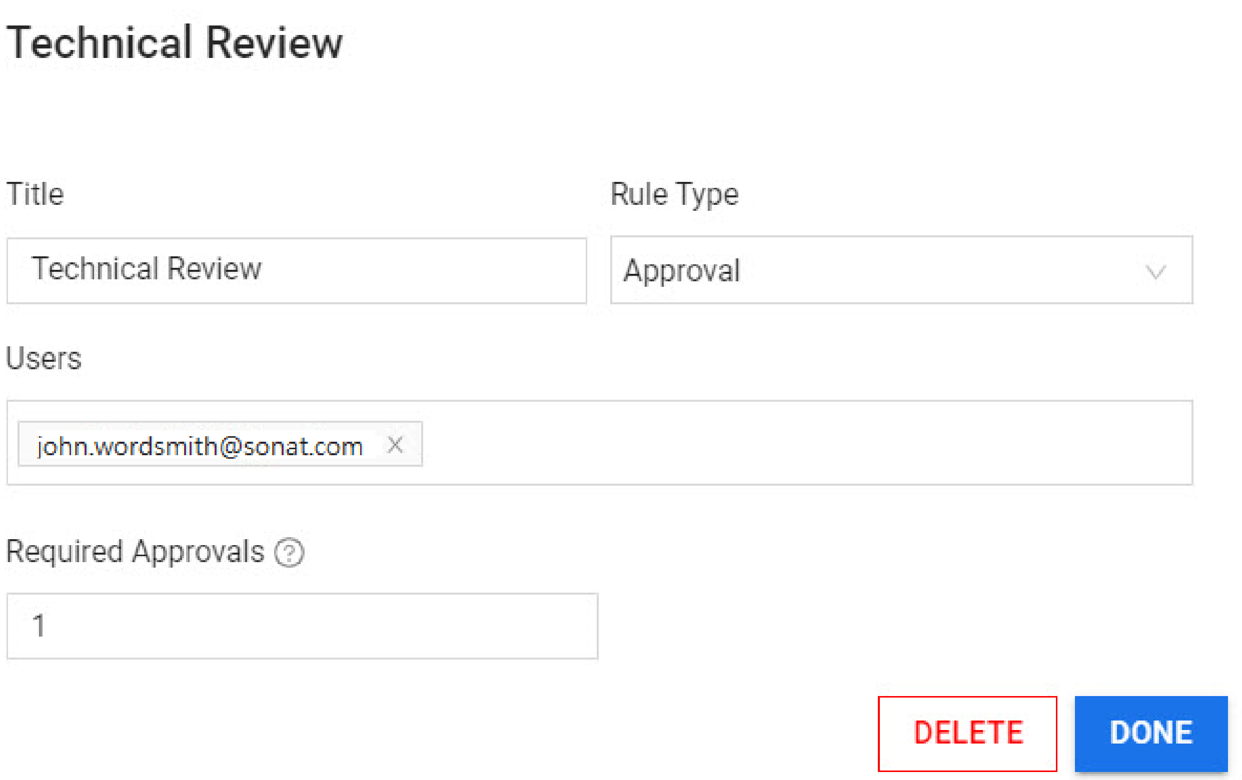
To view your organization's approval processes, log into your org home:

1. Open the main menu on the top left >> *Approval Processes*.
   On the new page, you can see the list of your approval processes indicated by the title, time and date of creation and update, and the number of steps in each process. You can also see which one is the default process for the org.



2. *Open* your intended process to see more details such as steps and rules.
   You can see the sequence of your process's steps next to each other, rules are placed in the step boxes indicated by smaller rectangles.

1. Click your intended rule in the step box to see its details.



You can switch between your organizations through the org list on the top right to see the list of approval processes of your other organizations.

Edit an approval process

You can edit a process both concerning its rules and steps (add more, edit, or delete) and the process title at any time. To do so, log into your organization home and take the following steps:

1. Open the main menu on the top left >> Approval *Processes*.
2. *Open* the process you want to edit.
3. On the new page, you can *edit* your process title, add, edit, and delete its rules and steps.
4. Click *SAVE* on the bottom right to save your new changes.

You can switch between your organizations through the org list on the top right to see the list of approval processes of your other organizations.

Add steps and rules

To add a new step to your process, simply click the *Add Step* button on the right, then click *Add rules* on the new step box to define new rules.

Edit steps

You can edit a step by changing its rules such as adding more, deleting the existing rules, or editing each rule.

Edit rules

1. Click and *open* your intended rule on the step box.
2. *Make your changes* in the rule pop-up screen.
3. Click *SAVE*.

Delete Steps

To delete a step, click the *delete sign* (recycle bin sign) on the step box you want to delete.

Delete Rules

To delete a rule, first, *open* the rule and then click the *Delete button* on the bottom of the pop-up screen.

Set an approval process as default

To set an approval process as default (to apply its rules to your documents) or disable it (Make sure its rules will no longer interfere with your documents' publication), take the following steps:

1. In your org home, open the main menu on the top left >> *Approval Processes*. On the new page, you can see whether a process is active or not. (the green checkmark indicates the default process and the black one shows the disabled process)
2. Click the black *checkmark* next to the process you want to set as the default one (Make sure the checkmark color changes into green. Clicking a green checkmark sets the process inactive).

	Note: Setting a process as the default one automatically disables other processes.

You can switch between your organizations through the org list on the top right to see the list of approval processes of your other organizations and set them as active or disabled.

Set a process as active or inactive

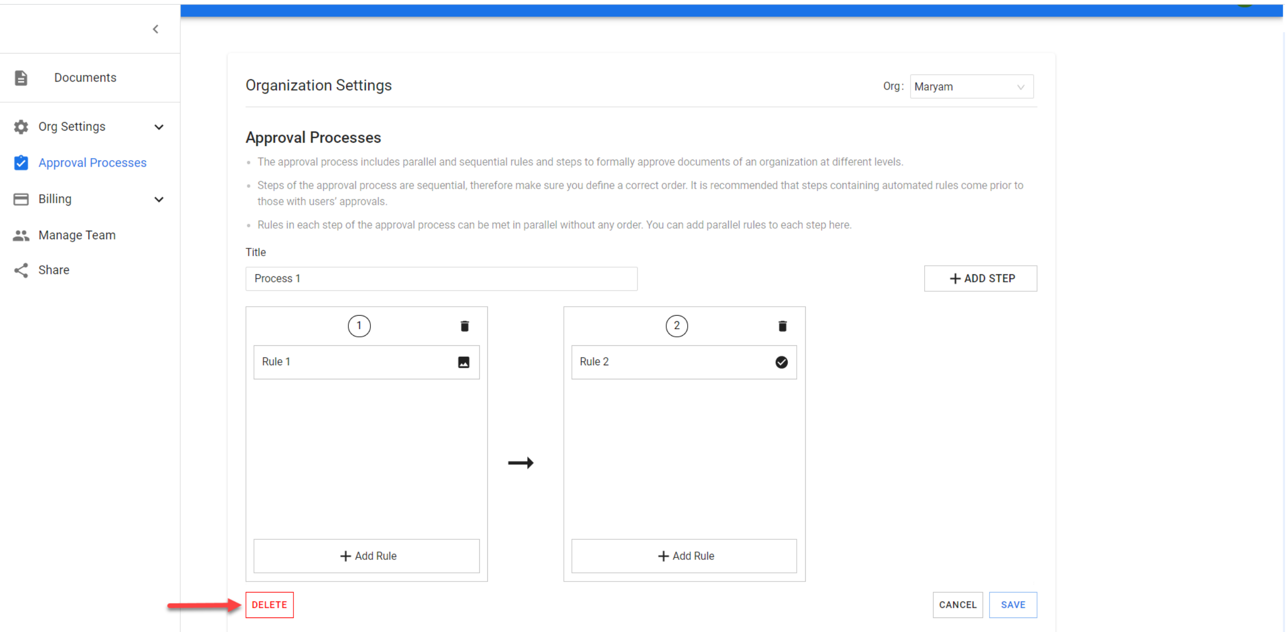
Delete an approval process

If a process is no longer useful, you can completely delete it as follows:

1. On your org home, open the main menu on the top left >> Approval Processes. (On the new page you can see the list of your approval processes.)
2. Open the process you want to delete.
3. Click the DELETE button on the bottom left.
4. Confirm deleting the process in the pop-up confirmation.

Your process will be removed from the list of approval processes.

To delete the approval processes belonging to other organizations of yours, you can switch between your organizations through the org list on the top right.

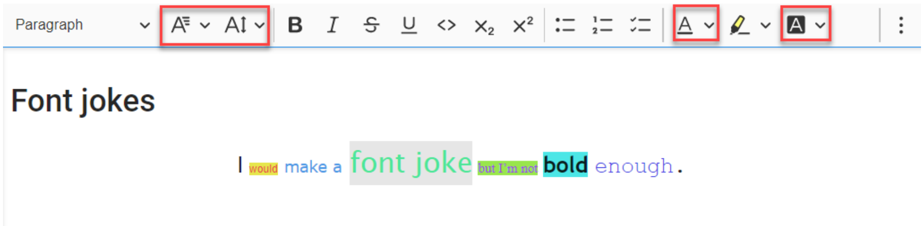


Delete an approval process

Publish Request

Publish Requests (PR) give you the option to have your documents/ topics reviewed before presenting them to your users. In other words, you can get other members' approvals or have a fresh pair of eyes checking your document before finalizing your publication. A Publish Request includes:

- The *title* of the request
- A *description* of the request
- *Topic changes*
- A *comment* section for discussing the PR
- The list of *reviewers*



Publish Requests could include optional or mandatory approvals. In *optional approvals* , you decide to have another member's approval, while this is not a compulsory step for publishing a document in your organization. Moreover, any organization member can create, edit, close, or reopen an optional Publish Request.

However, *mandatory approvals* have been defined as a part of a process, and every change included in the process has to go through this step before getting published. Therefore, there is no direct publishing available for such cases. You can create a Publish Request instead.

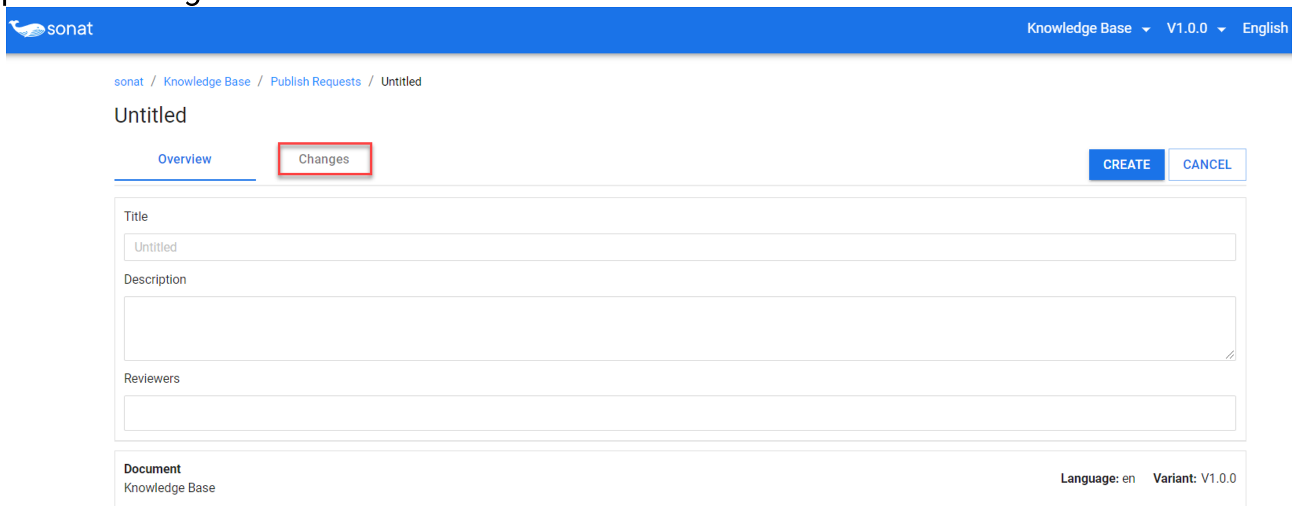
	Note: If there is an approval process assigned to your documents, you have to create Publish Request for mandatory approvals.

Create a publish request

To create a Publish Request, open the document in the content editor:

1. Open the dropdown menu next to the new button above the document outline.
2. Click *Create Publish Request*. You will be directed to a new page to create a publish request.
3. Under the overview tab on the publish request page, *define a title and description and assign reviewers* to your Publish Request.

4. Open the *Changes* tab.



5. *Check* the topics you want to include in the publish request. (check all if you want to create a publish request for all topic changes of a document). You can also click each topic to see its changes (from the latest publication).
6. Click *CREATE* on the top right. Your publish request will be created immediately, and reviewers will be notified.

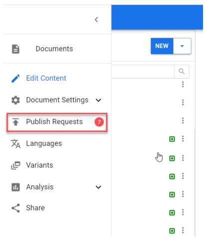
You can also add comments to the Publish Request.

	Note: To create a Publish Request for a mandatory approval (based on a defined approval process), you can use the *Publish Request* button on the top right which will replace the publish button when there is a mandatory approval.

View Publish Requests

To see Publish Requests for a document, open the document in the content editor and continue as follows:

1. Click the document menu on the top left >> *Publish Requests*. (The number of open PRs are shown in a red circle next to the Publish requests on the main menu)
   You can see the list of your PRs and their information.



2. On the PR window, *click the PR* you want to view in more detail.

Publish Request Elements
On the PR window, you can see *open*, *published*, *closed*, and *all PRs* together under separate tabs. You can also filter the PRs by title or sort them by date/title. Moreover, you can see each PR's *title*, *description*, *creator*, *status* (open, published, or closed), the *reviewers and their status* (If they have approved or rejected the PR or haven't reviewed it yet), the *number and the status of the topics* (new or modified), the *variant* and *language* of the document, and the *number of comments*.

You can see more details such as *changes* (Which topics and changes have been included in the publish request) and comments by opening each PR.

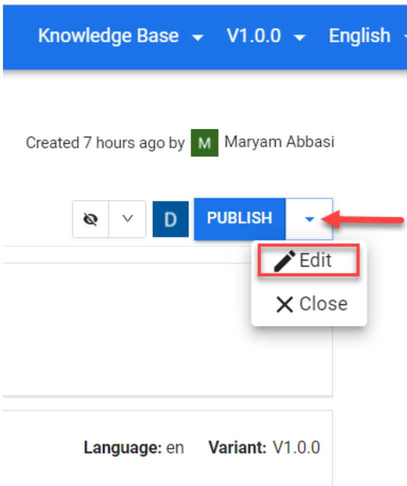
In the image below, we describe different sections of the Publish Request list page.

PR elements
1. Different tabs to sort PRs based on status (open, closed, published, all)
2. Filtering by title
3. Sorting by date or title
4. PR creator
5. PR title
6. The number and status of the topics.
   The green square shows that the topics are new (haven't been published yet), the yellow square shows topics that have been published before but are modified now, and the red square shows the topics that have been published but are deleted now.
7. The number of comments
8. Reviewers and their review status
   A. Not reviewed
   B. Rejected (The PR needs more work to do)
   C. Approved
9. Language
10. Variant

Edit a publish request

To edit a Publish Request, open the PR and make your desired changes as follows:

1. Click the document menu on the top left >> *Publish Requests*.
2. On the PR window, *click the PR* you want to edit.
3. Click the *dropdown menu* next to the PUBLISH button on the top right >> *Edit*.



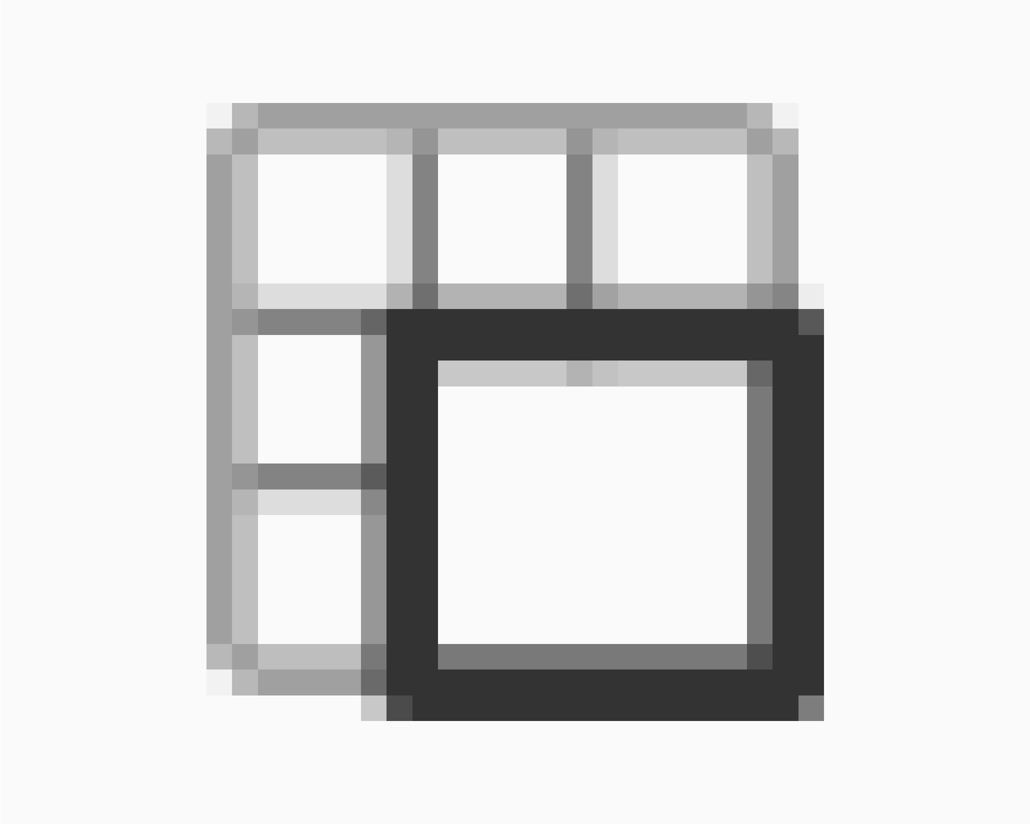
1. *Edit* the PR title, description, reviewers, and comments if needed.
2. Click *SAVE* to apply your changes. You can also, click *CANCEL* whenever you decide to give up editing.

	Note: If you have an **approval process** assigned to your document, you can not remove the reviewers that are defined in the process. You can only add/remove optional reviewers.

Close a Publish Request

In the content editor:

1. Click the document menu on the top left >> *Publish Requests*.
2. On the PR window, *click the PR* you want to close.
3. Click the *dropdown menu* next to the PUBLISH button >> *Close*.



Close a PR

Your PR is closed now. You can reopen it just now or find it in the closed PRs list later to edit or reopen it.

Reopen a closed publish Request

In the content editor:

1. Click the document menu on the top left >> *Publish Requests*.
2. On the PR window, click the *closed PRs tab to see the list. of the closed Published Requests*.
3. *Click the PR* you want to reopen.
4. Click the *REOPEN* button on the top right.

Reopen a PR

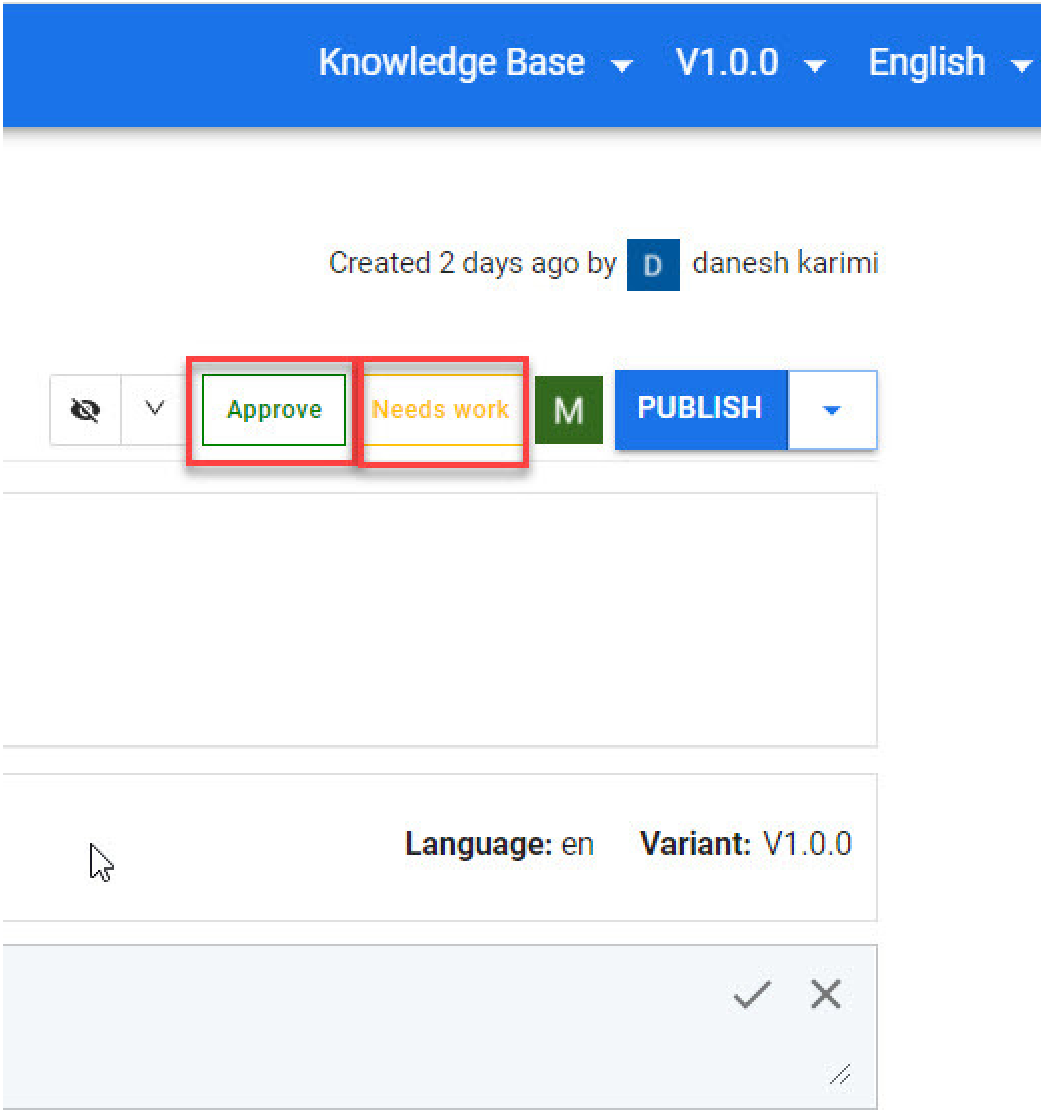
Approve/reject a Publish Request

When you are assigned as a reviewer of a publish request, you will be notified through in-app notifications and emails (if you have agreed to receive emails). You will find your notifications on the alert bell icon next to the profile icon on the top right. *Clicking a PR notification will take you directly to that Publish Request* so that you can review the changes, add comments for improvement, approve, or reject the publish request.

	Note: To be able to approve/reject a PR, you need to be assigned as a reviewer.

You can also *open the PR list* and review, approve or reject each PR as follows:

1. In the content editor, Click the document menu on the top left >> *Publish Requests*. (The number of open PRs are shown in a red circle next to the Publish requests on the main menu)
2. *Open the PR* you want to review.
3. Open the *changes tab* to see topic changes.
4. Click *Approve /needs work* on the top right.
   You can also leave *comments* on the PR overview.



	Note: If you want to make changes to the topics or leave comments on each topic, you

	need to *open the topics in the content editor*.

Publish a Publish Request

Publishing a Publish Request means deploying all the changes included in the change items of the request to the viewer so that they will be visible to your users. Changes could include new or modified content and even deleted topics.

When you are assigned as a reviewer of a publish request, you will be notified through in-app notifications and emails (if you have agreed to receive emails). You will find your notifications on the alert bell icon next to the profile icon on the top right.

Clicking a PR notification will take you directly to that Publish Request so that you can review the changes, approve, and finally publish the PR if allowed.

	Note: *In mandatory approvals enforced by a defined process, you can only publish a PR if there is no other step afterward*. Otherwise, the publish button will be disabled, and you need to wait for further requirements to be met.

You can also *open the PR list* and review, approve or publish each PR as follows:

1. In the content editor, Click the document menu on the top left >> *Publish Requests* . (The number of open PRs are shown in a red circle next to the Publish requests on the main menu)
2. *Open the PR* you want to review.
3. Open the *changes tab* to see topic changes.
4. Click the *Approve* button on the top right if the topics are ready for publication.
5. Click the *PUBLISH* button on the top right.

You can also publish your topics directly from the content editor page.

Organization (Org)

Your organization (Org) is the cloud workspace that is specified to you as soon as you create a Sonat account. It is, by default, identified by the email address you use to sign up. However, you can edit your organization title any time later.

You can be the owner, admin, writer, or reader of one or more organizations. And you can access and manage documents of your different organizations through the Org home page. Settings at the org level will apply to all of that organization's documents unless you set otherwise in the document settings.

You can access and manage your org settings on the organization home.

Organization home

Your *home/organizations' home* is where you land first when you log into your Sonat account. You can find the list of your documents and notifications, manage your team, accounts, billing, and access other organization and document settings.

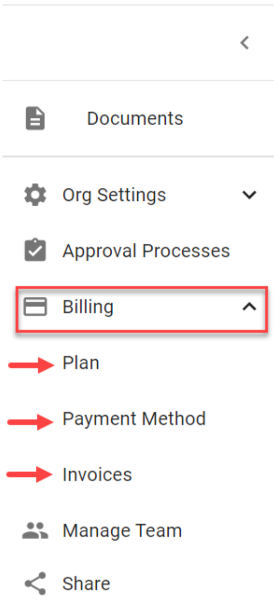
Visit here for a quick tour around home.

Manage your organization

You can manage your team and billing, share your organization URL, create and assign approval processes using the main menu on the organization's home page.

Billing

You can choose/change your Sonat **plan**, manage your **payment methods**, access your **invoices**, and manage your billing notification email through billing on the main menu in your organization's home.



Plan

On the plan page, you can see Sonat plans and their features. You can also check your current plan or change to other plans.

1. In your organization's home, *open the main menu* on the top left.
2. Click *Billing* >> *Plan*.
   On the new page, you can review plans and their features (Click show all features to see more), check your current plan and choose your plan of interest.
3. Click the *Change to this plan* button under your desired plan.
   - If you haven't added any cards in the "Payment Method", a new window will show up to enter your card information. Choose the desired name for it and enter your card's details.
   - Your plan will change to your desired plan.
4. If you already have a "Payment Method", your plan will change to the desired one.

Payment method

You can enter your credit card information to save your payment method, edit, or delete it.

1. In your organization's home, *open the main menu* on the top left.
2. Click *Billing* >> *Payment method.*
3. Click *add* to enter your credit card information.
4. Add the card holder's name and the expiration date of your credit card.

5. Click *Save Card*.

You can add more cards, edit previous ones, or delete them at any time.

Note: Sonat does not store your credit card information directly. We use the [Stripe] platform to store credit cards. Stripe is Payment Card Industry Data Security Standards (PCI DSS) compliant.

Invoices

You can check your invoices as follows:

1. In your organization's home, *open the main menu* on the top left.
2. Click *Billing* >> *Invoices*.

Edit the billing notification email

You can edit the email for receiving billing notifications in all billing stages.

1. Click the *edit* icon (pencil sign) next to the billing notification email on the top of each billing page.
2. *Make your changes*.
3. Click the *checkmark* to save your changes or click X to undo all changes.

Manage team

You can add members to your organization and *create a team with different roles and access levels, including owners, admins, writers, or only readers*. Adding members, changing the members' roles, or removing them can be done at any time.

Note: Members can only add, edit access levels, or remove members with the same access level as themselves or lower. Only members with owner access can manage all other members.

Add a new member

1. *Open the main menu* on the top left in your organization's home.
2. Click **Manage Team**.
   On the new page, you can *switch between your organizations* (if more than one) through the dropdown menu next to your org title on the top right. You can also *view the list of existing members* with their roles and find a specific member using the search field.
3. *Enter the email address* of the person you intend to add in the add member field.
   If the person you intend to add is not already a Sonat member, an invitation email will be sent to them to sign up. They will be automatically added to your team after signing up.
4. Open the roles dropdown list on the right to *choose among different roles and access levels*.
5. Click the *add* icon (plus sign) to add a new member to your organization team.

You can view the new member under the existing members' list.

Edit a member's role/access

1. In your organization's home, *open the main menu* on the top left.
2. Click **Manage Team**.
3. On the list of existing members, *open the roles dropdown list* on the right side of the email address of the member you want to edit.
4. *Choose* among different roles/access levels.

The role/access level of the member will be changed accordingly.

Remove a member

1. In your organization's home, *open the main menu* on the top left.
2. Click **Manage Team**.
3. On the list of existing members, click the delete icon on the right side of the email address of the member you want to remove.
4. In the confirmation prompt, *click yes* to confirm removing the member.

The member will be removed from the list and no longer have access to your organizations at any level.

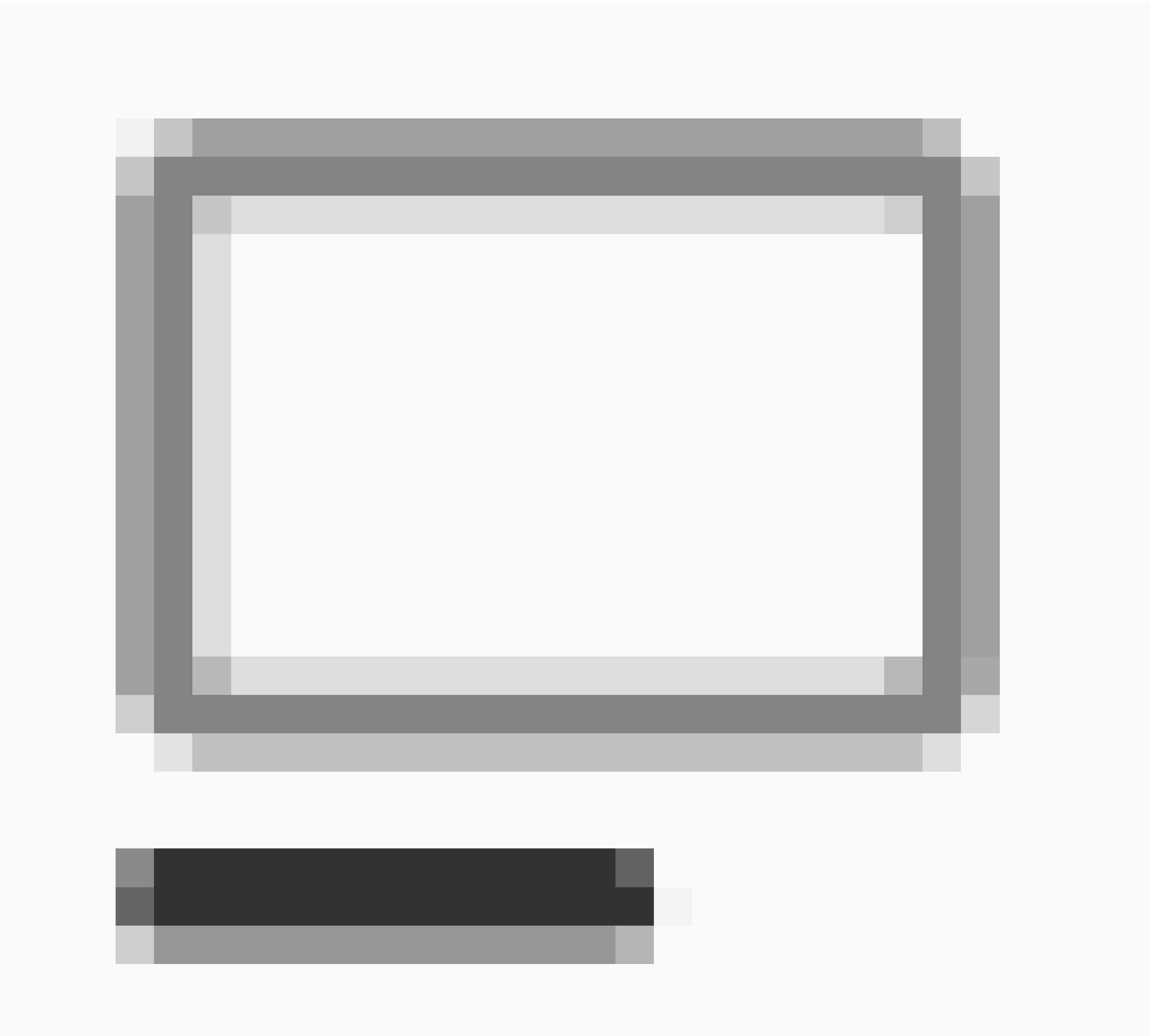
Share

You can view your organization's homepage and share its URL by *copy-pasting* or *QR code* through the *Share* option. Therefore your users can easily the homepage to all your documents and topics.

To share your organization URL:

1. In your organization's home, *open the main menu* on the top left >> *Share*.
2. Click the *copy* icon next to the URL or use the *QR code* to share your topic link on the pop-up screen.

You can also click *OPEN* to view your homepage. You can then copy your homepage URL from the browser address bar and paste it where you need to share it with your readers.



Approval process

This feature is only available in the Enterprise and Enterprise-Plus plan.

You can define and apply approval processes to your documents to ensure *they will not be published before meeting the requirements and your organization's standards*.

An approval process can include different steps and rules. The *Steps* of a process are *sequential* and need to be taken in order. However, *Rules* are requirements of a step in the process that can be met in *parallel* without any order.

Therefore, you can customize your approval process as a *sequential workflow* containing several steps, *a single-step process with parallel rules*, *or a combination of both* which is a process with sequential steps, each containing parallel rules.

You can define several processes for your organization depending on your requirements, but you can have only one default process for the entire organization. The default process is applied to all documents of an organization. However, at the document level, you can exempt the default process or you can choose a different process.

Private manuals

The option of creating private manuals has been designed to help you *protect your data privacy even after publishing your documents*.

Having private manuals, you can *restrict access to your valuable resources* to specified people, staff of a particular organization, or the users you provide with a private link. Moreover, you can deactivate links to restrict the access of a specific group at any time. Private manuals can help you protect your information and create *internal manuals and knowledgebase or exclusive manuals* for your users. You can set private manuals at both organization and the document level.

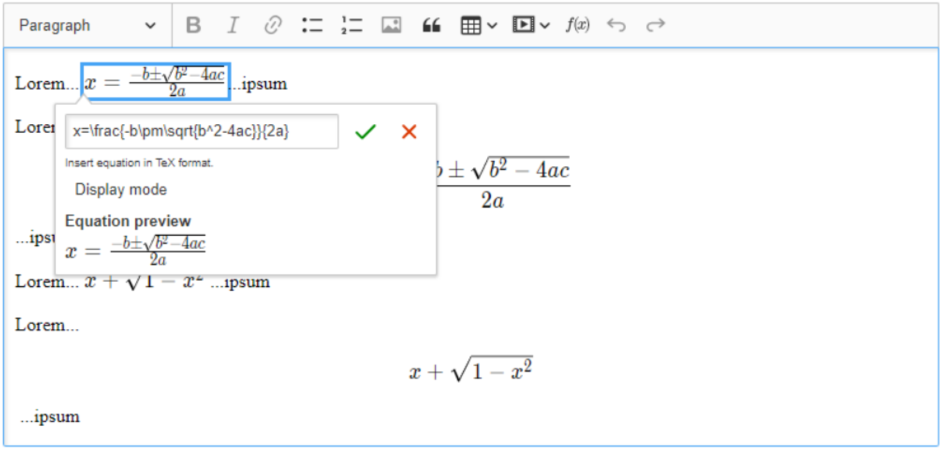
You can change your manuals into private ones even after publication. However, to guard your information properly, you'd better set your manuals as private before publishing them to make sure they can only be accessed by the people you allow.

Organization's private manuals

If all or most manuals you create are going to be private, you should set your private manuals at the org level. However, you can always change each document's settings to be different from the default settings.

Set your organization's manuals as private/public

1. In your organization's home, *open the main menu* on the top left.
2. Click *Private Manual*.



3. Open the *Settings* tab.
4. *Check/uncheck* the private manual box.

Private access settings

You can restrict access to your private manuals to specific people or organizations.

Restrict access to specific users

1. In your organization's home, *open the main menu* on the top left.
2. Click *Private Manual*.
3. Open the *Private Accesses* tab.
4. Under the Users tab, *type/paste the email address* of a specific user.
5. Click the *Plus button* on the right to add a new member.

The new member will be shown under existing members. You can repeat this action to add as many users as you want.

Restrict access to the staff of a specific organization

You can use organizational email domains to make sure only people inside of a specific organization can access your manuals. This could be particularly helpful when you are creating a knowledge base or internal manuals for your own or other organizations. To do so:

1. In your organization's home, *open the main menu* on the top left.
2. Click *Private Manual*.
3. Open the *Private Accesses* tab.
4. Under the Domains tab, type/paste the intended organizational email domain (example: @sonat.com).
5. Click the *Plus button* on the right to let people within this domain access your private manuals.

The newly added domain will be shown under existing domains. You can repeat this action to provide more organizations with private access.

By doing that, all users in that domain (in this example: sonat.com) will have access to private documents.

Restrict access to users provided with a private URL

You can use tokens to create private URLs for granting access to specific documents of your org. Since you can manage tokens separately, you can use different tokens for adjusting access levels for different groups of users. You can deactivate all URLs of a token at once to restrict the access of a specific group while keeping others active. To create a new token:

1. In your organization's home, *open the main menu* on the top left.
2. Click *Private Manual*.
3. Open the *Manage Private URLs* tab.
4. *Add a title* to create a new token.
   - This title is for your own use and helps you manage and categorize the private accesses.
5. Click the *Plus button* on the right to add a new token.

The new token will be shown under existing tokens. You can repeat this action to add as many tokens as you want.

You can then use this token to provide private URLs to your organization.

1. On the private manual page, open the *Private Access* tab.
2. Under the Private URLs tab, *type the title of the token* you want to use.
3. Click the *Plus button* on the right to add the token.
4. In the existing tokens list, click the *copy* icon next to the token title to copy the generated URL.

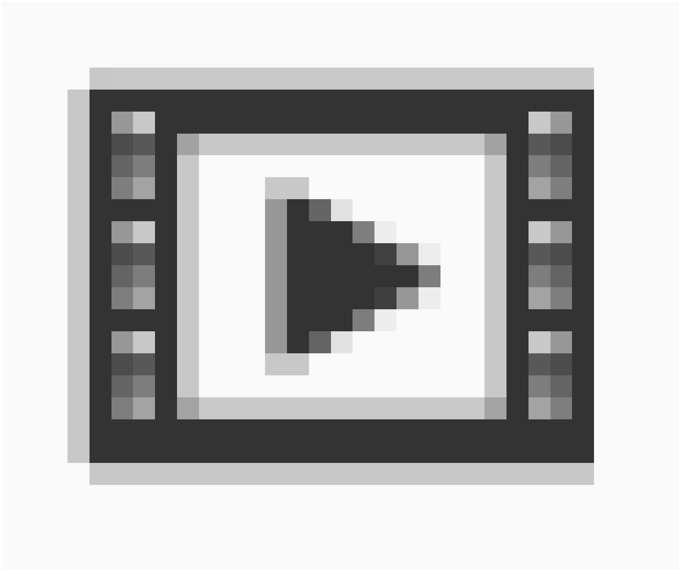
You can use this URL to provide your intended users with a *private access key*.

If you set your organization as private, only users you identified through one of the abovementioned methods can access your organization. For the first two methods, users trying to access your domain will be asked to log in where only those with a specific organizational email domain or identified email addresses you already specified can successfully log in. However, the third method helps you create private URLs for your target users. So, only users provided with those URLs can access your organization; no need to enter log-in information.

Organization settings

Org (organization) Settings include all the settings at the organization level. Therefore, what you set in the org settings generally will apply to all the organization's documents unless you overwrite it at the document level (in document settings).

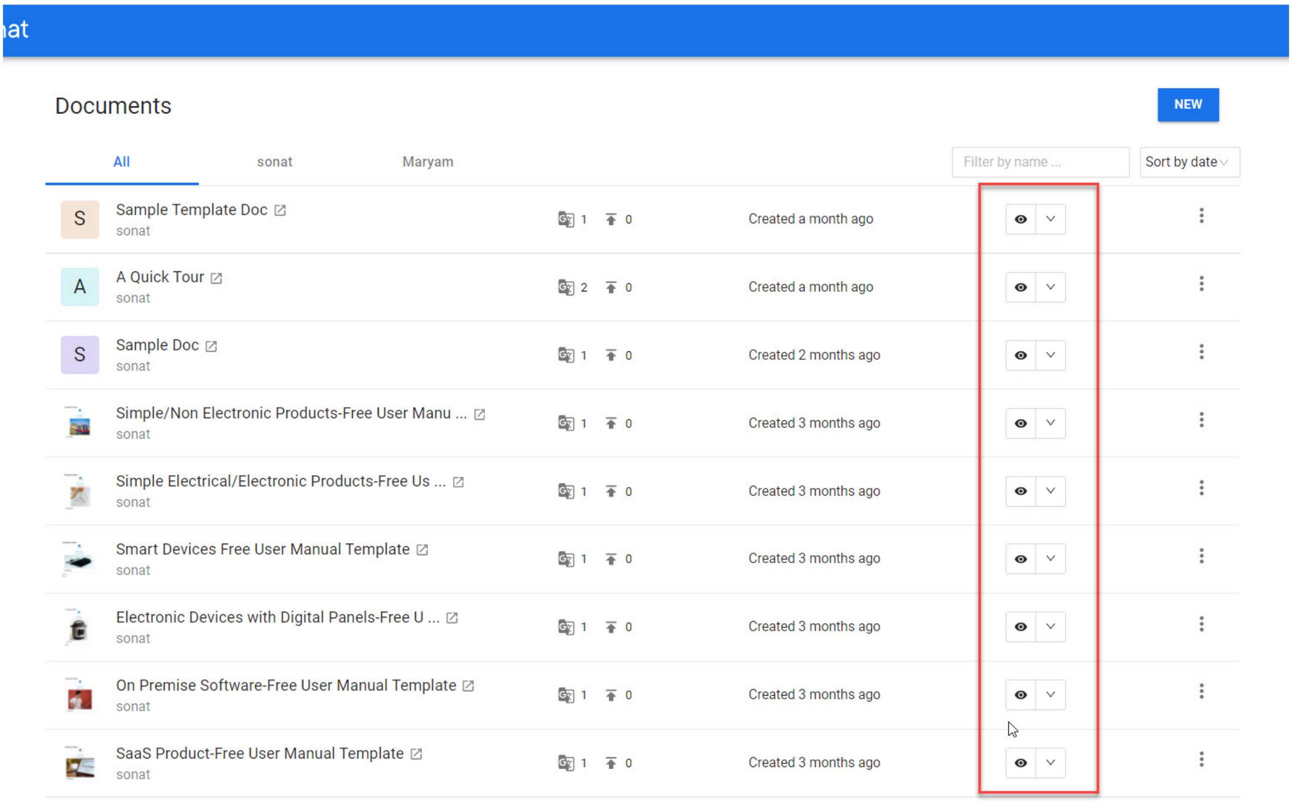
You can access and manage organization settings through the main menu on the top left of the organization's home:



General settings

You can edit your organization title and slug through org general settings. To access the org general settings take the following steps:

1. In your organization's home, *open the main menu* on the top left.
2. Click *Org settings >> General Settings*.
   On the new page, you can *edit your organization title and slug* using the fields on the left and right, respectively.
   You can *switch between your organizations* (if there are more than one) through the dropdown menu next to your org title on the top right.
3. Click *SAVE*.



Org general settings

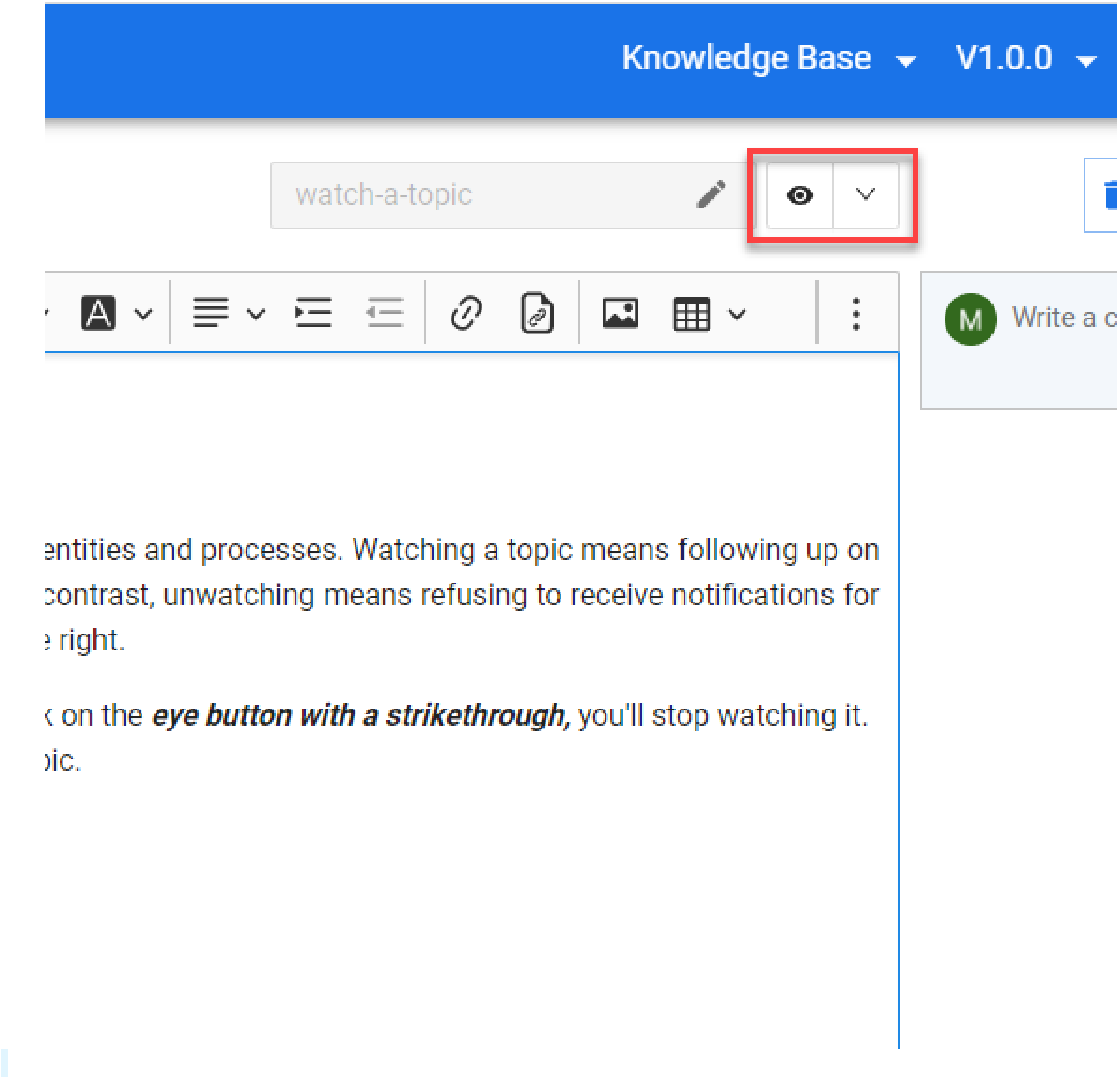
Branding & Style

You can set your organization's branding through the style feature. Branding is the process of using a set of distinctive UI elements such as name, logo, symbol, and consistent design and theme throughout all communications to create a unique perception of a company in the customer's mind and help distinguish it from others.

To maintain a brand, reflecting on everything that your company touches is a must. Your company's public documents, including technical and user documentation, are essential resources you should consider for branding. Here at Sonat, you can create a customized style that reflects your company's brand and identity by choosing from different themes, and colors and adding logos to give your documents your very own style.

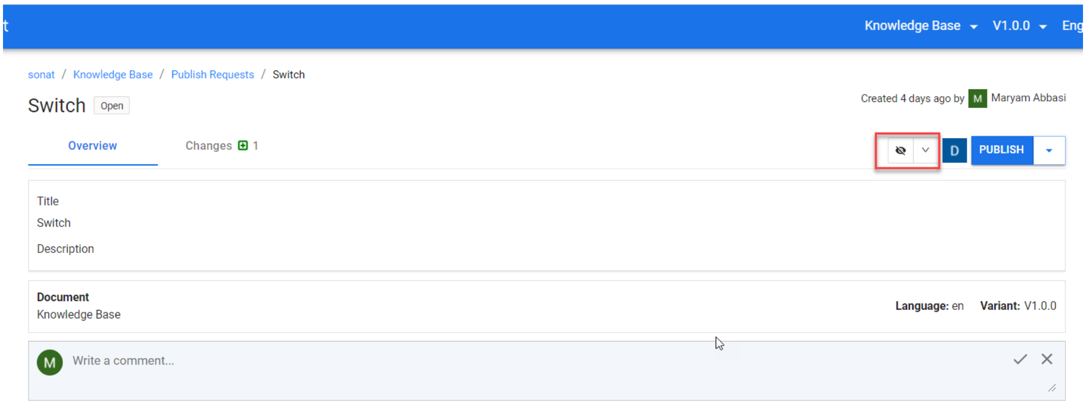
Take the following steps to set your organization style:

1. In your organization's home, *open the main menu* on the top left.
2. Click *Org settings >> Style*.
3. Add and customize branding elements for your organization's documents by adding an *Organization Logo*, and a *Favicon*, and choosing between *Flat* and *Paper viewer styles*.
   Make sure the favicon and logo files do not exceed *200 kb* and **5kb**, respectively.
   You can only use files in the *icon*, *png*, and *gif* formats to set your account logo.
4. Click *SAVE*.

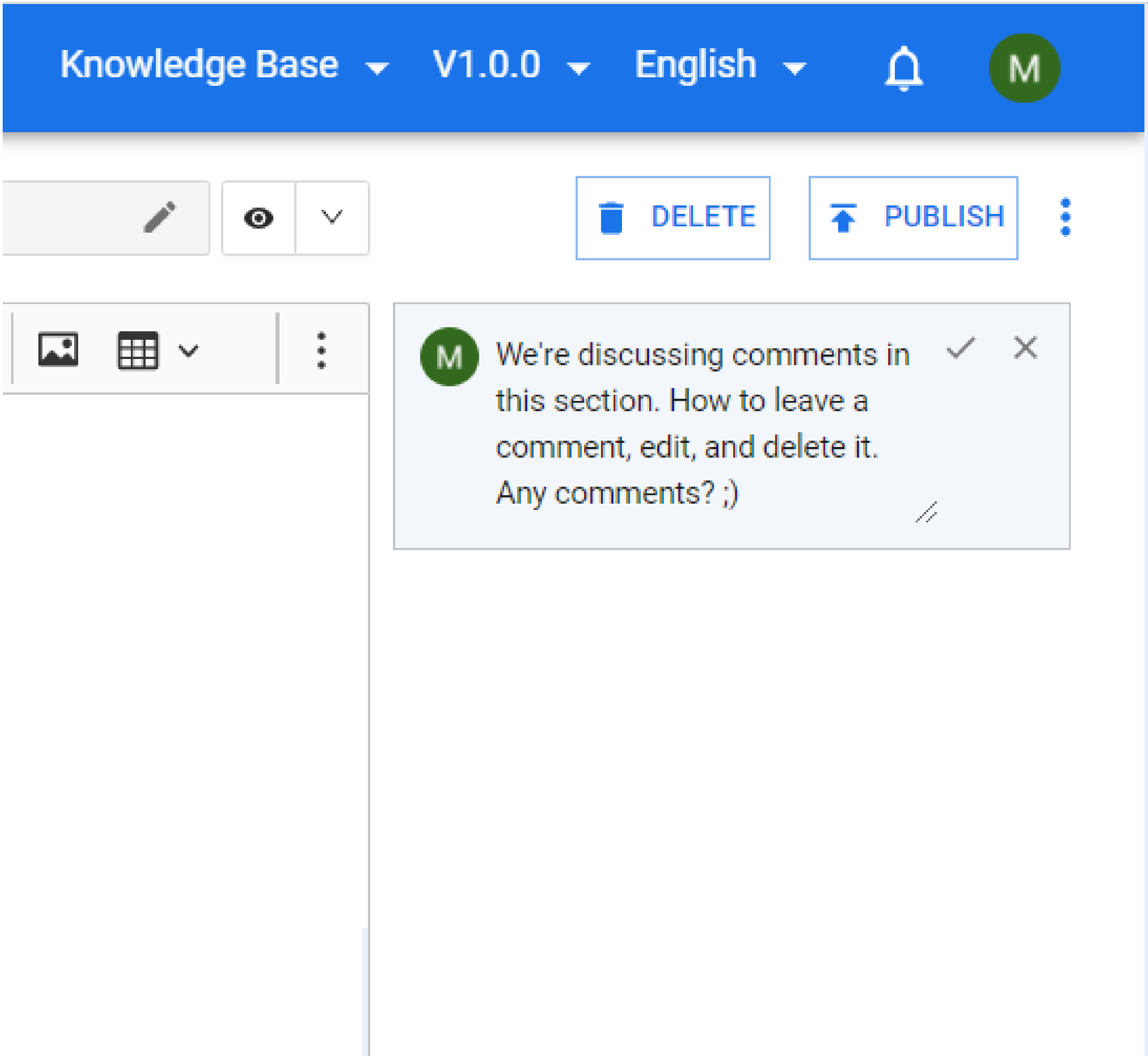


A favicon (Favorite icon) is a tiny graphical image associated with a particular website which is usually displayed in the browser address bar, tabs, and/or next to the page name in the user's bookmark list to visually represent a website and help the users easily locate it among many open tabs. favicon is considered to be one of the branding features and might also be known as a shortcut icon, tab icon, URL icon, website icon, or bookmark icon.

Here is Sonat's favicon as an example:



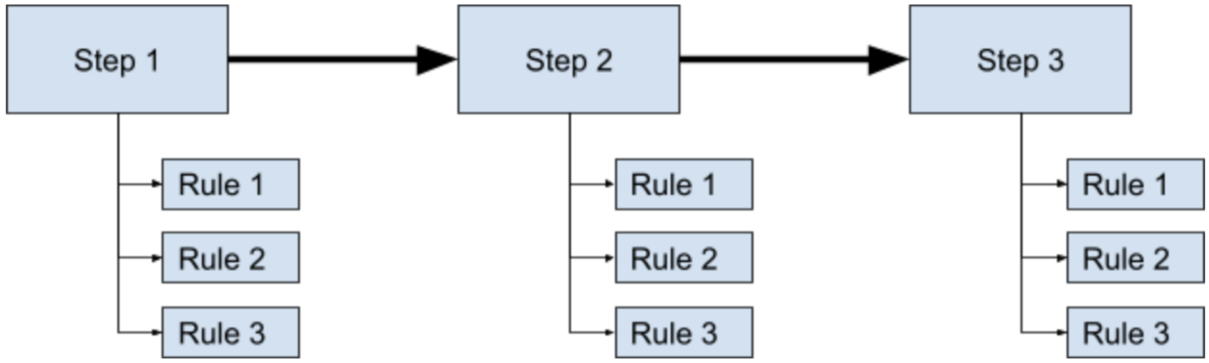
An organization logo is simply your company logo which will automatically replace the Sonat logo (The blue whale) on all your documents viewer pages after publishing if you add it to your org settings. Your organization logo will be displayed on the top left of the header, next to your org name.


Knowledge Base
V1.0.0
English
M
DELETE
PUBLISH
M
We're discussing comments in this section. How to leave a comment, edit, and delete it. Any comments? ;)

Flat Style

Navbar Menu builder

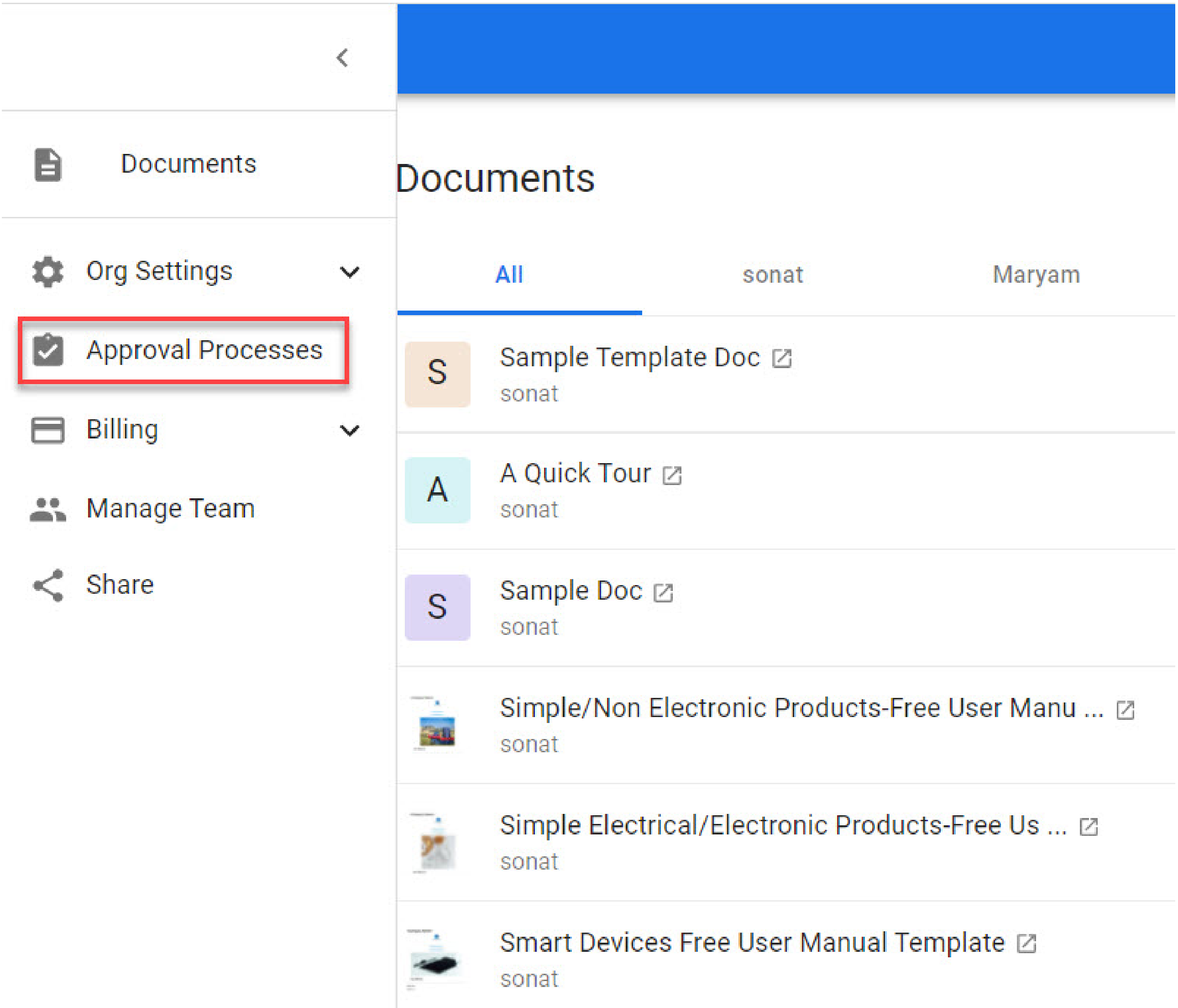
You can customize the navbar menu, which is also visible at the top of this page, for your documents and create a perfect one that suits you and your readers. Customizing your navbar menu for all your documents simultaneously or separately is possible. In addition, you can link the items in your custom navbar menu to your desired pages that are essential for your document and readers.



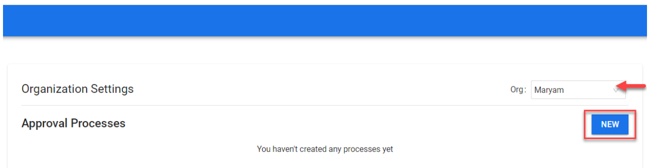
Navbar Menu

To access the Navbar Menu Builder take the following steps:

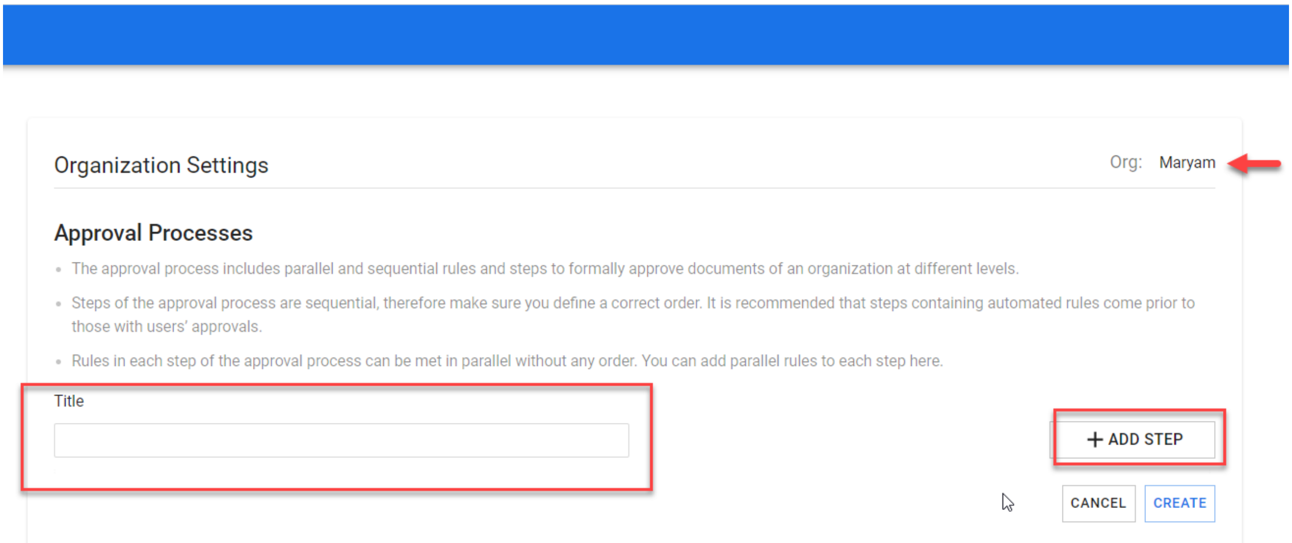
- On your home page, open the main menu on the top left.



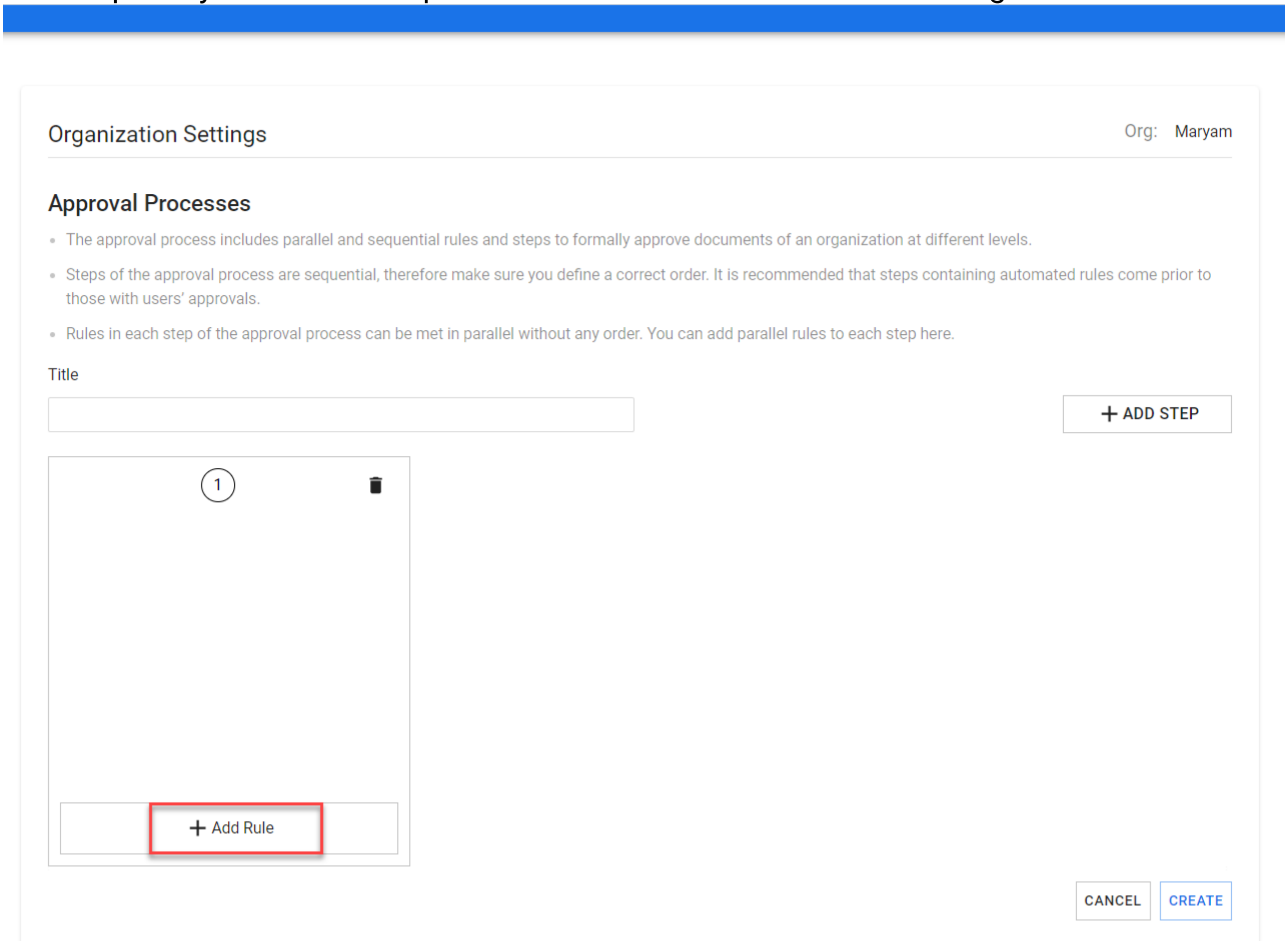
- Click on Org Settings.



1. Here you have five options. Click on the second one, style.
2. Make sure that your org option is set to the correct organization. (if you are a member of more than one organization)



1. Scroll down till you can see the **Navbar Menu Builder**
2. Click on enable so that you can see the rest of the options.
3. You can choose the dark or light mode from the top of this section.
4. Write or paste your YAML components in the window below dark and light modes.



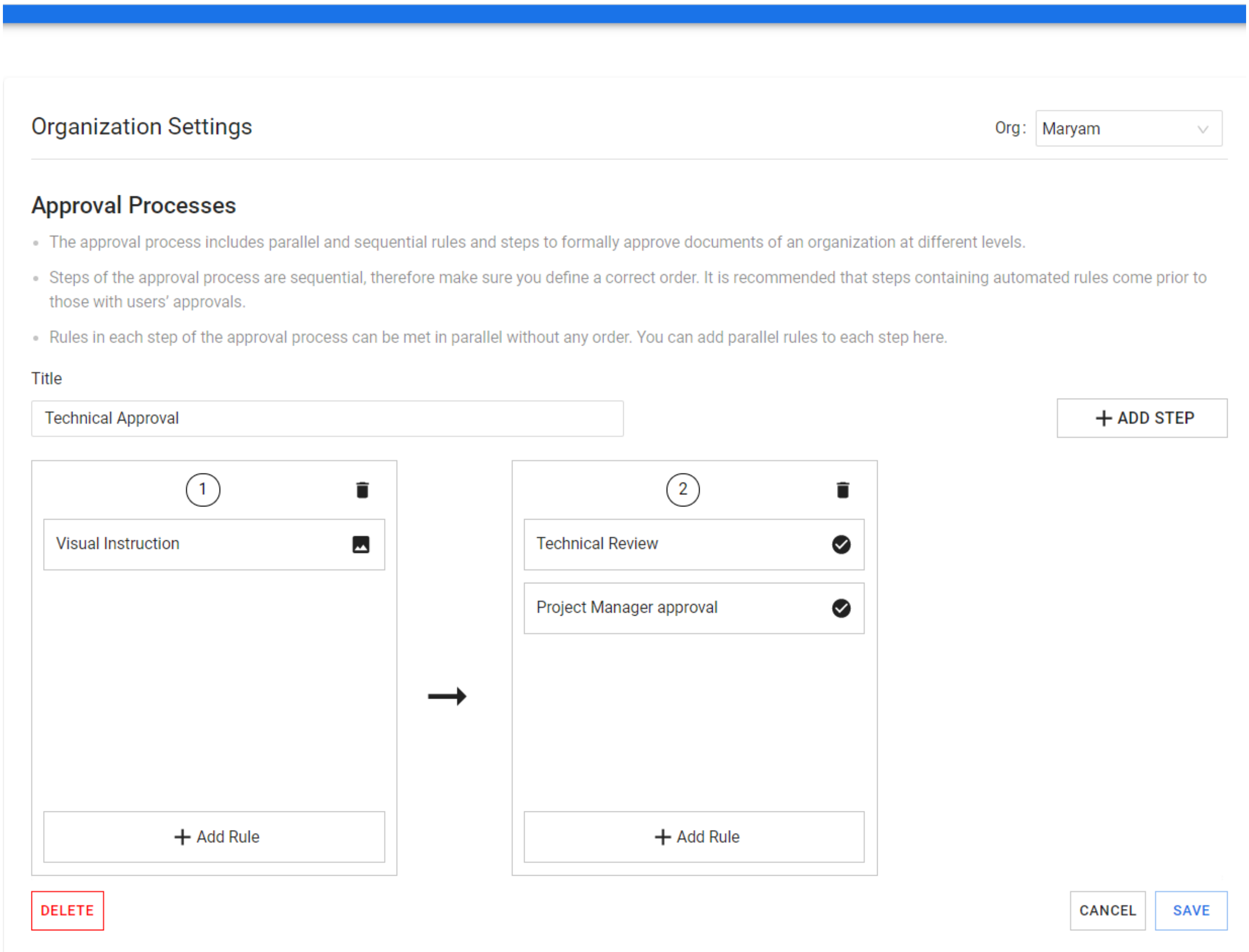
1. As you have written or pasted your items, you can see a different window by scrolling down. This window shows a preview of your custom Navbar Menu.
2. When satisfied with your Navbar Menu, click on the blue Save button.

- You will get a green "Changes Saved Successfully" notification if everything is done rightfully.
- Your navbar menu will be visible in both Preview and View Live modes.
- This navbar menu will be applied to all your documents, but you can change the navbar setting of each document separately. To do so, follow the steps below.

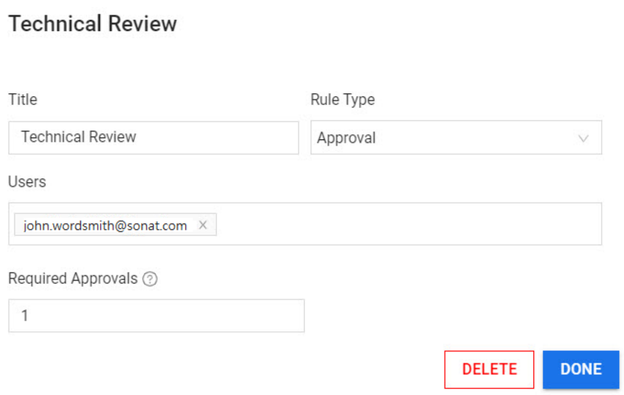
You should write your CSS properties in camelCase.

To edit the navbar menu settings of a specific document, take the following steps:

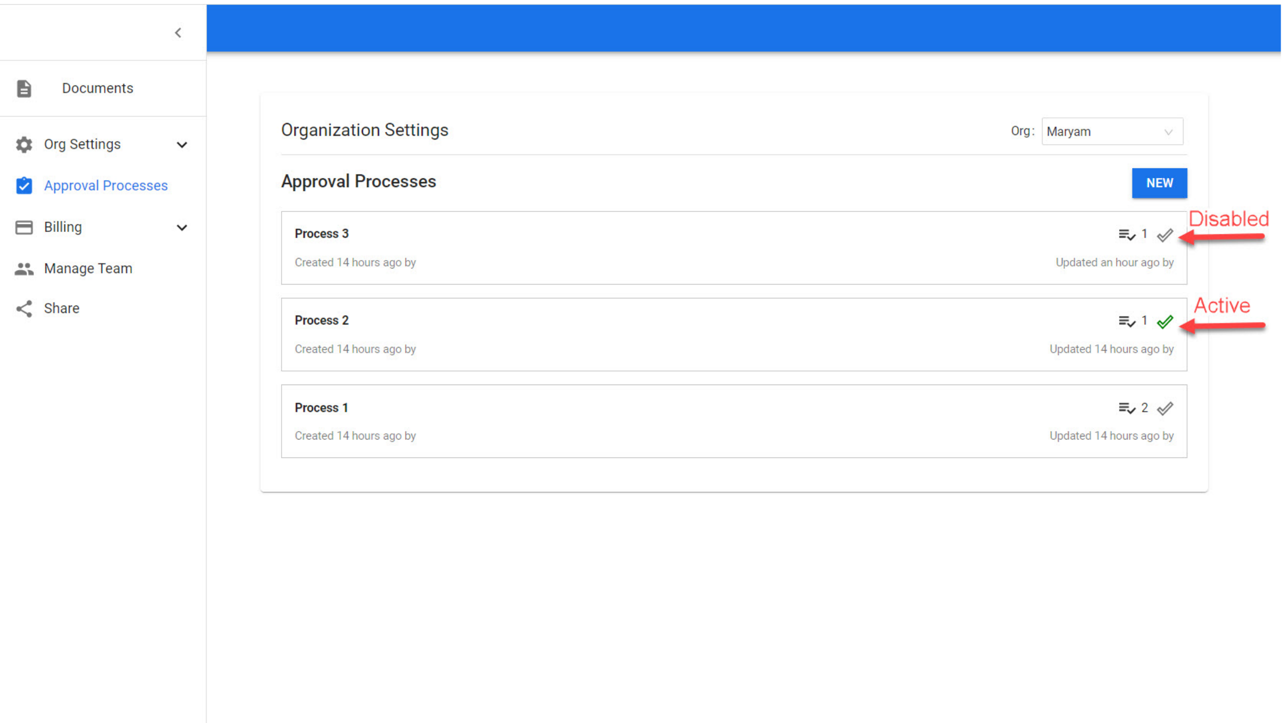
- First, open the document you want and then click on the main menu on the top left.



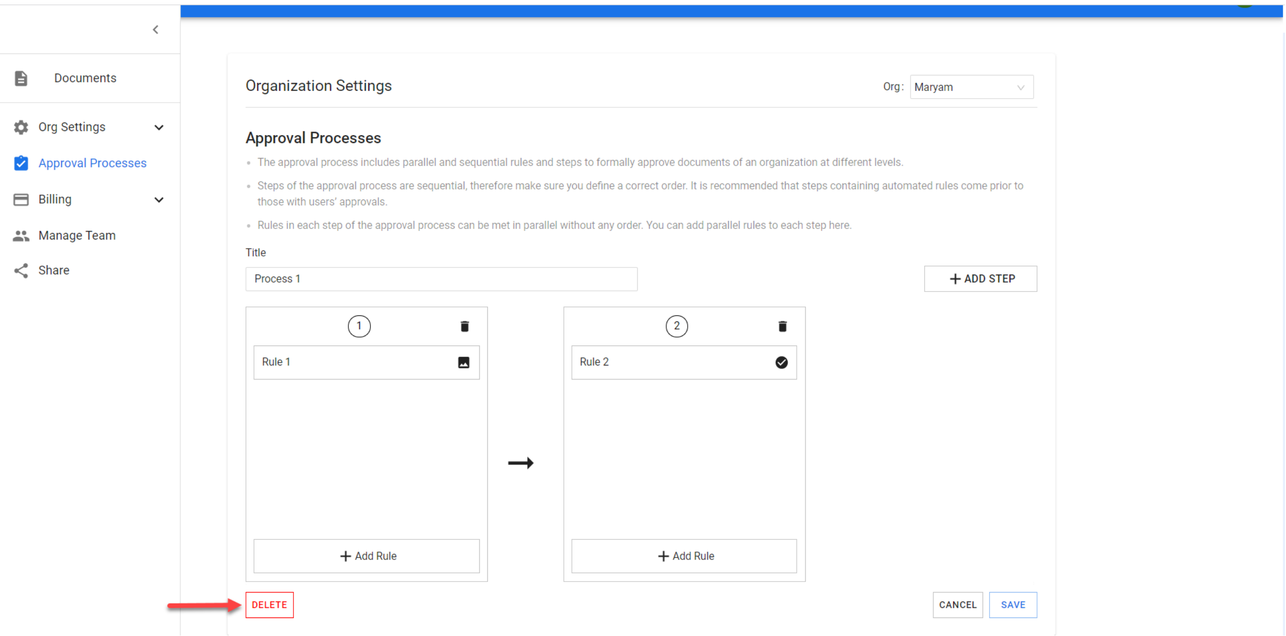
- Click on document settings.



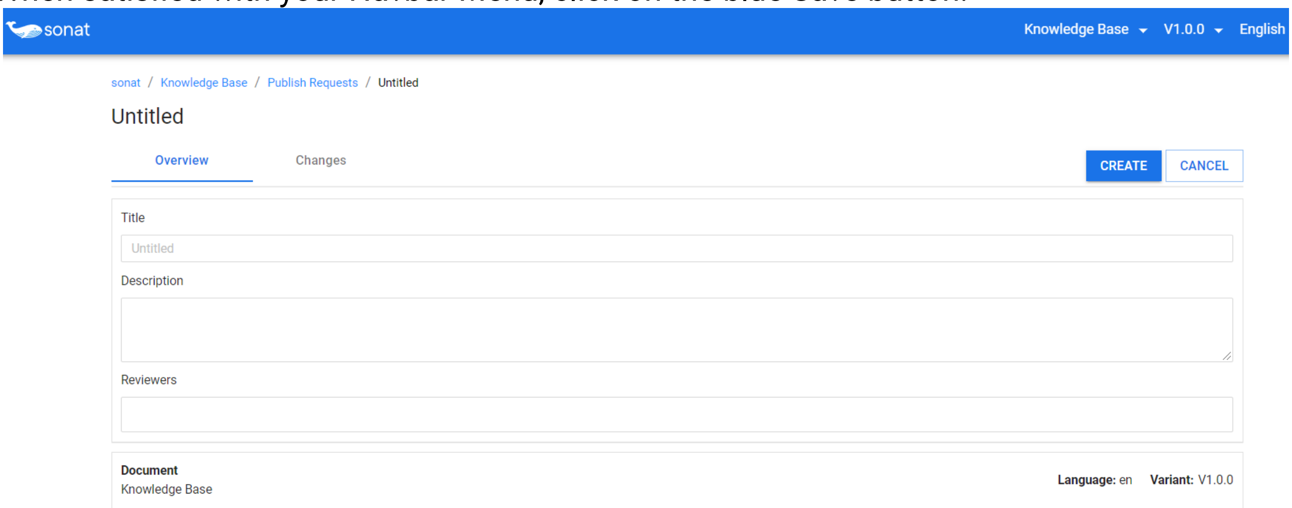
- Here you have three options. Click on the second one, style.



1. Scroll down till you can see the Navbar Menu Builder.
2. Here you have two options: *Use Org Settings* and *edit navbar menu settings*. For this part, you should choose the Edit navbar menu setting.
    - *Use org settings:* this option will apply settings that you have set for your navbar menu by following the steps in the first part of this guide.
    - *Edit navbar menu setting:* by this option, you can edit the navbar menu settings of this specific document.
3. You can choose the dark or light mode from the top of this section.
4. Write or paste your YAML components in the window below dark and light modes.



1. As you have written or pasted your items, you can see a different window by scrolling down. This window shows a preview of your custom Navbar Menu.
2. When satisfied with your Navbar Menu, click on the blue Save button.



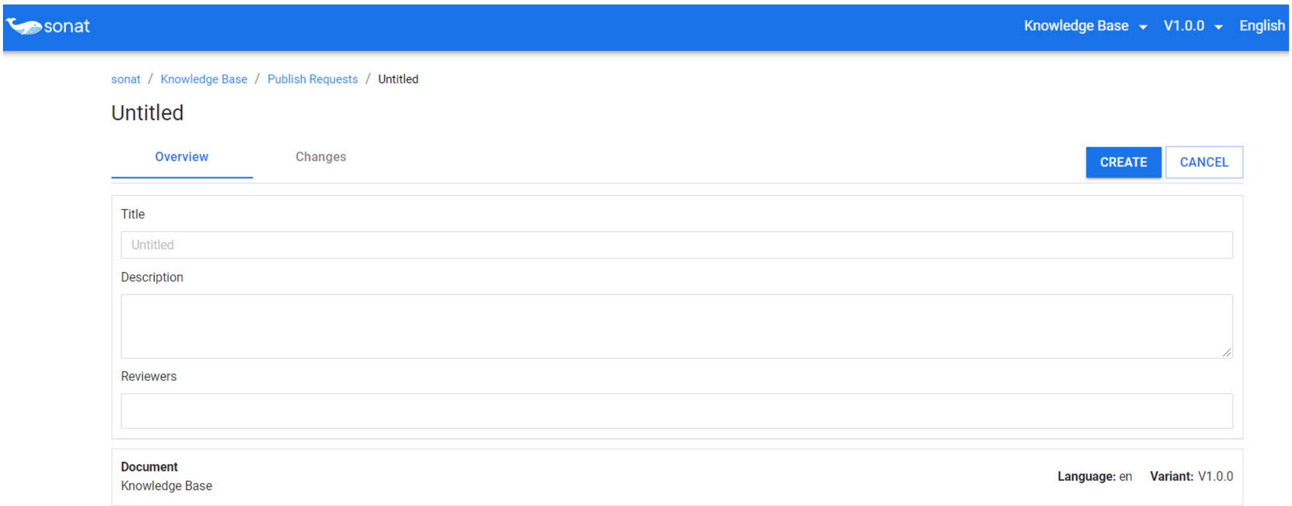
- You will get a green "Changes Saved Successfully" notification if everything is done rightfully.
- Your navbar menu will be visible in both Preview and View Live modes.
- This navbar menu will be applied only to this specific document.

How to write YAML components to customize your navbar menu?

When you enable the navbar menu builder, there are pre-write YAML components that you can use to customize your navbar. Here is a brief explanation of how to use each item.

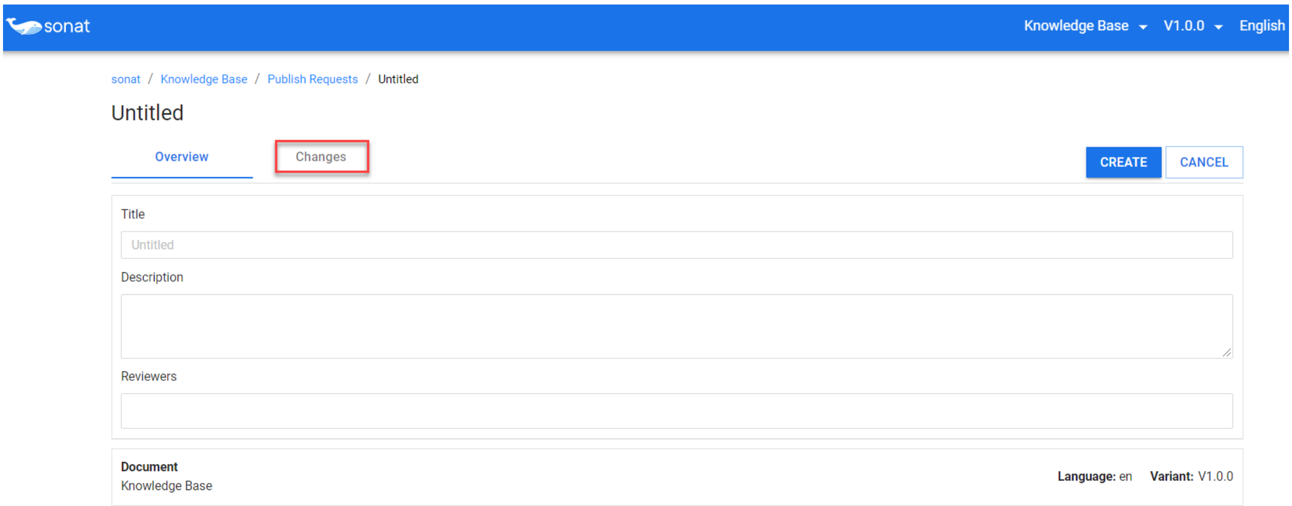
- The first item is "title," which is the text shown on the first button of your navbar menu. The default text of this button is "First Item," which you can change and rewrite.
- The second item is "URL." This is the URL that the first button will be linked to. The default URL of this section is https://sonat.com, which you can change and link to any page you want.
- The third item is "target," which is set to "new tab" by default. By choosing "newTab" as the target, when a user clicks on this item, it will open in a new tab.
- The following two items are related to the first and second child of the first button. You can set their title, URL, target, and … as is explained above.
- When satisfied with your first button, you can create your second one just like the first button.

Here the default text of the second button is "Second Item," and it is linked to https://sonat.com. You can change and rewrite both title and URL.



Integrations

You can use integrations with Google Analytics, Google Search Console, and Bing Search Console to analyze your organization's traffic and your users' behavior.



To enable the integration, take the following steps:

Google Analytics integration:

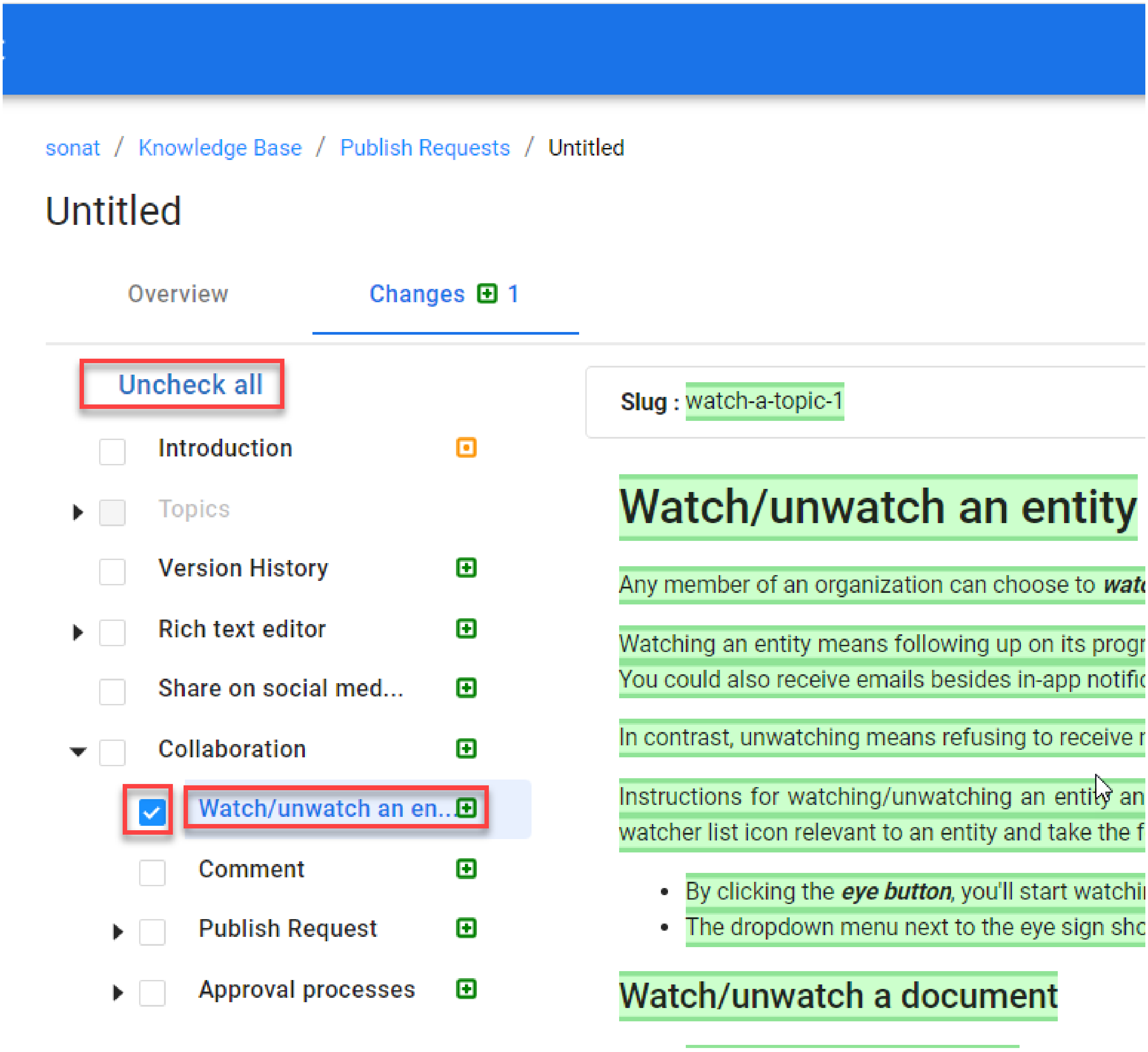
1. In your organization's home, *open the main menu* on the top left.
2. Click *Org settings >> Integrations*.
3. *Check* the box next to *Enable Google Analytics Integration*
4. *Enter your tracking/measurement ID* in the blank field.
   You can find your Tracking/Measurement ID in your Google Analytics account as explained under the field.
5. Click *SAVE*.

Google Search Console integration

1. In your organization's home, *open the main menu* on the top left.
2. Click *Org settings >> Integrations*.
3. *Check* the box next to *Enable Google Search Console Integration*.
   Go to your Google Search Console and either add a new property or choose an unverified property from the property selector bar with your custom domain. Select HTML tag and copy the verification string.
4. *Paste the verification string* in the blank field.
5. Click *SAVE*.

Bing Search Console integration

1. In your organization's home, *open the main menu* on the top left.
2. Click *Org settings >> Integrations*.
3. *Check* the box next to *Enable Bing Search Console Integration.*
   Go to your Bing Search Console and copy the meta tag content property from the meta tag tab.
4. *Paste the meta tag content property* into the blank field.
5. Click *SAVE*.



Custom Domain

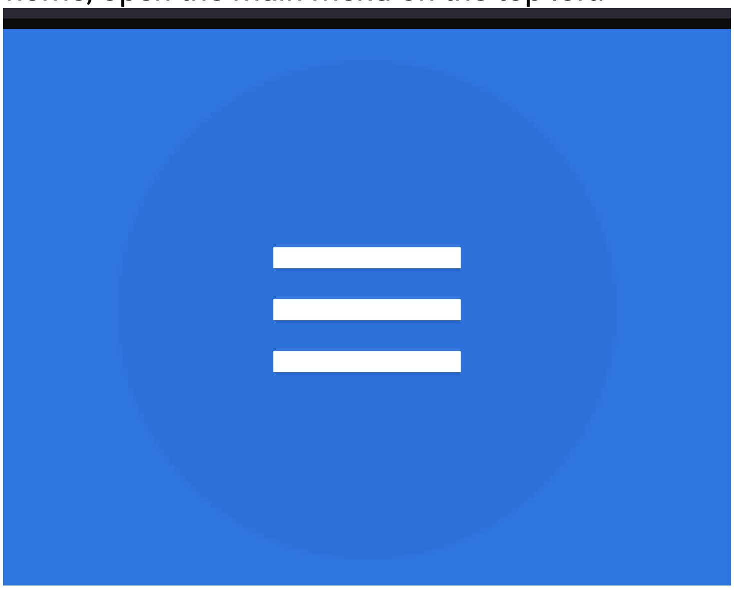
A custom domain, also referred to as a vanity URL, is a specific branded name appearing in the browser's address bar, which differentiates a website from others (As in Sonat.com, that is Sonat's Custom Domain).

Of course, you might want your sonat documentation URL to be on your company's main domain, which is simply possible in 3 steps. In Sonat, we support hosting your documents at your custom domain so that you can change your default publication URL at Sonat into a subdomain you want.

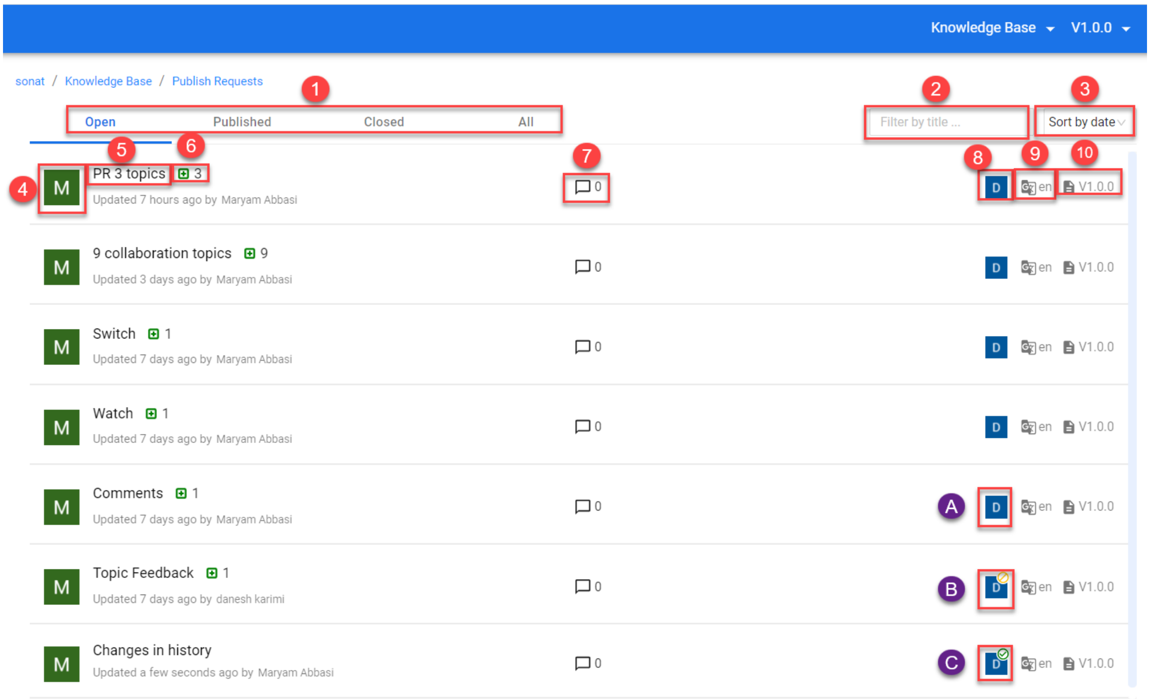
Subdomains by no means hurt site ranking. According to John Mueller, the well-known Webmaster Trends Analyst at Google Switzerland, google algorithms can equally crawl subdomains and sub-directions and understand what you have been trying to do. You can watch this short video by John Mueller to learn more or read this article to delve into details in this regard.

To set your custom domain:

1. In your organization's home, open the main menu on the top left.



2. Click Org settings >> Custom Domain.
3. Enter the exact domain name you want people to see when they visit your space. It should be a subdomain without HTTPS (docs.yourdomain.com). Then click Next.

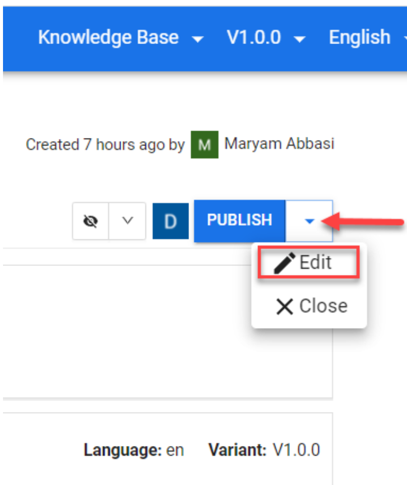


Custom domain Settings-First step

4. Configure your DNS (you should copy the provided CNAME record to your domain through your DNS provider or registrar) and Click Next.

Make sure you have added the required CNAME record before clicking next. Here are some references to guide you:

- How to set up a CNAME with GoDaddy --> Click
- Add a CNAME Record to Your Namecheap Hosted Domain --> Click
- Adding Records to DigitalOcean --> Click
- How To Create a CNAME Record in Your cPanel --> Click

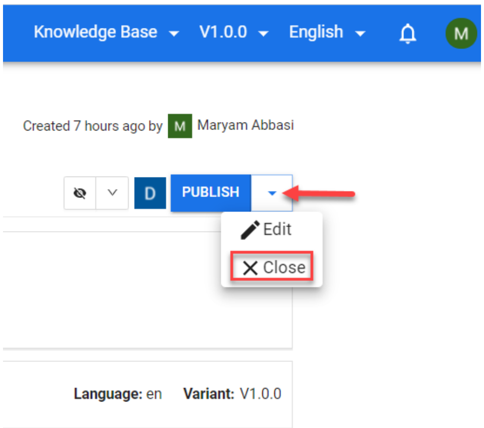


Custom Domain Settings-Second Step

Google's CDN and an SSL certificate issued by Let's Encrypt are automatically applied to any documents delivered on custom domains.

Your domain is already set up to work with Sonat, and no configuration is needed if it does not have a CAA record, which means that anybody may issue an SSL certificate.

5. Click SAVE.

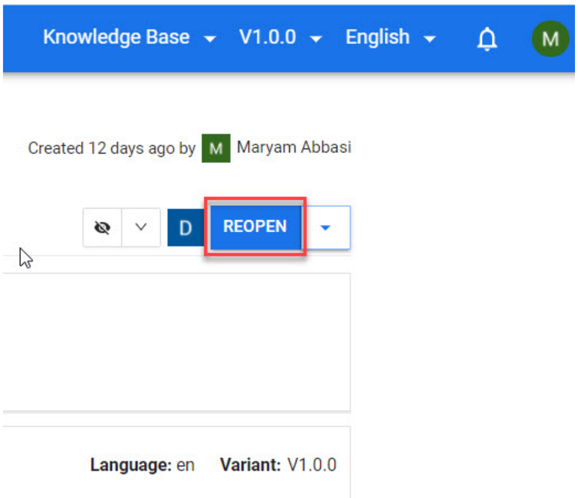


Custom Domain settings-third Step

Congratulation! You’re ready to go, and your domain is now properly configured.

Advanced settings

You can set your website URL, enable feedback, and document export through the advanced settings of your organization.



Org advanced settings

Website URL

1. In your organization's home, *open the main menu* on the top left.
2. Click *Org settings >> Advanced Settings*.
3. *Enter your website URL* under the advanced settings.
4. Click *SAVE*.

Enable/disable feedback

1. In your organization's home, *open the main menu* on the top left.
2. Click *Org settings >> Advanced Settings*.
3. *Check/uncheck* the box next to *Enable Feedback*.
   Enabling feedback gives your users the option to send you feedback on each topic.
4. Click *SAVE*.

Enable/disable document export

1. In your organization's home, *open the main menu* on the top left.
2. Click *Org settings >> Advanced Settings*.
3. *Check/uncheck* the box next to *Document Export*.
   If you enable document export, an export button will be shown on the viewer that lets users download the exported format of your documents.
4. Click *SAVE*.

Note:

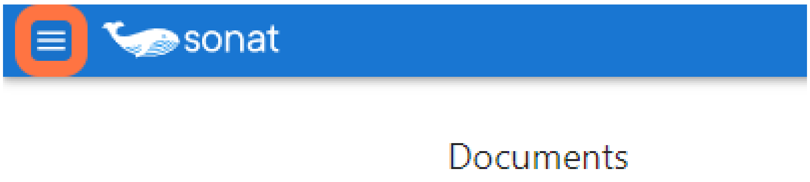
You can switch between your organizations through the Org menu on the top right.

Web Assistant

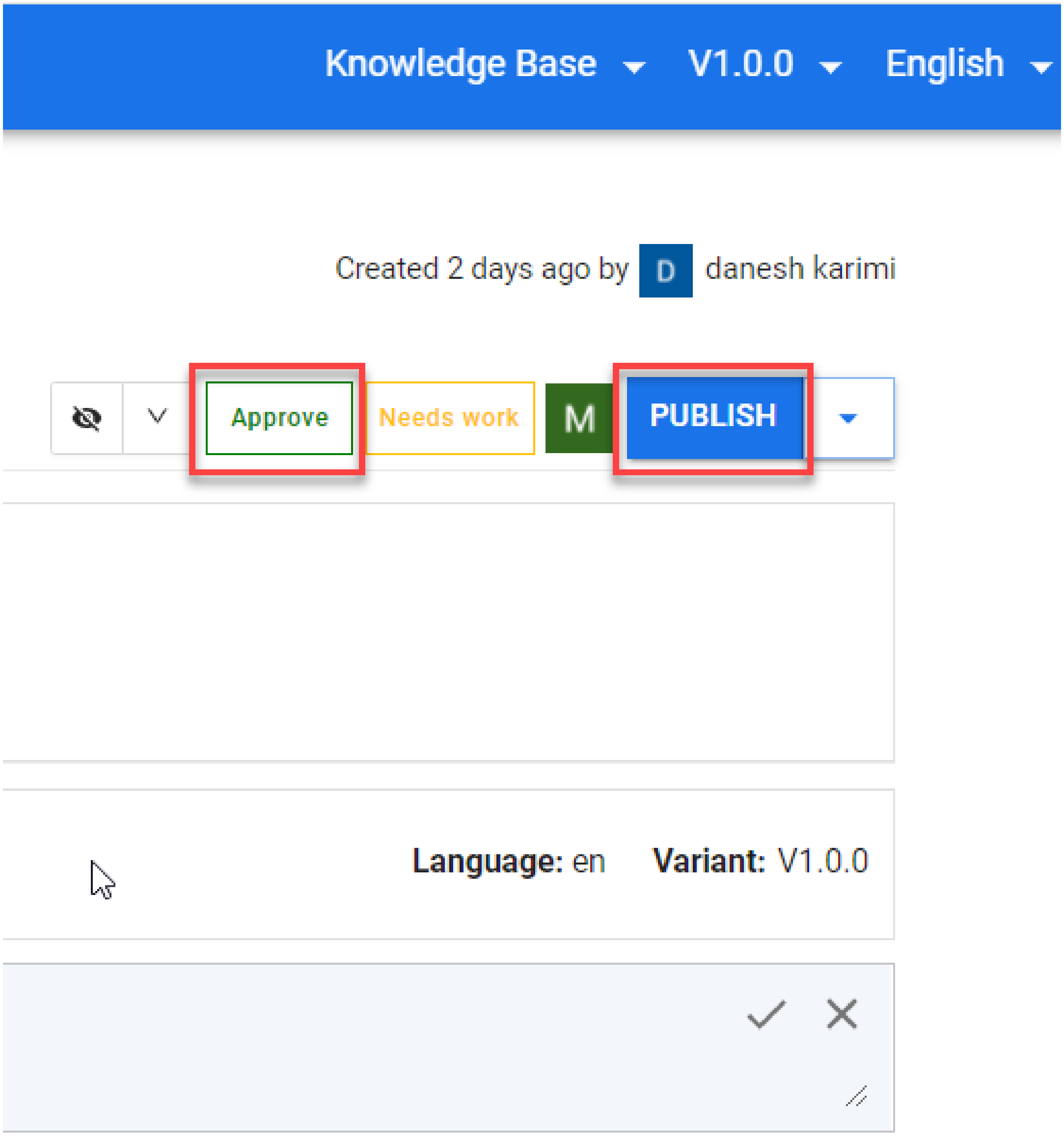
Sonat's Web Assistant is a powerful tool designed to, Quick and easy access to information, Personalized assistance, and Improved user experience.

To access web assistant settings:

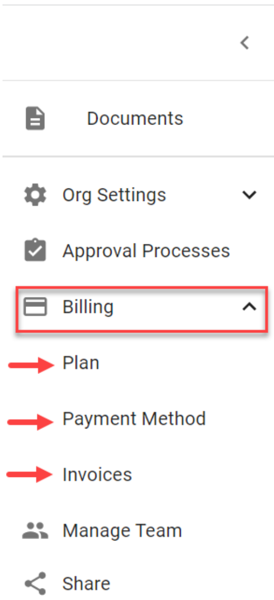
- On your homepage, Click three vertical lines at the top.



- Click **Organizations Settings**.
- Under the web assistant tab, you can customize its settings.



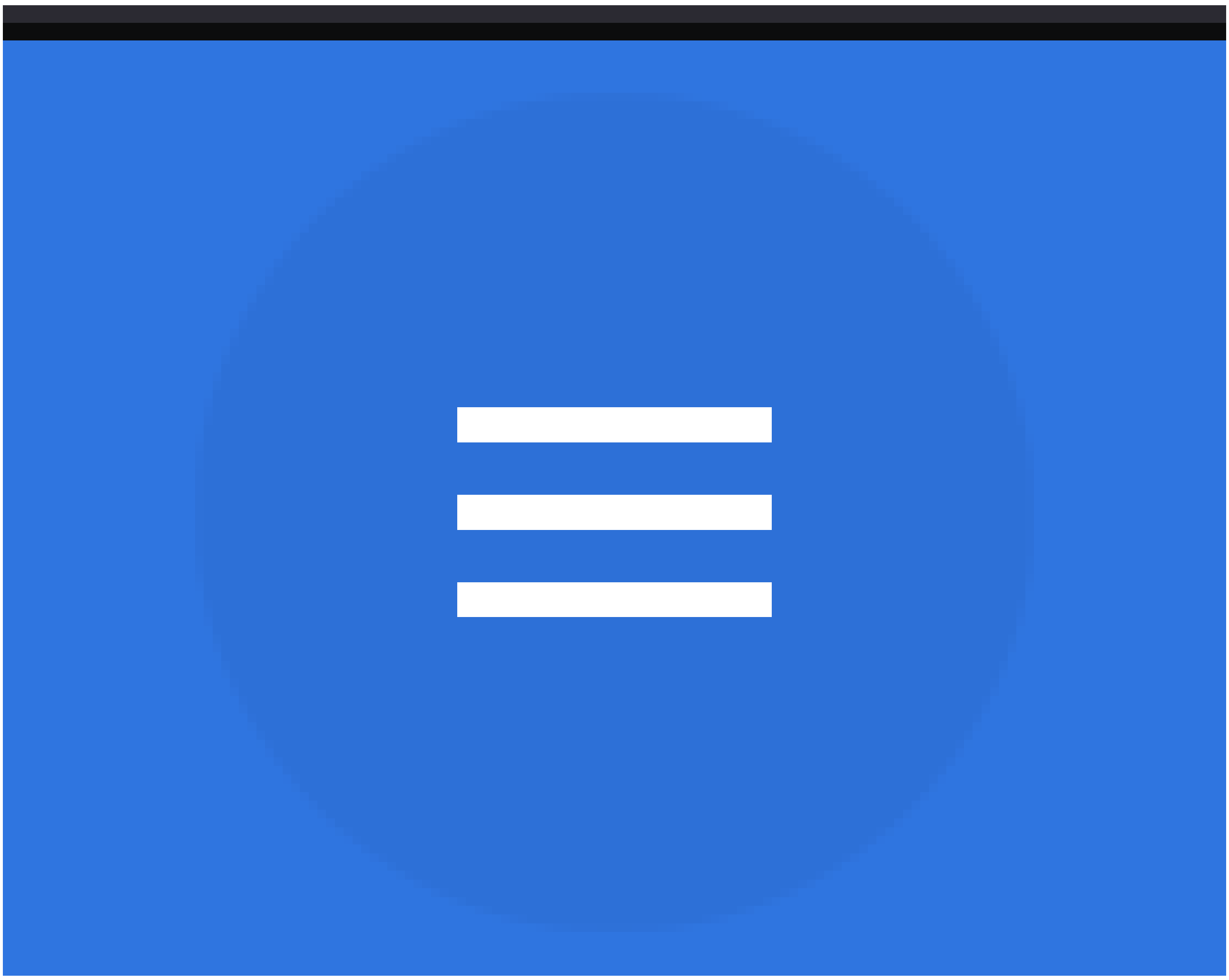
Activate Web Assistant



To start with Sonat's Web Assistant, activate it from your organization's settings. This is where you can enable the Web Assistant feature and customize its settings according to your needs.

After enabling it, you can copy the provided code and place it on your application's root page.

Button Text



The Web Assistant feature includes a customizable button text, which appears on your documentation website. You can choose any text you prefer.

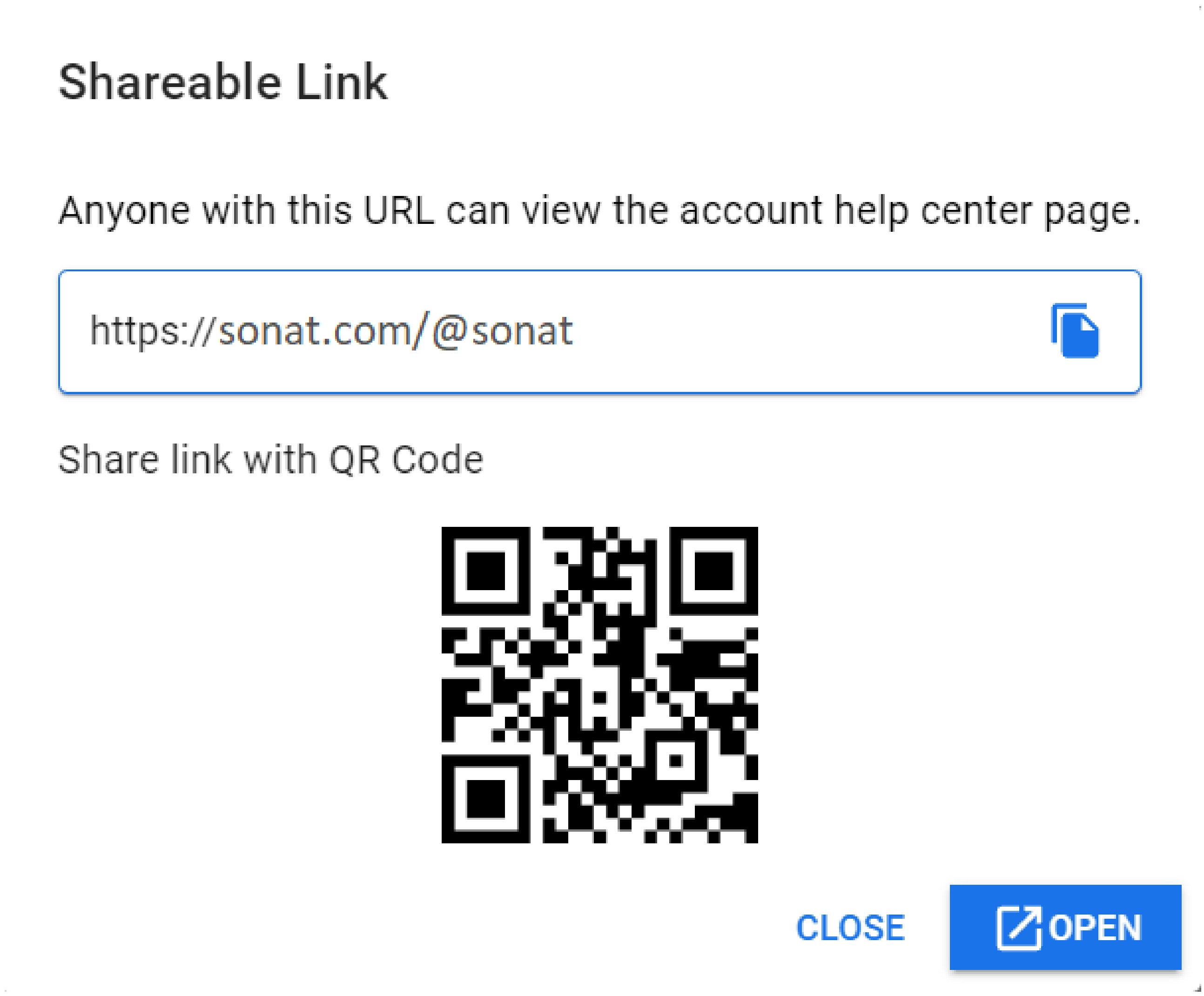
Please note that we have two types of web assistants available. The first type is the popup assistant, which is currently in use. With this type, the button text is not displayed.
The second type is the slider assistant, which appears like a panel. Because this panel is wider, we can use both an icon and button text.

Assistant's Base Page

You can also set one of your documents as your Web Assistant's starting page.

Trigger with JavaScript

Sonat's Web Assistant allows you to dynamically open and close its panel using the "data-swa-paneljstrigger" attribute in conjunction with JavaScript. This feature provides a seamless way to integrate the Web Assistant functionality into your web application. Below is a more detailed explanation of how to use these triggers:



Attribute Usage:

Apply the "data-swa-paneljstrigger" attribute to the HTML element that should trigger the Web Assistant panel.

Upon clicking the designated element, the Web Assistant panel will be triggered to open. This functionality is designed to work across all panel types, providing flexibility in your user interface.

Example:

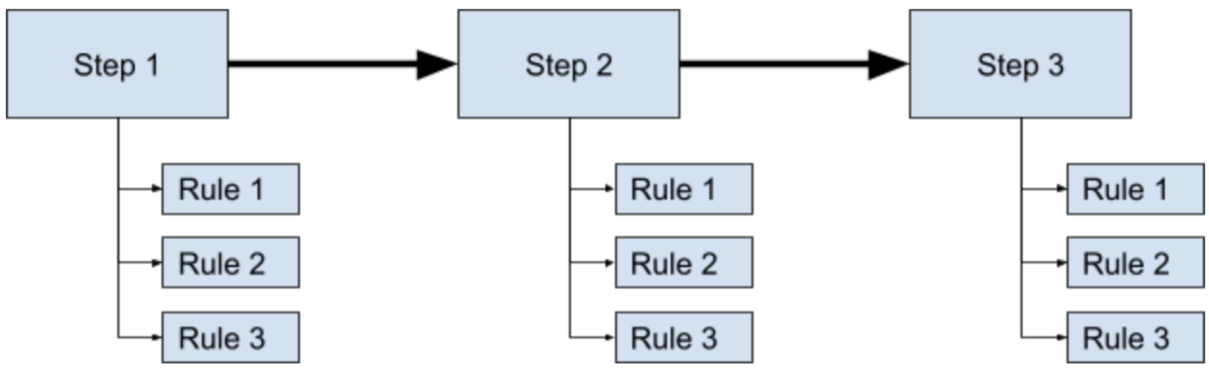
Consider the following HTML code, where a button is assigned the "data-swa-paneljstrigger" attribute:

<button data-swa-paneljstrigger>Click me to open Web Assistant Panel!</button>

Target Element Selector

When selecting "Embed" as your web assistant type, you have the ability to define the target element on your web page where the assistant will be embedded. To achieve this, you can specify the target element by writing its selector in the designated field. This allows you to control the placement of the web assistant, ensuring it appears exactly where you want it on your page.

Styling



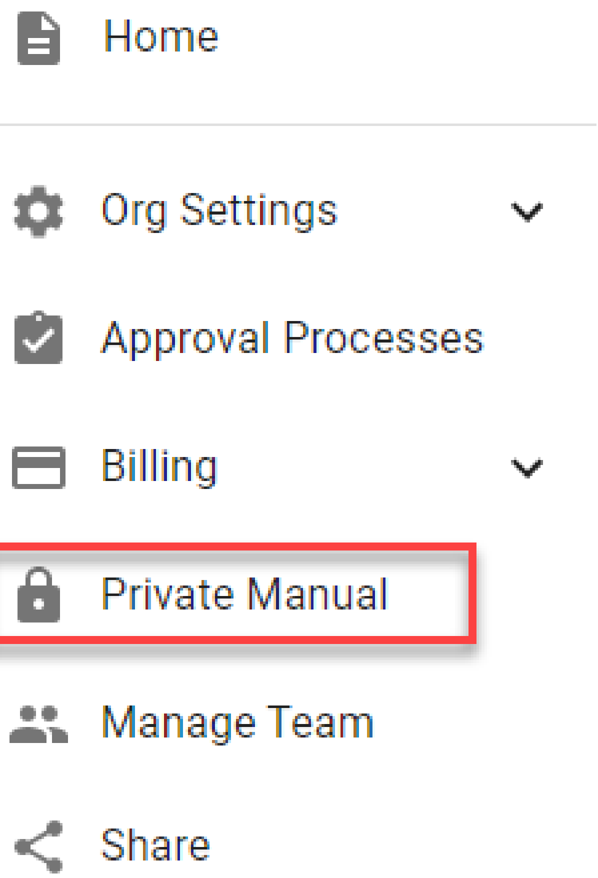
- To give your Web Assistant a unique look, you can customize its styling settings. This includes changing the background, button, and font colors to match your website's branding.
- By panel type option, you can have a Slider or Pop-over button.
- You can also change the position of your button to the left and right by using the position option.
- To change the icon of your web assistant, just delete the current icon by clicking on the trash button. And then, choose your desired icon.
- You can check a preview of your customized style at the bottom of this page.

Web Assistant Simple Regex

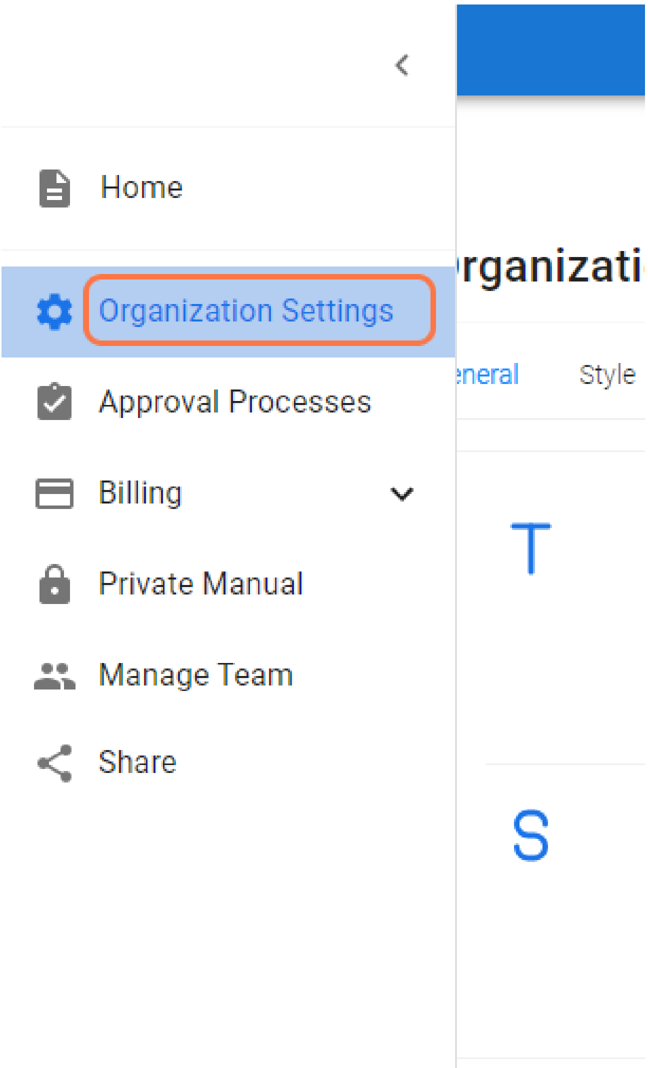
Simple Regex, also known as regular expressions or Regex, is a powerful tool for defining search patterns using a sequence of characters. With Simple Regex, you can link a selected topic to a URL of your web application via Regex.

To use Simple Regex, ensure that the web assistant feature is enabled. To check this, follow these simple steps:

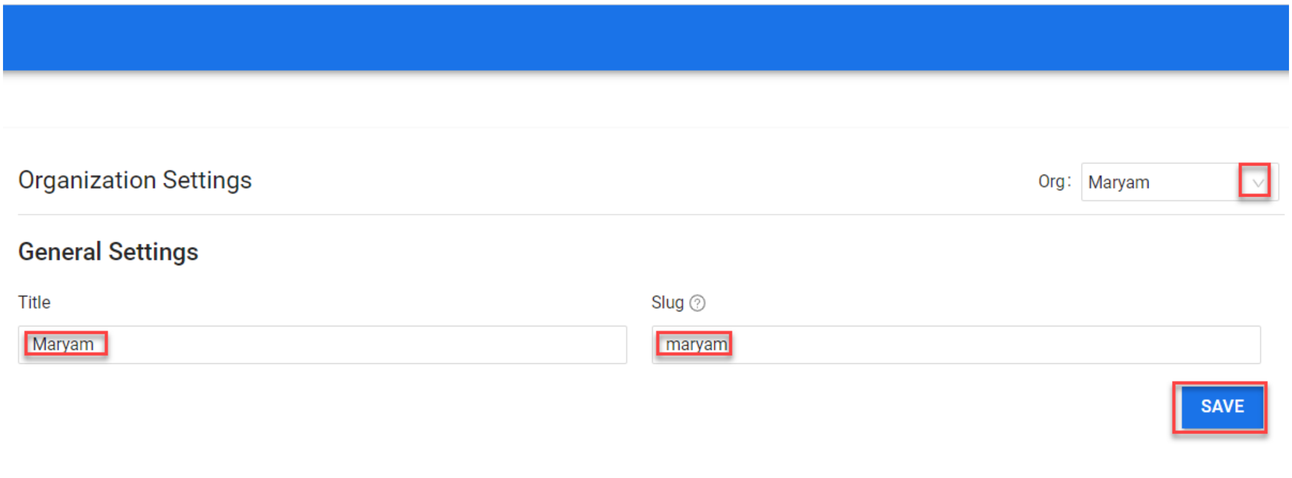
- Click on the three vertical lines at the top of your home page.



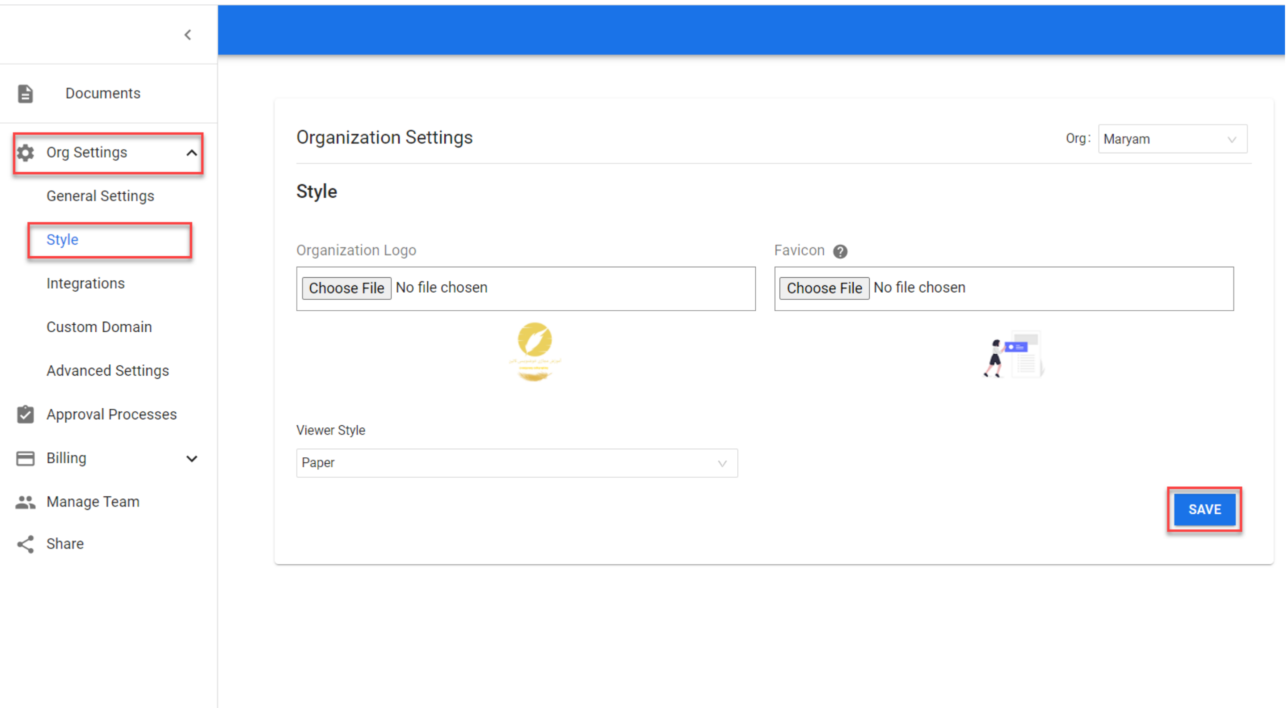
- Click on "Organization Settings."



- Under the web assistant tab, customize its settings.



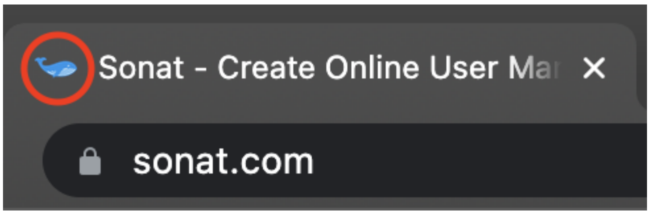
- Make sure that the "Activate Web Assistant" section is turned on.



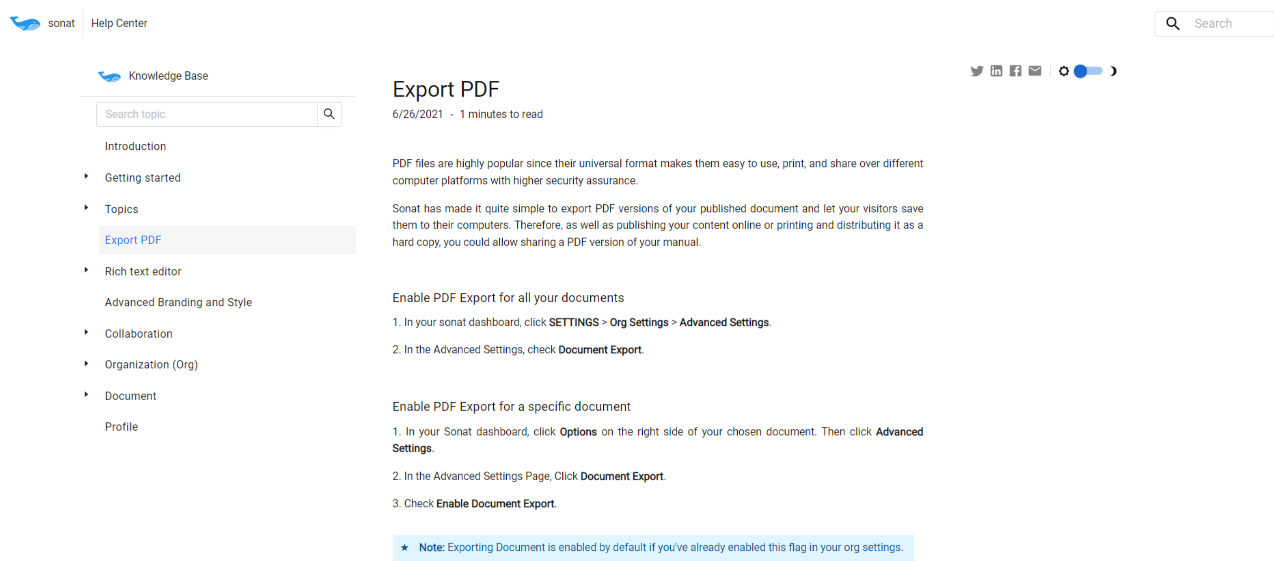
To customize the web assistant setting read [this complete guide](#).

Once the web assistant feature is enabled, you can select a topic and set a regex pattern. To do this, follow these steps:

- Select the topic that you want to set the regex pattern.
- Click on the three lines icon at the top right.



- Click on Settings.
- On this page, you will see the "Web Assistant Regex" field.



- Enter the regex pattern in this field, and the web assistant will automatically show this topic when the pattern is detected.

To create a regex pattern, you need to define a pattern that describes the text you want to match. Simple Regex consists of a combination of special characters and literal characters. Some of the most commonly used special characters include:

- $: Matches the end of a line
- ^: Matches the beginning of a line
- /: Delimiter used to separate the regex pattern and its flags
- +: The plus sign (+) in Regex indicates that the preceding character or group of characters should match one or more times. This means that the character or group of characters must appear at least once but can also appear multiple times in a row.

It's important to note that the forward-slash (/) itself is not a special character in Regex. It is used as a common delimiter to separate the regex pattern and its optional flags, which modify the pattern-matching behavior, such as case sensitivity and global matching.

To test the accuracy of your regex pattern, you can use a tool such as regex101.com. This website allows you to enter your regex pattern and test it to see if it matches the desired pattern.

Document

Each document is separated by a specific title and slug and is a root of one or more topics, variants, and languages. In this section, we will learn about accessing, managing, and setting documents.

Manage documents

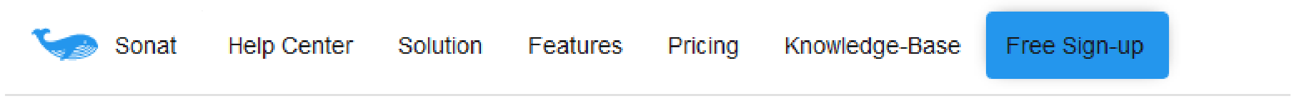
You can manage your documents through the organization's home page. You can also access some options through the content editor page.

Sort documents

You can sort your documents based on organizations, date of creation, and their title. You can also search for a specific document by its title in your organization's home.

List of your documents

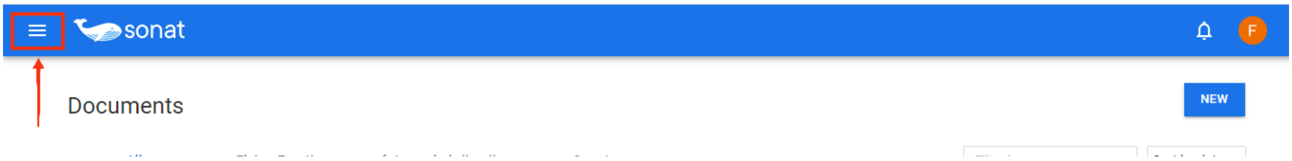
In your organization's home, you can see a complete list of your documents specified by their *titles* , *icons* , and the relevant *organization* . You may need to scroll down to see all your documents if the list is long.



- To classify the documents based on *organizations* , choose the tab specified by each *organization* name above the list to see the documents of that particular *organization* (You will primarily find the list of all documents regardless of organizations under the "All" tab).
- Type the particular word you are looking for in the blank field on the top right to *filter documents by names*.
- To *sort documents by date or name*, click the sort button on the top right next to the search field and choose the type you want.

Add documents

Adding more *blank or template documents* is similar to [creating the first document,] with a slight difference at the beginning. When adding your first document the first time you log into your sonat account, you will be automatically directed to the "create document" page. However, if you want to add more documents, you need to start with the *NEW* button in the organization home and follow the same instructions.



Add more documents

Create a new blank document

1. In your organization's home, click the *NEW* button toward the top right.
2. Enter your document name
3. Optimize your slug (optional)
   A *slug* is a unique part of a URL, appearing at the end of the web address specified to each document. Remember that you can only use hyphens or underscores to separate words in a slug (hyphens are recommended).
4. Add a description of up to 175 characters.
5. Choose the blank document (It is selected by default, you can change it by choosing a template).
6. Choose your organization by clicking the organization dropdown (Only applicable if you are a member of more than one organization).
7. Choose the original language of your document (English is the default language of the documents, you can change it to any other language of your interest).
8. Click *SAVE*.

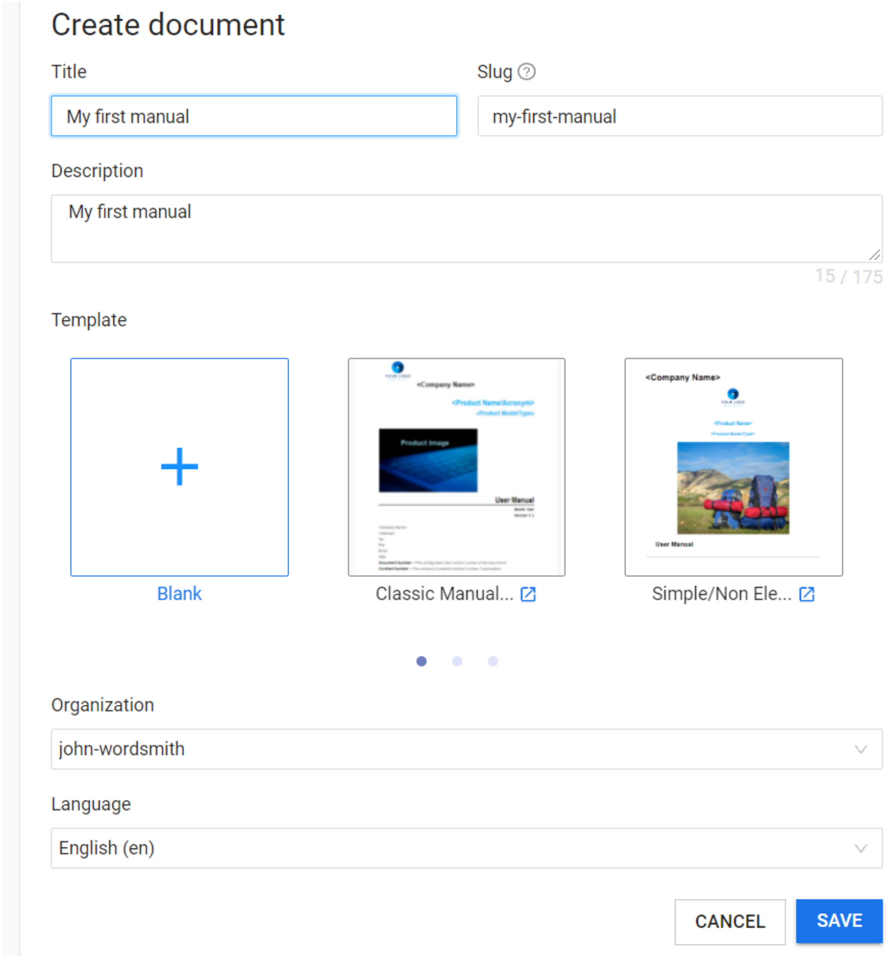
Your new document has been created, and you will be directed to the content editor to add and manage your topics.

Create a new document from templates

To create your document using Sonat templates, follow as abovementioned steps but choose a template instead of a blank document in step 4:

1. In your organization's home, click the *NEW* button toward the top right.
2.
3. Optimize your slug (optional)
   A *slug* is a unique part of a URL, appearing at the end of the web address specified to each document. Remember that you can only use hyphens or underscores to separate words in a slug (hyphens are recommended).
4. Add a description of up to 175 characters.
5. Choose a template. Move to the right to see the complete list of templates. Go over each template icon to see its description.
6. Choose your organization by clicking the organization dropdown (Only applicable if you are a member of more than one organization).
7. Choose the language of your document (English is the default language of the documents, you can change it to any other language of your interest).
8. Click *SAVE*.

Your new template document will open in the content editor so that you can edit and manage your topics.



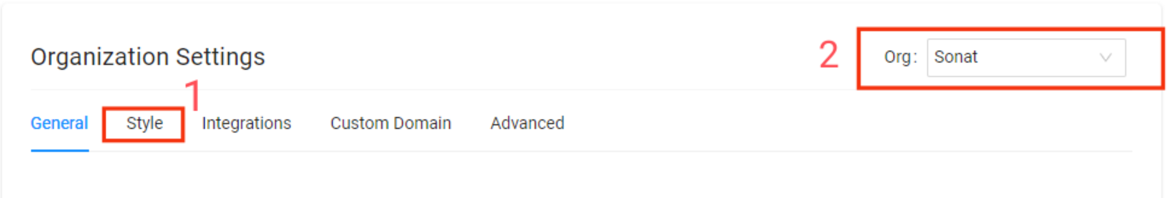
Create your first document

Note:

A default slug will be automatically created based on your document name. However, you can always change it if needed.

Access documents

In your organization's home, you can see a complete list of your documents specified by their *titles* , *icons* , and the relevant *organization* . You may need to scroll down to see all your documents if the list is long.



Documents list

- To see a *document description*, move over its title.
- To *open a document* in the content editor, click on the document.
- To see the published version of a document, click the *view live* icon next to the document title in the list.
- To classify the documents based on *organizations* , choose the tab specified by each *organization* name above the list to see the documents of that particular *organization* (You will primarily find the list of all documents regardless of organizations under the "All" tab).
- Type the particular word you are looking for in the blank field on the top right to *filter documents by names*.
- To *sort documents by date or name*, click the sort button on the top right next to the search field and choose the type you want.

Delete documents

You can *completely delete a document* through advanced settings.

Remember that deleting a document results in *deleting all its topics, variants, and languages altogether*. Therefore, if you only intend to delete some topics or one or more variants and languages but not all, consider deleting your items through other methods (delete topics, languages, or variants).

You can delete your document through options in the home and the content editor.

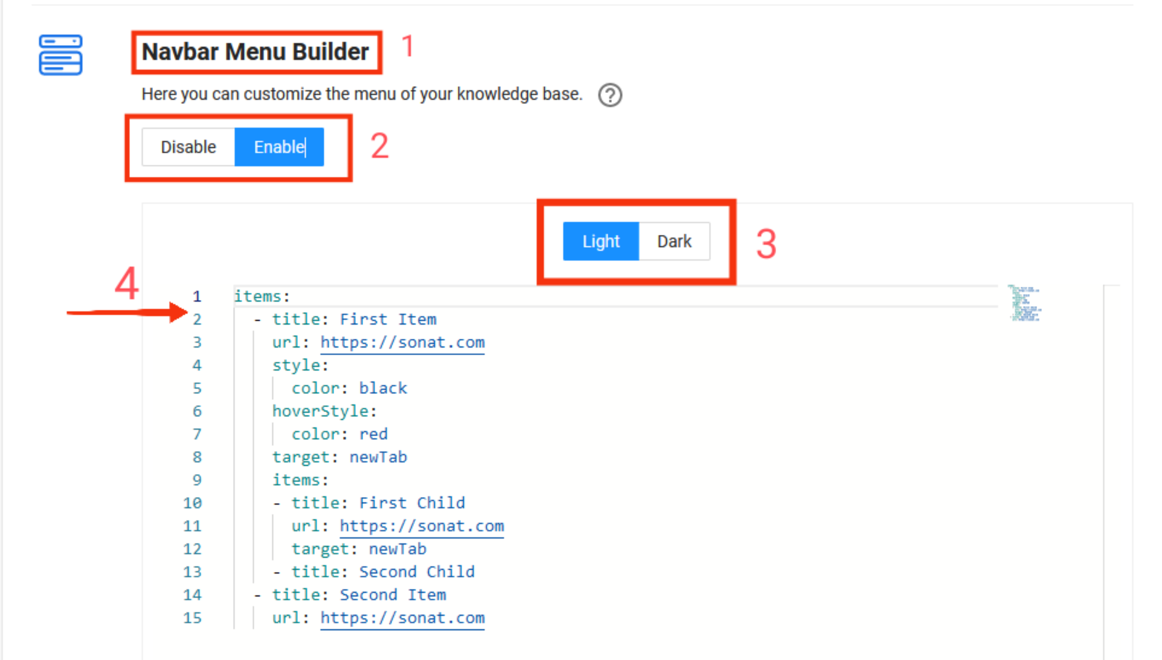
Method 1

1. In your organization's home, click the *options menu* indicated by three vertical dots on the right of your intended document's title >> *Delete*.
2. Confirm deleting the whole document by clicking *YES* in the confirmation prompt.

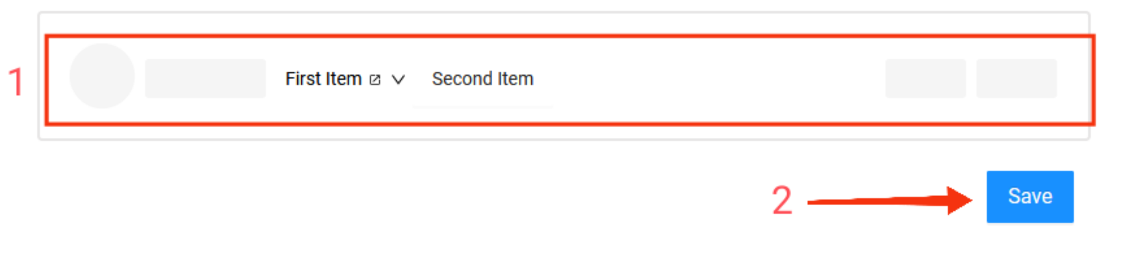
Your document will be completely deleted and removed from your document list.

Method 2 (Through advanced settings)

1. In your organization's home, click the *options menu* indicated by three vertical dots on the right of your intended document's title >> *Advances Settings*.



2. On the advanced settings page, click the *Delete document dropdown arrow*.
3. Click the *Delete* button.
4. Confirm deleting the whole document by clicking *YES* in the confirmation prompt.



Your document will be completely deleted and removed from your document list.

You can also get to the document's advanced settings and proceed to delete a document while you are in the content editor:

1. *Open* your document in the content editor.
2. Click the *document menu* indicated by three vertical lines on the top left >> *Documents Settings* >> *Advances Settings*.

Manage Languages

You can deliver your content in multiple languages without having to create separate documents. Each language will be added as another version to a single document. You can manage your documents languages by adding and removing languages or changing the default language.

Add Languages

1. In your organization's home, click the *options menu* indicated by three vertical dots on the right of your intended document's title >> *Languages*.
2. On the document languages page, click the *NEW* button on the top right.
3. Click the dropdown menu to *choose your intended language* from the list.
4. Click *ADD*.
5. Click the *Apply* button on the top to save your changes.

Click back to go back to the content editor or the organization's home.

Delete Languages

1. In your organization's home, click the *options menu* indicated by three vertical dots on the right of your intended document's title >> *Languages*.
2. On the document languages page, click the *delete icon* on the right side of the language you want to delete.
3. Confirm deleting the language by clicking *YES* in the confirmation prompt.
4. Click the *Apply* button on the top to save your changes.

Set a default language

You have to choose the default language for your document in the process of creating a new document. However, you can always change your default language through the language settings as instructed below. When users view your document, the correct language will be shown based on the viewer's browser language. If the system cannot find the appropriate language for the user, it will show the default language.

1. In your organization's home, click the *options menu* indicated by three vertical dots on the right of your intended document's title >> *Languages*.
2. On the document languages page, click the black *checkmark* next to the language you want to set as the default one (Make sure the checkmark color changes into green).
3. Click the *Apply* button on the top to save your changes.

You can also get to the document languages page to add, delete, and set a language as default while you are in the content editor as follows:

1. *Open* your document in the content editor.
2. Click the *document menu* indicated by three vertical lines on the top left >> *Languages*.

Manage variants

You can deliver your content in multiple variants without having to create separate documents. You can manage your document variants by adding and removing variants or changing the default variant. You can edit a variant title and slug when adding it or any time later.

Add variants

Method 1

1. In your organization's home, click the *options menu* indicated by three vertical dots on the right of your intended document's title >> *Variants*.
2. Click the NEW button on the document variants page on the top right.
3. *Dedicate a name* to your new variant on the pop-up screen. A slug will be automatically created based on the name you add. However, you can optimize the slug if needed.
4. Click the dropdown arrow under the "*copy from*" to create your variant as a copy of previous ones, or choose to create an empty variant.
5. Click *ADD*.

Method 2

1. *Open* your document in the content editor.
2. Click the *document menu* indicated by three vertical lines on the top left >> *Variants*.
3. Click the NEW button on the document variants page on the top right.
4. *Dedicate a name* to your new variant on the pop-up screen. A slug will be automatically created based on the name you add. However, you can optimize the slug if needed.
5. Click the dropdown arrow under the "*copy from*" to create your variant as a copy of previous ones or choose to create an empty variant.
6. Click *ADD*.

Edit variants

You can edit a variant title and slug as follows:

Method 1

1. In your organization's home, click the *options menu* indicated by three vertical dots on the right of your intended document's title >> *Variants*.
2. On the document variants page, click the *edit icon* (pencil sign) on the right side of the variant you want to edit.
3. *Edit* the variant title and slug.
4. Click *Save*.

Method 2

1. *Open* your document in the content editor.
2. Click the *document menu* indicated by three vertical lines on the top left >> *Variants*.
3. On the document variants page, click the *edit icon* (pencil sign) on the right side of the variant you want to edit.
4. *Edit* the variant title and slug.
5. Click *Save*.

Delete variants

Method 1

1. In your organization's home, click the *options menu* indicated by three vertical dots on the right of your intended document's title >> *Variants*.

2. On the document variants page, click the *delete icon* on the right side of the variant you want to delete.
3. Confirm deleting the variant by clicking *YES* in the confirmation prompt.

Method 2

1. *Open* your document in the content editor.
2. Click the *document menu* indicated by three vertical lines on the top left >> *Variants*.
3. On the document variants page, click the *delete icon* on the right side of the variant you want to delete.
4. Confirm deleting the variant by clicking *YES* in the confirmation prompt.

Set a default variant

Method 1

1. In your organization's home, click the *options menu* indicated by three vertical dots on the right of your intended document's title >> *Variants*.
2. On the document variants page, click the black *checkmark* next to the variant you want to set as the default one (Make sure the checkmark color changes to green).

Method 2

1. *Open* your document in the content editor.
2. Click the *document menu* indicated by three vertical lines on the top left >> *Variants*.
3. On the document variants page, click the black *checkmark* next to the variant you want to set as the default one (Make sure the checkmark color changes to green).

Click back to go back to the content editor or the organization's home.

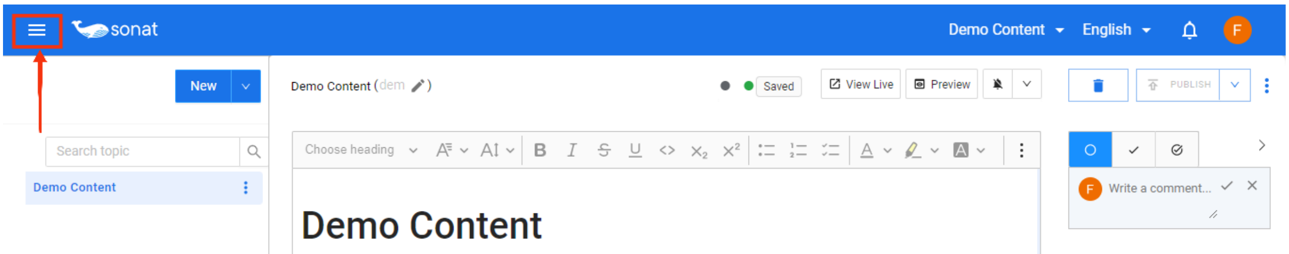
Share documents

You can share your documents with your users so that they can easily access the content they need. You can share a document *URL* through *copy-pasting* or using *QR codes*. Using QR codes is especially beneficial when you are writing manuals for physical products. You can print the code and stick it to the device so the users can easily find the relevant document/topic for the device.

Sharing a document URL

1. Open your document in the content editor.
2. Click the *document menu* indicated by three vertical lines on the top left >> *Share*.
3. Click the *copy* icon next to the URL, or use the *QR code* to share your topic link on the pop-up screen.

You can also click *OPEN* to view your published document before sharing its URL. You can then copy your topic URL from the browser address bar and paste it where you need to share it with your readers.



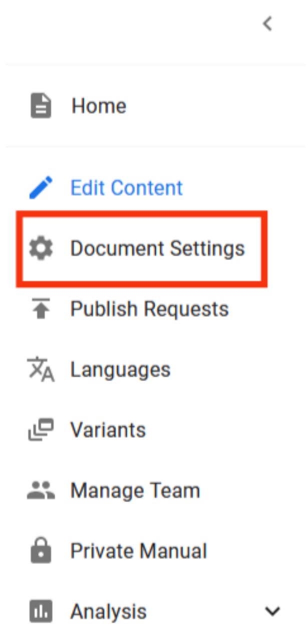
Share a document

View documents

Your documents are available on the Internet as soon as you publish them. You can now visit your published document as it appears to your users and link to it on your other resources by copy-pasting its URL.

To view and find the URL of your document:

In the organization home, click the *View live icon* next to the document title in the documents list.



Your online manual will open in a new tab. *Copy and paste the URL* appearing in your document view live and use this URL to link to it in your website, application, etc.

Manage team

Adding members can also take place at the document level. A member can be added as an *admin*, *writer*, or *reader* of a specific document with no access to other documents and properties of an organization. You can add members, change the members' roles, or remove them at any time.

Note:

Members can only add, edit access levels, or remove members with the same access level as themselves or lower.

While you can see the inherited owners and other members (The members added at the organization level) on the document manage team page, you cannot edit or remove them.

Note:

You *cannot add owners at the document level* even if you are one of the organization's owners. Owners can only be added at the org level.

Add/invite a new member

1. *Open your document* in the content editor.
2. *Open the main menu* on the top left of the content editor page >> **Manage Team**.
   You can *view the list of existing members* at the document level and the inherited ones from the organization with their roles on the new page. Use the search field to find a specific member.
3. *Enter the email address* of the person you intend to add/invite in the add member field.
   If the person you intend to add is not already a Sonat member, an invitation email will be sent to them to sign up. They will be automatically added to your team after signing up.
4. Open the roles dropdown list on the right to *choose among different roles and access levels*.
5. Click the *add* icon (plus sign) to add a new member to your document team.

You can view the new member under the existing members' list.

Edit a member's role/access

1. *Open your document* in the content editor.
2. *Open the main menu* on the top left of the content editor page >> **Manage Team**.
3. On the list of existing members, *open the roles dropdown list* on the right side of the email address of the member you want to edit.
4. *Choose* among different roles/access levels.

The role/access level of the member will be changed accordingly.

Remove a member

1. *Open your document* in the content editor.
2. *Open the main menu* on the top left of the content editor page >> **Manage Team**.
3. On the list of existing members, click the delete icon on the right side of the email address of the member you want to remove.
4. In the confirmation prompt, *click yes* to confirm removing the member.

The member will be removed from the list and no longer have access to your document.

Note:

You can also get to the (*Document) Manage Team* to add, edit, and remove members through the following path:

Organization home >> *Options menu* indicated by three vertical dots on the right of your document title >> *Manage team*.

Private documents

Set your documents as private/public

1. *Open* your document in the content editor.
2. Click the *document menu* indicated by three vertical lines on the top left >> *Private Manual*.
3. Open the *Settings* tab.
4. *Click the dropdown arrow* under the Private Manual in the settings tab. You can choose to use org settings or *select Public/Private* regardless of organization settings.

Private access settings

You can restrict access to your private manuals to specific people or organizations.

Restrict access to specific users

1. *Open* your document in the content editor.
2. Click the *document menu* indicated by three vertical lines on the top left >> *Private Manual*.
3. Open the *Private Accesses* tab.
4. Under the Users tab, *type/paste the email address* of a specific user.
5. Click the *Plus button* on the right to add a new member.

The new member will be shown under existing members. You can repeat this action to add as many users as you want.

Restrict access to the staff of a specific organization

You can use organizational email domains to make sure only people inside of a specific organization can access your manuals. This could be particularly helpful when you are creating a knowledge base or internal manuals for your own or other organizations. To do so:

1. *Open* your document in the content editor.
2. Click the *document menu* indicated by three vertical lines on the top left >> *Private Manual*.
3. Open the *Private Accesses* tab.
4. Under the Domains tab, type/paste the intended organizational email domain (example: @sonat.com).
5. Click the *Plus button* on the right to let people within this domain access your private manuals.

The newly added domain will be shown under existing domains. You can repeat this action to provide more organizations with private access.

Restrict access to users provided with a private link

Restrict access to users provided with a private URL

You can use tokens to create different private URLs for different groups of users. To add a token to your document:

1. *Open* your document in the content editor.
2. Click the *document menu* indicated by three vertical lines on the top left >> *Private Manual*.
3. Open the *Private Accesses* tab.
4. Under the Private URLs tab, *type the title of the token* you want to use.
5. Click the *Plus button* on the right to add the token.
6. In the existing tokens list, click the *copy* icon next to the token title to copy the generated URL.

You can use this URL to provide your intended users with a *private access key* to your document.

Document settings

Each document is separated by a specific title and slug and is a root of one or more topics, variants, and languages.

Generally, settings at higher levels will apply to all smaller entities. In other words, many settings are set at the organization levels and will apply to all documents and their topics. However, you have the option to change settings at the document level to apply some specific settings or exempt a document from particular settings.

You can access document settings through the organization's home page and the content editor.

General settings

You can *edit and optimize a topic title, slug, and description* through document general settings. You can access general settings both through the organization's home and the content editor.

Edit a document title

1. In your organization's home, click the *options menu* indicated by three vertical dots on the right of your intended document's title >> *General Settings*.
2. Find the title field on the top and *edit* it using your focus keywords.
3. Click the *SAVE* button on the top right to save your changes.

Edit a document slug

1. In your organization's home, click the *options menu* indicated by three vertical dots on the right of your intended document's title >> *General Settings*.
2. Find the slug field on the top right and *edit* it using your focus keywords separated by hyphens.
3. Click the *SAVE* button on the top right to save your changes.

Edit a document description

1. In your organization's home, click the *options menu* indicated by three vertical dots on the right of your intended document's title >> *General Settings*.
2. Find the description field under the title and *edit* it using your focus keywords (Up to 175 characters).
3. Click the *SAVE* button on the top right to save your changes.

You can also get to the document general settings and proceed to *edit a document title, description, and slug while you are in the content editor*:

1. *Open* your document in the content editor.
2. Click the *document menu* indicated by three vertical lines on the top left >> *Documents Settings >> General Settings*.

Style

In *style* settings, you could customize the *header* and *font colors*, add a specific *document icon*, choose among different *document themes*, and under *viewer style* settings, you could set and choose a style different from what is set for your organization or enable *use org settings* option to use a consistent viewer style for all your documents and maintain your brand.

Set document icon

You can give each document a specific icon using style settings. Make sure that the icon file is no larger than 200KB.

1. In your organization's home, click the *options menu* indicated by three vertical dots on the right of your intended document's title >> *Style*.
2. Click *choose file* under the document icon on the style settings page to upload your document icon.
3. Click the *SAVE* button on the bottom right to save your changes.

Set a document's header and font color

You can choose different header and font colors for each document or give them all a consistent style. To edit your document colors, take the following steps:

1. In your organization's home, click the *options menu* indicated by three vertical dots on the right of your intended document's title >> *Style*.
2. Click the *dropdown arrow* next to the style.
3. Click *select* under header color and font color to set your desired color.
4. *Choose a color swatch* from the boxes provided on the bottom of the color panel.
5. *Add numeric values or click anywhere on the color panel* that matches your desired color.
6. Click the *SAVE* button on the bottom right to save your changes.

You can choose to *reset to default* if you want to change the color settings back to the default style.

Viewer style

You can set the viewer style as flat or paper at the document level or choose to use the org settings.

Note:

"*Use organization settings*" is enabled by default for the viewer style. It means what was set at the org level applies to all documents. However, you can change each document's settings by choosing a different option.

1. In your organization's home, click the *options menu* indicated by three vertical dots on the right of your intended document's title >> *Style*.
2. Click the dropdown arrow next to the *Viewer Style*. You can choose to use org settings, or disable the org settings to choose the flat/ paper style regardless of what was set at the organization level.
3. Click the *SAVE* button on the bottom right to save your changes.

Document theme

You can choose among three different themes (article, manual, knowledge base) to display your content on the viewer.

1. In your organization's home, click the *options menu* indicated by three vertical dots on the right of your intended document's title >> *Style*.
2. Click the dropdown arrow under the *Document Theme* to choose among *article, manual, and knowledge base themes*.
3. Click the *SAVE* button on the bottom right to save your changes.

Note:

You can click Cancel to go back to the content editor or the organization home without saving changes

You can also get to the document style settings and *take the above-mentioned steps while you are in the content editor*:

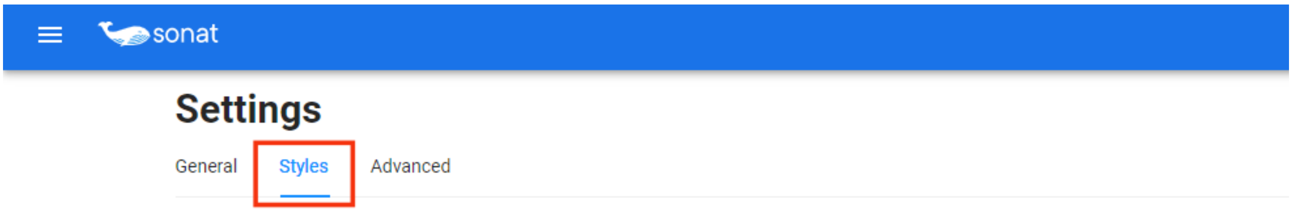
1. *Open* your document in the content editor.
2. Click the *document menu* indicated by three vertical lines on the top left >> *Documents Settings* >> *Style*.

Advanced settings

You can set document export and enable/ disable feedback at the document level, assign/ unassign an approval process, decide whether to show a document in the help center, and even delete a document using the advanced settings.

Note:

"*Use organization settings*" is enabled by default for document export, feedback, and process. It means what was set at the org level applies to all documents. However, you can change each document's settings by choosing a different option.



Enable/disable feedback

Enabling feedback gives your readers the option to send you feedback on each topic of your document, both using rating and leaving comments.

1. In your organization's home, click the *options menu* indicated by three vertical dots on the right of your intended document's title >> *Advanced Settings*.
2. Click the dropdown arrow under the *Enable Feedback on the advanced settings page*. You can choose to use org settings, or enable/disable feedback regardless of organization settings.
3. Click the *SAVE* button on the bottom right to save your changes.

Enable/disable document export

Enabling document export results in showing the export button on the viewer so that your users can see and download the exported format.

1. In your organization's home, click the *options menu* indicated by three vertical dots on the right of your intended document's title >> *Advanced Settings*.
2. Click the dropdown arrow under the *document export* on the advanced settings page. You can choose to use org settings, or enable/ disable document export regardless of organization settings.
3. Click the *SAVE* button on the bottom right to save your changes.

Delete a document

1. In your organization's home, click the *options menu* indicated by three vertical dots on the right of your intended document's title >> *Advances Settings*.
2. On the advanced settings page, click the *Delete document dropdown arrow*.
3. Click the *Delete* button.
4. Confirm deleting the whole document by clicking *YES* in the confirmation prompt.

Your document will be completely deleted and removed from your document list.

Assign/unassign a process

1. In your organization's home, click the *options menu* indicated by three vertical dots on the right of your intended document's title >> *Advanced Settings*.
2. Click the dropdown arrow under the *Select process* on the advanced settings page. You can choose to use org settings, select among the list of defined processes, or even choose to have

no process regardless of organization settings.
3. Click the *SAVE* button on the bottom right to save your changes.

Show/Hide a document in the help center

Showing in the help center means your document will be shown on the viewer homepage (help center) and also the help center button will be shown on the document viewer.

1. In your organization's home, click the *options menu* indicated by three vertical dots on the right of your intended document's title >> *Advanced Settings*.
2. Check/uncheck the *Show in Help Center* box.
3. Click the *SAVE* button on the bottom right to save your changes.

You can also get to the document advanced settings and *take the above-mentioned steps while you are in the content editor*:

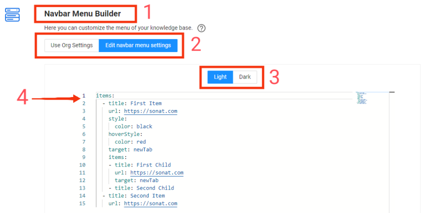
1. *Open* your document in the content editor.
2. Click the *document menu* indicated by three vertical lines on the top left >> *Documents Settings* >> *Advances Settings*.

Variables

Variables is designed to simplify your workflow by allowing you to store frequently used variables and insert them into your documents with just a click. Say goodbye to the hassle of remembering and retyping. With Easy-Access Variables, no more remembering or retyping; just save once and use them quickly whenever you need.

How to Access Your Variables

1. Click on the burger menu ( ) located at the top left corner of your homepage.
2. Select Variables from the dropdown menu to navigate to your variables dashboard.



Adding New Variables

1. Inside the Variables section, click on the Add button to create a new variable.
2. Enter your desired Title and Value for the variable.
3. Once satisfied with your input, click OK to save the variable.

Editing a Variable

1. Click on the pen icon ( ) under your variable to modify its details.
2. After making the necessary changes, save your updates to ensure your variable reflects the new information.

Inserting Variables into Your Topic

- Open the document and topic where you want to insert a variable.
- Click on the three dots ( ) located at the top right corner of your editor.
- Select Variables from the dropdown menu to open your Variables Modal.

- In the Variables Modal, find and click Insert next to the variable you wish to add to your topic.
- (Optional) Customize the style of the inserted variable as per your topic's requirements.

Profile

Profile icon is placed on the top right of every page you reach out after logging into your account. Clicking the profile icon:

- Shows you the name of your organization
- shows you the *email address* you have used to log into your Sonat account
- gives you access to *profile settings*
- provides quick access to sending us *feedback or ask a question*
- And to *sign out*.

Send feedback or ask a question

Our team really appreciates your insight and would love to know about your experience with Sonat, hear your suggestions for improvement, and find out which parts need more work. We are also more than happy to help you if you need a demo or have questions you may have regarding the system. So please do not hesitate to contact us.

1. *Click the profile icon* on the top right.
2. Click *Feedback*. (You can reach out to us through the Contact Us link on the Sonat homepage)
3. *Fill the form* to send feedback or inquire about something. Make sure you fill in all the required fields.
   You can *take and add a screenshot* to help you explain an issue faster and more clearly:
   1. Click the *TAKE SCREENSHOT* button on the bottom of the form.
   2. *Select the area* you want to include in the screenshot using the corner handles.
   3. * Click *Crop* to finalize your screenshot.
      You can click *TAKE SCREENSHOT* under the inserted image to replace it with a new one or click the *DELETE SCREENSHOT* button to remove it from the form.
4. Click *Send*. (You can click *cancel* if you want to quit sending the form)

Your feedback/inquiry will be sent to us and we will reach out to you ASAP.

Profile settings

You can access authentication and notification settings through your profile.

Authentication settings

You can set your email and password and manage the single sign-on through Google or Github.

Update your email and password

1. *Click the profile icon* on the top right >> *Profile*.
2. Click the *authentication settings* dropdown arrow. You can view the email address you set for signing in and other account-related notifications under authentication settings.
3. Click the *Set email and password* button.
4. Edit your email and password.
5. Click Update to save your change. (You can click Cancel to quit.)

Link/unlink your account with Google or Github

You can set up a single sign-on with Google/Github and log in with one click.

1. *Click the profile icon* on the top right >> *Profile*.
2. Click the *authentication settings* dropdown arrow.
   Your account is already linked with your Google and/or Github account if you have signed up

using your Google and/or Github accounts and have agreed to set up Google/Github single sign-in.
3. Click the *Link/unlink your account* button. (You need to enter your Google/Github account and password when linking if you have not added them before.)

Notification settings

You can choose to *receive notifications by email* or cancel receiving emails by switching this option on and off under notification settings.

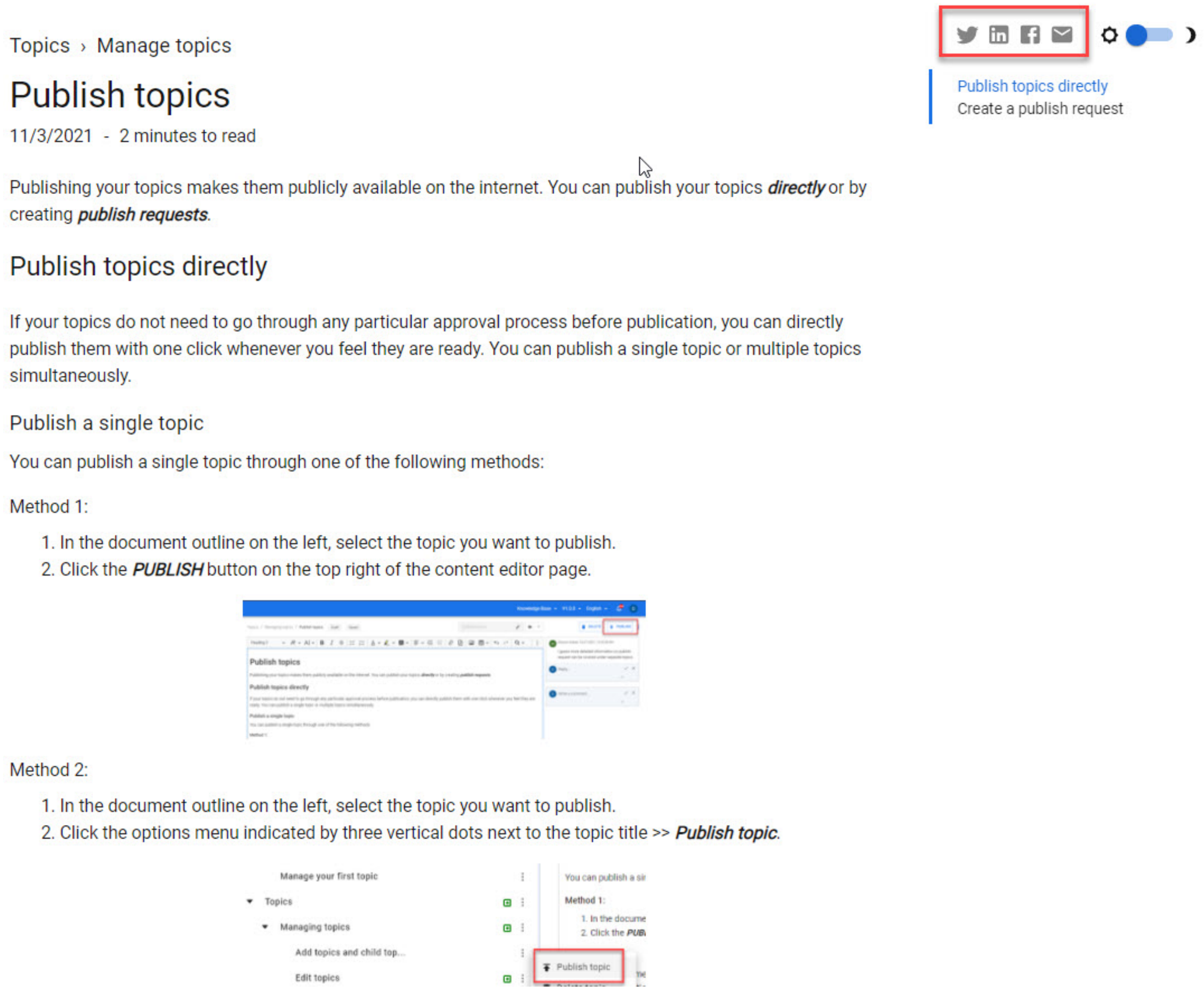
Sign out

You can simply sign out of your Sonat account using the *profile icon* >> *Sign out*.

Share on social media

Share a topic on social media or by email

1. *Open* your topic in the viewer. (You can open your topic in the viewer by clicking the open button explained above, using the topic URL, or using the view live icon above the rich text editor.)
2. On the top right of the viewer, *choose the medium* you want to use for sharing (Twitter, LinkedIn, Facebook, or Email).
3. Finalize and confirm the method you want to share your topic.



Share topics on social media and by emails

Analyze feedback

You can sort and filter feedback on your topics to review, analyze, and compare them more easily. This is especially helpful when you receive a lot of feedback on each topic. You can sort your feedback based on the *feedback date and rate,* or filter it based on *the topic versions* (published versions)*, topic status* (open or closed), and the *feedback rating* (The number of stars). To sort your topic feedback or add filters to the feedback search result:

1. In the document outline on the left, select your topic.
2. Click the more options menu on the top right of the content editor page, next to the publish button >> *Feedback*.
3. On the new page, choose your criteria and click *FILTER*.

You can see and analyze the results appearing based on your filters.

Note:

To be able to collect and analyze feedback on your topic, you should make sure that the feedback feature is enabled in your org settings and your intended document is not exempted.

```yaml
items:
  - title: First Item
    url: https://sonat.com
    style:
      color: black
    hoverStyle:
      color: red
    target: newTab
    items:
    - title: First Child
      url: https://sonat.com
      target: newTab
    - title: Second Child
  - title: Second Item
    url: https://sonat.com
```

Analyze topic feedback

Export PDF

PDF files are highly popular since their universal format makes them easy to use, print, and share over different computer platforms with higher security assurance.

Sonat has made it quite simple to export PDF versions of your published document and let your visitors save them to their computers. Therefore, as well as publishing your content online or printing and distributing it as a hard copy, you could allow sharing a PDF version of your manual.

Enable PDF Export for all your documents

1. In your sonat dashboard, click **SETTINGS** > **Org Settings** > **Advanced Settings**.

2. In the Advanced Settings, check **Document Export**.

Enable PDF Export for a specific document

1. In your Sonat dashboard, click **Options** on the right side of your chosen document. Then click **Advanced Settings**.

2. In the Advanced Settings Page, Click **Document Export**.

3. Check **Enable Document Export**.

Exporting Document is enabled by default if you've already enabled this flag in your org settings.

Download your document as a PDF

Exporting a PDF version of your document is only possible after publishing

1. In your Sonat dashboard, next to your document title, click **View live.**

2. At the top of the **View Live Page**, above your document topic, click **Download PDF**.

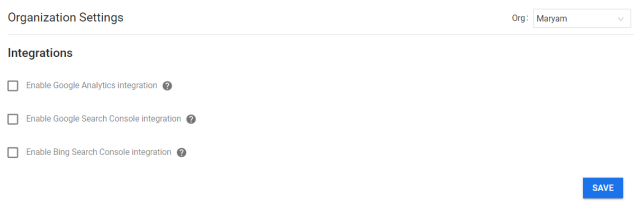
You could also get to the viewer page to download a PDF version of your document through **Options** (on the top right) > **Share** > **Open**.

Metrics

Sonat content quality check analyzes your topics based on important SEO and readability metrics to help you create highly readable guides that rank high in Google search results.

Readability

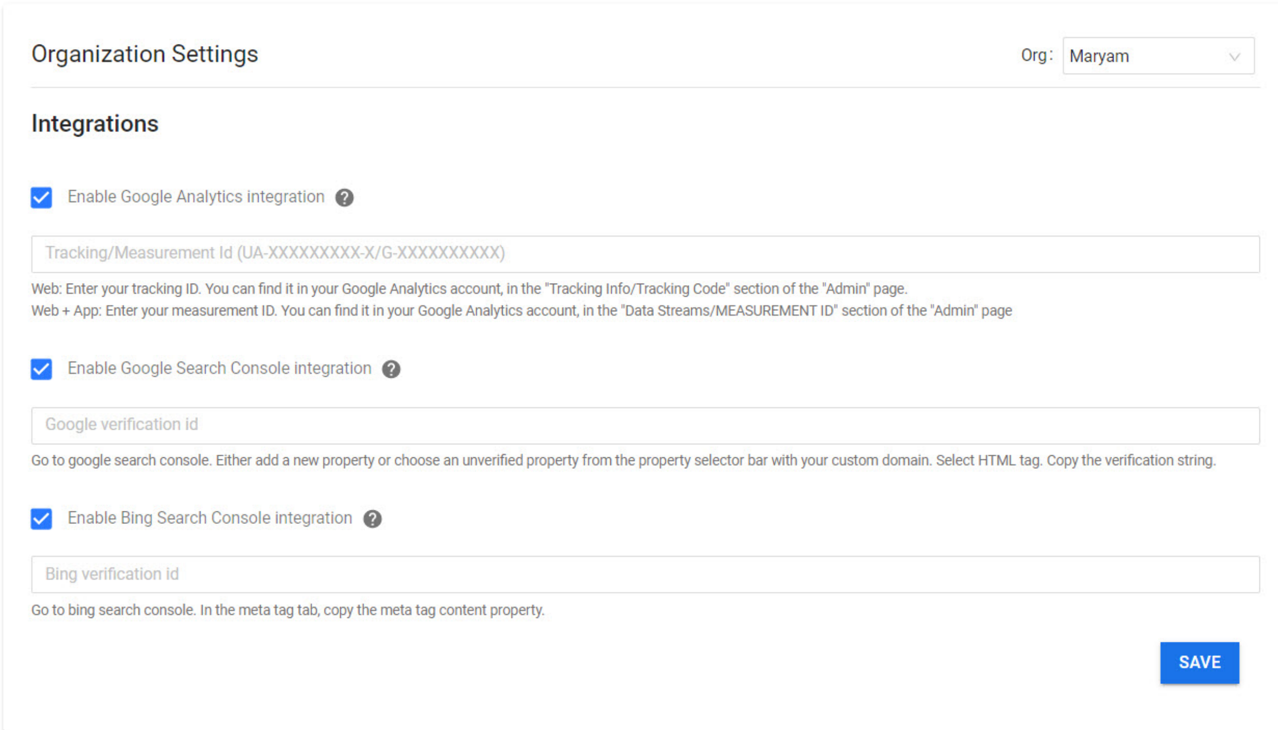
Readability is an essential factor in any content which also increases topics' search engine optimization (SEO). However, it is particularly crucial when it comes to user documentation, as simplifying the message you communicate matters a lot. Readability refers to the *quality of being readable*, which shows *how easy or difficult* it is to read and perceive a written text.



Readability score

Higher readability helps readers understand a text with less effort and higher speed. Using plain language makes your content and instructions digestible for your readers. *Sonat measures the readability metrics of your content as you type and gives you a score based on several readability factors*.

Measured metrics come under *errors, improvements, and good results* categories. They let you know where you are doing well and which aspects need improvements. Each readability metric comes with a separate score and interpretation, which also tells you a specific metric's recommended range or quality. You can check the score components and *use the advice to improve your topics' and documents' readability*.



Readability metrics

Five factors contribute to the overall readability score calculated by Sonat ([*Flesch Reading Ease test*](), *Transition words, passive voice, paragraph length, subheading distribution*). Moreover, the assessment also informs you about the *sentence and character count*.

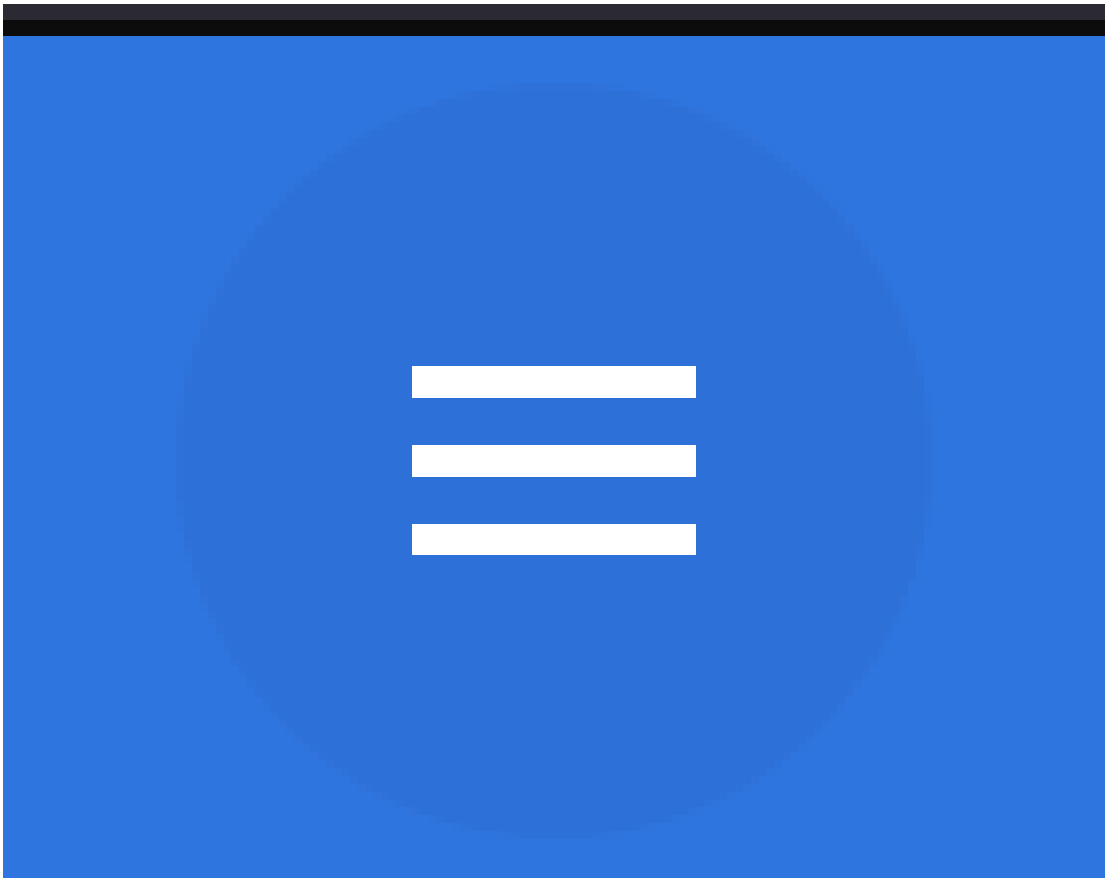
Topics' readability score

You can see your topic's *overall metrics scores* while you are in the content editor. Moreover, you can also check the *readability metrics in detail* both in real-time (as you progress with your topic) or when you are finished.

Scan overall readability score

You can get an overall idea about your readability level by looking at the tiny bullets placed above the editor on the left. The bullet on the right is the readability icon. It could appear in *red (unacceptable), yellow (needs improvement), or green (quite good).*

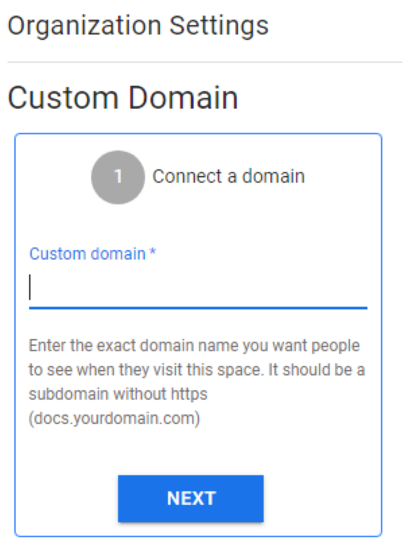
You can also *see your topic's readability score by moving over the icon* so that the score number appears.



Move over the readability icon to see the overall score

Check readability details in real-time

You can have the readability panel open as you progress with your content.



To check the readability scores and metrics in detail, *click the readability icon* (the small bullet above the editor).

You can also get to the readability panel as follows:

1. On the content editor, click the *options menu* indicated by three vertical dots next to the publish button on the top right.
2. Click *Readability*.

The readability panel will then open and replace the comment section on the right side of the editor.

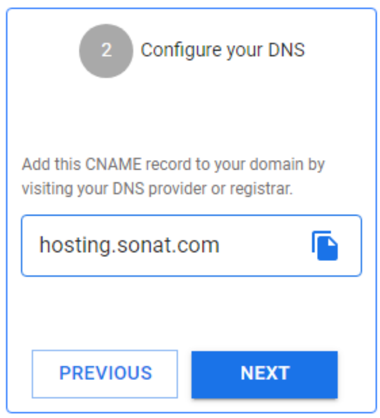
You can see the overall readability score at the top of the panel both visually and interpreted in text. This score (and metric details as well) can change as you go on with typing and add more content.

1. Click each category (Errors, Improvements, and Good results) to *expand* and see each metric score and advice regarding its improvement.
2. Use the recommended range and advice to *improve* your text readability.

To close the readability panel or get to see your comments, click *comments* on the options menu.

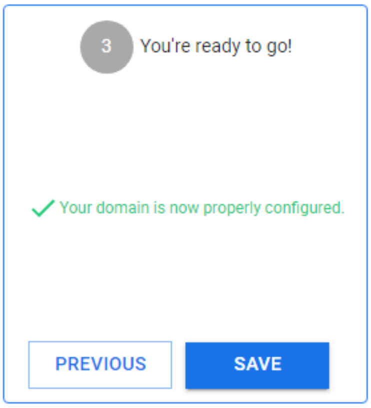
Check readability details on the metrics analytics page

1. On the content editor, click the *options menu* indicated by three vertical dots next to the publish button on the top right.
2. Click *Metrics*. (You will be navigated to the metrics analytics page, which includes both SEO and Readability metrics in detail)



The readability metrics take place on the right side of the page. You can see the overall score at the top both visually and interpreted in text.

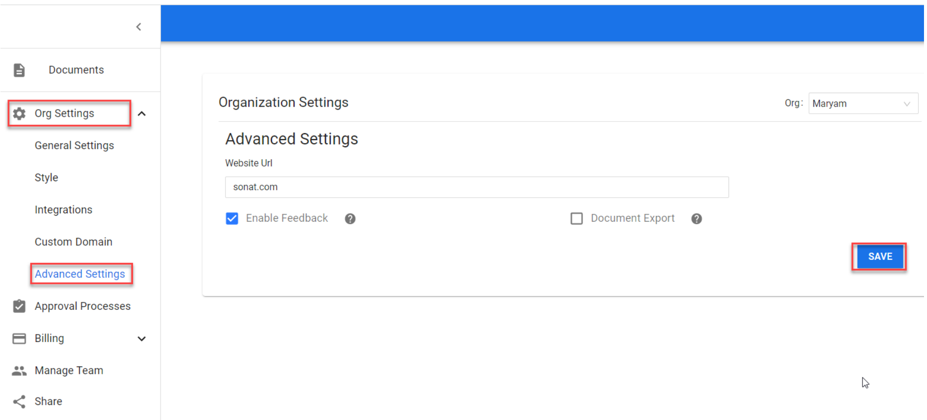
1. Click each category (Errors, Improvements, and Good results) to *expand* and see each metric score and advice regarding its improvement.
2. Use the recommended range and advice to *improve* your text readability.



Click *Back* to return to the content editor.

Scan the overall readability of all topics at once

As you open a topic readability panel, the readability icons of all topics of the document appear next to each topic's title on the document outline (topic tree) on the left.



Look at the icons' colors and move over to see the scores

You can get an overall idea of your topic's readability level by taking a *look at the bullets' colors or moving over them to see the scores*.

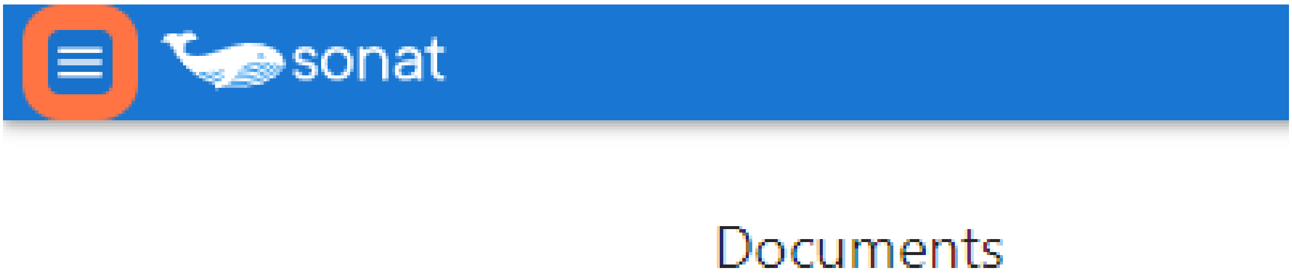
Documents' readability score

The document's readability shows the results of your performance on a document (considering all topics' analyses). You can see your documents' *overall metrics scores* while you are in your organization's home through the tiny bullets in the document list. Moreover, you can also check a document's *readability metrics in detail* as you progress with your topics or when you are finished.

Scan overall readability score

You can get an overall idea about your documents' readability level by looking at the tiny bullets placed in the document list. The bullet on the right is the readability icon. It could appear in *red, yellow, or green,* which means your document's readability is *low, needs improvements, or is quite good*.

You can also *see your document's readability score by moving over the icon* so that the score number appears.



Check readability details

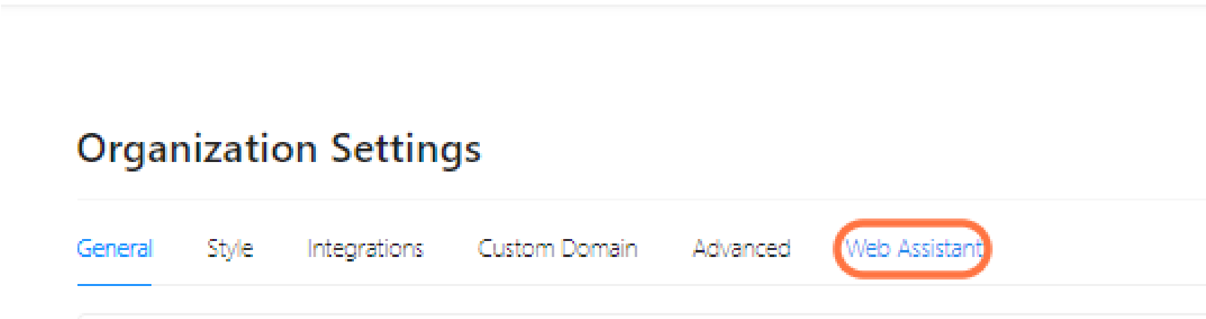
To check the readability scores and metrics in detail, *click the readability icon* (the small bullet in the document list).

You can also get to the readability panel as follows:

1. In your organization's home, click the *options menu* indicated by three vertical dots on the right of your intended document's title.
2. Click *Metrics*. (You will be navigated to the metrics analytics page, which includes both SEO and Readability metrics in detail)

The readability metrics take place on the right side of the page, and its overall score is shown at the top both visually and interpreted in text.

1. Click each category (Errors, Improvements, and Good results) to *expand* and see each metric score and advice regarding its improvement.
2. Open each metric to see the topics scores summary and figure out which topics need more improvements in regard to that specific metric.
3. Use the recommended range and advice to *improve* your text readability.



To return to the organization's home, click *Back*.

Interpret the readability score

In this section, you will learn how each element of the readability analysis is assessed, how they contribute to the overall score, and what each color and number indicate.

Topic's readability score

Each topic content is separately assessed regarding readability factors and can have a different score from another topic in the same document.

The overall readability score

The overall readability score is calculated *based on the results of the five readability metrics*. Each of these components has a separate assessment and score leading to a good or bad result and, in some cases, an average result.

Each metric's result equally contributes to the overall score. A Green bullet equals 2 points, a yellow bullet equals 1, and a red bullet equals 0 points. The overall score is calculated as an average of all metrics' points, converted to the percentage.

It is then presented both through colors and a number out of 100. You can check the overall score by looking at the readability bullet or opening the readability panel to see more detailed results on the graph.

Green

An overall score of *above 60* results in a green bullet which means you are doing good. However, considering your target audience, you may still want to improve your topic for higher readability.

Yellow

A score between *30 to 60* results in a yellow bullet which means you need to make some improvements to make your topic more readable.

Red

A score *below 30* results in a red bullet which means you are far from a readable post and need many improvements.

Metrics' scores

The color interpretation in the metrics' results is the same as the overall result. A green bullet conveys a good result, yellow (not applicable for some metrics) shows an average result where an improvement is needed, and a red bullet indicates bad results meaning there is an error and you need to fix it. However, each metric's numbers and score vary based on their recommended ranges.

Topic's readability metrics

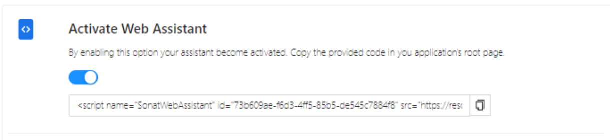
The following metrics contribute to the readability score. Sentence and character count are reported for your information and do not directly impact the readability score.

Flesch Reading Ease (FRE)

It's a popular readability test that measures the difficulty of a text-based on the *length of the words and the sentences*. Higher FRE scores indicate higher readability which means the text is easier to follow. Generally, FRE scores of *60-70 are considered good scores* for many types of content. It means your topic is easily understood by 13 to 15-year-old students (8th & 9th graders). However, you may aim for a different score depending on your content type and target audience.

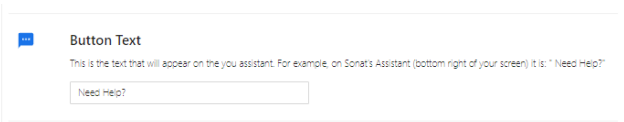
Transition words

Transition words, also known as linking or connective words, help the readers perceive the connection between your ideas and the flow of your sentences and paragraphs. Using enough transition words or phrases gives your content a natural flow and improves its readability. *At least 30%* of your sentences should include transition words to get a green bullet. You get a yellow bullet if transition words appear in 20-30% of the sentences only and a red bullet if your result falls below 20%.



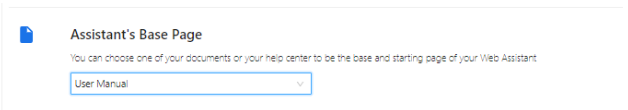
Passive voice

Using excessive passive voice can confuse readers and hurt the readability of a text. Although passive voice used to be encouraged in technical and scientific content, now it is recommended to use it less and replace the passive voice with the active ones where possible. Sonat lets you know if you're using too much passive voice in your writing. You should keep your passive voice percentage *below 10%*. A result between 10 to 20% leads to a yellow bullet, while using passive voice, more than 20% appears as an error.



Subheading distribution

Dividing long texts into shorter sections using different subheadings helps readers scan information and move between headings smoothly. Sonat alarms you if you have not distributed subheadings evenly.

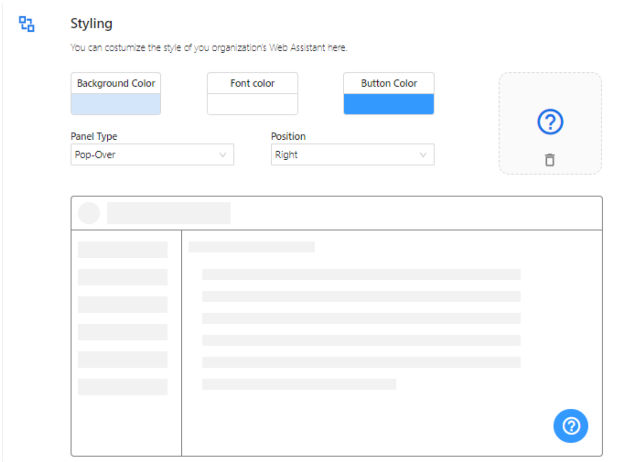


Paragraph length

Long paragraphs are difficult to follow. Sonat readability checker warns you if your average paragraph length exceeds the recommended range. Keeping your paragraphs *shorter than 150 words* helps readers scan the text more easily. A yellow and red bullet warns you if your average paragraph length is 150-200 words or more than 200 words, respectively.

Sentence count

If you have a specific limit for the number of sentences in your topic, the sentence count can be helpful as informative data. Moreover, long content divided into a short number of sentences damages your readability. So you can split your text into smaller sentences using transition words to improve your content readability if you have not used enough sentences.



Character count

Character count is merely reported as informative data, which could be particularly helpful if you have specific limits.

	Note: Sentence and character count do not contribute to the overall readability score.

Document's readability score

Besides each topic's score, Sonat informs you about a document's readability score as a whole. Generally, the readability score at the document level is based on all topics' scores analyses. However, knowing how Sonat calculates this score will help you better understand what this score represents.

The overall readability score

The overall readability score at the document level (shown by small bullets next to the document title in your organization's home) uses the same colors, numbers, signs, and the calculation method as the topic level.

Metrics' scores

The metrics contributing to the document readability score are the same as what is assessed in the topic's readability with the same ranges and thresholds. However, the *metrics' scores at the document level are the medians of the metrics' scores at the topic level*.

The median is the middle number in an ordered list of numbers (ascending/ descending). Therefore, if a metric's score at the document level falls within the optimal range, at least half of its topics have the optimal score regarding that specific metric. And it results in a green bullet for the metric at the document level. The same logic is behind those scores with yellow and red results.

SEO

SEO is the process of *increasing a website's unpaid traffic coming from search engines*. A website receives more visitors (potential customers) from search engines when it ranks higher on the search engine results page (SERP). SEO strategies consider search engine algorithms and behaviors to help websites rank higher on SERPs, which can boost their businesses.

Sonat has paved the way for improved SEO in several ways, including *analyzing the content of your manuals concerning SEO metrics*. It also provides you with advice on improving each factor to rank higher on search results.

SEO score

Higher SEO scores help your manuals rank higher on the SERP and be easily found by your users. *Sonat measures the SEO metrics of your content as you type and gives you a score based on several factors, mainly concerning your topic's focus keyphrase*. To get the SEO analyzer to give you a thorough assessment, you need to *introduce your focus keyphrase* (the search term you want to rank for).

Each metric contributes to the overall SEO score (out of 100). The more good results you achieve, the higher your SEO score. And, of course, errors lower your score. The results and the overall score are also represented by colors, including *green (good results/ great score), yellow (needing improvements/average score), and red (errors/unacceptable score)*.

Measured metrics come under *errors, improvements, and good results* categories. They let you know where you are doing well and which aspects need improvements. Each SEO metric comes with a separate score and interpretation, which also tells you a specific metric's recommended range or quality. You can check the score components and *use the advice to improve your topics' and documents' SEO and get a green bullet.*

SEO Metrics

Fourteen factors contribute to the overall SEO score calculated by Sonat, including *keyphrase analysis* (keyphrase presence in the slug, title, meta description, subheadings, and keyphrase density) and *9 other SEO metrics* (word count, title and meta description length, having images and alt attributes, meta description, internal, and outbound links).

Remember that you must *set a focus keyphrase* so that the SEO analysis will take place properly and give you a reliable score.

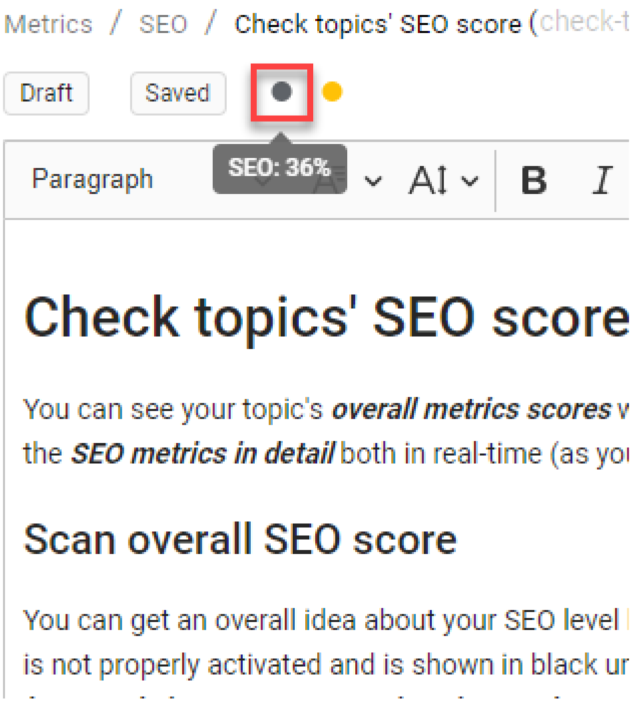
Topics' SEO score

You can see your topic's *overall metrics scores* while you are in the content editor, through the tiny bullets above the editor on the left. Moreover, you can also check the *SEO metrics in detail* both in real-time (as you progress with your topic) or when you are finished.

Scan overall SEO score

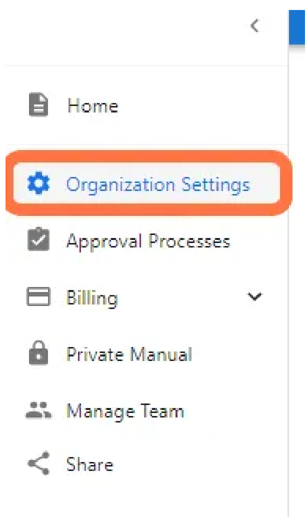
You can get an overall idea about your SEO level by looking at the tiny bullets placed above the editor on the left. The bullet on the left is the SEO icon. SEO analyzer is not properly activated and is shown in black until you add your topic's focus keyphrase. It could then appear in *red, yellow, or green* which means your topic SEO is *low, needs improvements, or is quite good*, respectively.

You can also *see your topic's SEO score by moving over the icon* so that the score number appears.



Check SEO details in real-time

You can have the SEO panel open as you progress with your content.



To check the SEO scores and metrics in detail, *click the SEO icon* (the small bullet above the editor).

You can also get to the SEO panel as follows:

1. On the content editor, click the *options menu* indicated by three vertical dots next to the publish button on the top right.
2. Click *SEO*.

The SEO panel will then open and replace the comment section on the right side of the editor.

	Note: Not all SEO metrics are activated if you have not added your focus keyphrase yet. You will be alarmed about setting your topic's keyphrase in the SEO panel on the top. To add your focus keyphrase, click *Set* above the SEO graph on the panel or *open topic settings*.

The overall SEO score is shown at the top of the panel both visually and interpreted in text. This score (and metric details as well) can change as you go on with typing and add more content.

1. Click each category (Errors, Improvements, and Good results) to *expand* and get to see each metric score and advice regarding its improvement.
2. Use the recommended range and advice to *improve* your text SEO.

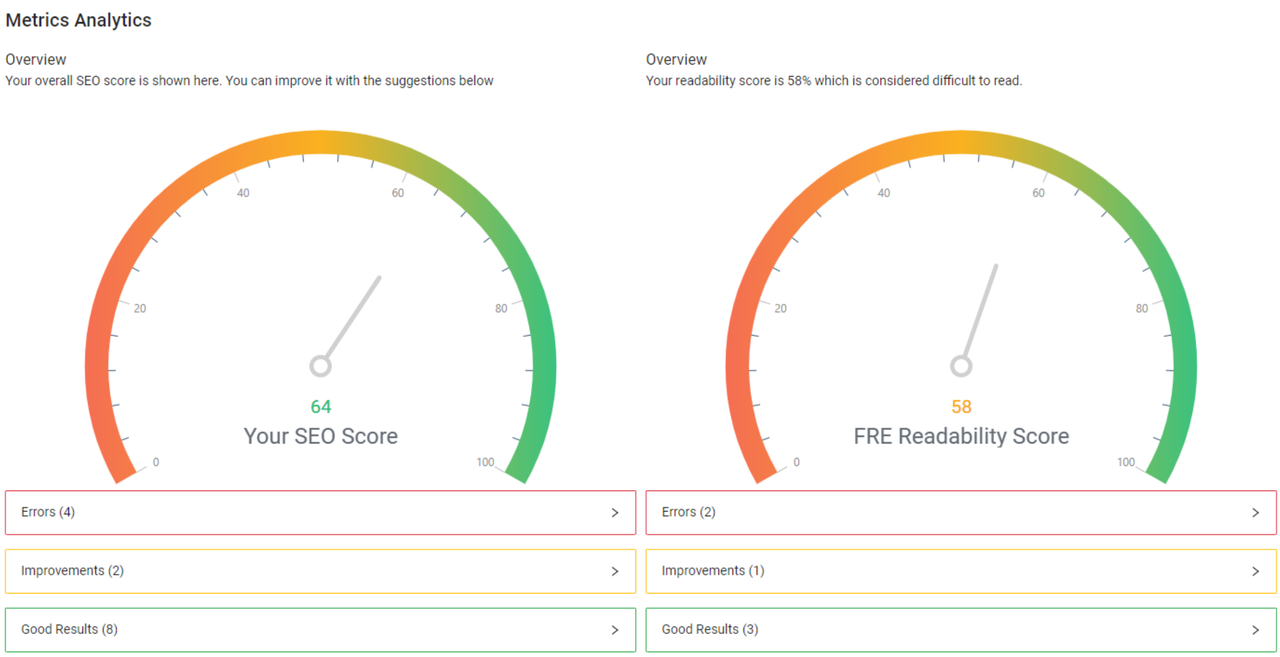
To close the SEO panel or get to see your comments, click *comments* on the options menu.

Check SEO details on the metrics analytics page

1. On the content editor, click the *options menu* indicated by three vertical dots next to the publish button on the top right.
2. Click *Metrics*. (You will be navigated to the metrics analytics page which includes both SEO and SEO metrics in detail)

The SEO metrics take place on the left side of the page and its overall score is shown at the top both visually and interpreted in text.

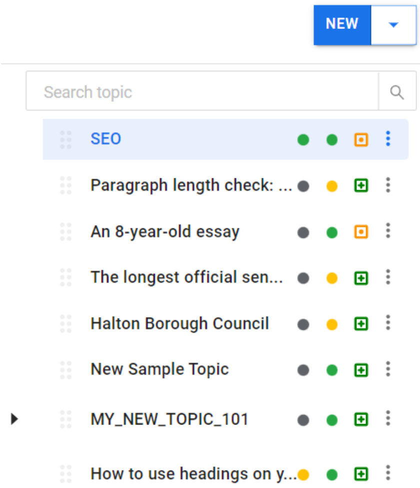
1. Click each category (Errors, Improvements, and Good results) to *expand* and get to see each metric score and advice regarding its improvement.
2. Use the recommended range and advice to *improve* your text SEO.



Click *Back* to return to the content editor.

Scan the overall SEO of all topics at once

As you open a topic SEO panel, the SEO icons of all topics of the document appear next to each topic's title on the document outline (topic tree) on the left.



Look at the icons' colors and move over to see the scores

You can get an overall idea of your topic's SEO level by taking a *look at the bullets' colors or moving over them to see the scores*.

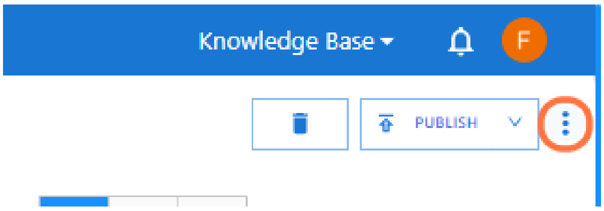
Documents' SEO score

The document's SEO shows the results of your performance on a document (considering all topics' analyses). You can see your documents' *overall metrics scores* while you are in your organization's home through the tiny bullets in the document list. Moreover, you can also check a document's *SEO metrics in detail* as you progress with your topics or when you are finished.

Scan overall SEO score

You can get an overall idea about your documents' SEO level by looking at the tiny bullets placed in the document list. The bullet on the left is the SEO icon. It could appear in *red, yellow, or green,* which means your document's SEO is *low, needs improvements, or is quite good*.

You can also *see your document's SEO score by moving over the icon* so that the score number appears.

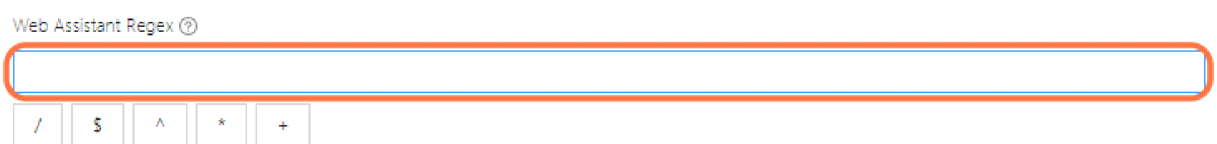


Check SEO details

To check the SEO scores and metrics in detail, *click the SEO icon* (the small bullet in the document list).

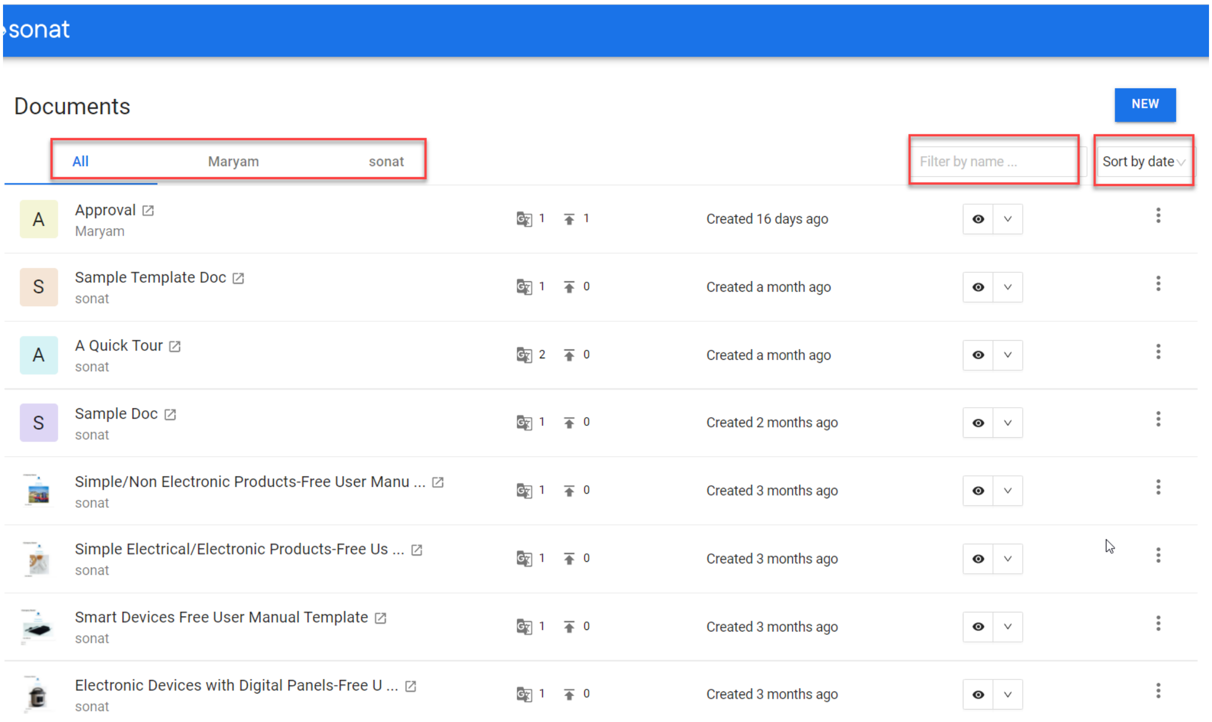
You can also get to the SEO panel as follows:

1. In your organization's home, click the *options menu* indicated by three vertical dots on the right of your intended document's title.
2. Click *Metrics*. (You will be navigated to the metrics analytics page, which includes both SEO and SEO metrics in detail)



The SEO metrics take place on the left side of the page, and its overall score is shown at the top both visually and interpreted in text.

1. Click each category (Errors, Improvements, and Good results) to *expand* and see each metric score and advice regarding its improvement.
2. Open each metric to see the topics scores summary and figure out which topics need more improvements in regard to that specific metric.
3. Use the recommended range and advice to *improve* your text SEO.



To return to the organization's home, click *Back*.

Interpret the SEO score

In this section, you will learn how each element of the SEO analysis is assessed, how they contribute to the overall score, and what each color and number indicate.

The overall SEO score

The overall SEO score, which is also shown by small bullets above the editor and next to each topic on the document outline, is calculated *based on the results of the fourteen SEO metrics*. Each of these components has a separate assessment and score leading to a good or bad result and, in some cases, an average result.

Each metric's result equally contributes to the overall score. A Green bullet equals 2 points, a yellow bullet equals 1, and a red bullet equals 0 points. The overall score is calculated as an average of all metrics' points and converted to the percentage.

It is then presented both through colors and a number out of 100. You can check the overall score by looking at the SEO bullet or opening the SEO panel to see more detailed results on the graph.

Green

An overall score *above 60* results in a green bullet which means you are doing good. However, you can still optimize your topic to achieve 100, which is the best score possible.

Yellow

A score between *30 to 60* results in a yellow bullet which means you need to make some improvements to rank higher on the SERP.

Red

A score *below 30* results in a red bullet which means you are far from an SEO-friendly post and need many improvements.

Black

Many SEO assessments are based on keyphrase analysis in the content. Therefore, you should optimize your topic for a specific keyphrase. SEO bullet is black until you *set your focus keyphrase*.

Metrics' score

The color interpretation in the metrics' results is the same as the overall result. A green bullet conveys a good result, yellow (not applicable for some metrics) shows an average result where an improvement is needed, and a red bullet indicates bad results meaning there is an error and you need to fix it. However, each metric's numbers and score vary based on their recommended ranges or whether they are quantitative or not.

A factor like having a meta description is a true/false factor showing a good result (green) if you have already specified a meta tag and a bad result (red) if not. While the word count could be any number, there is a recommended range, a minimum, and an optimum.

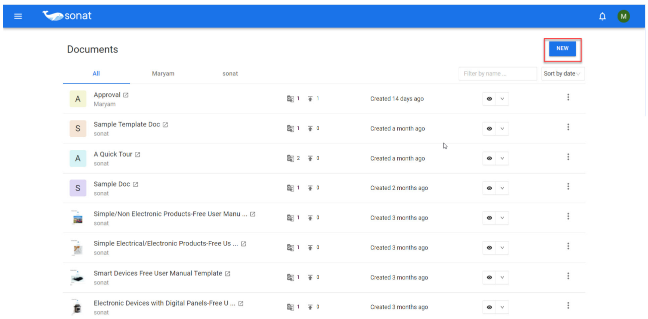
Qualitative metrics (true or false)

The following metrics are assessed based on true or false, where the true value results in a green bullet and the false value results in a red bullet. Of course, there is not a middle score or a yellow bullet in such metrics.

Meta description

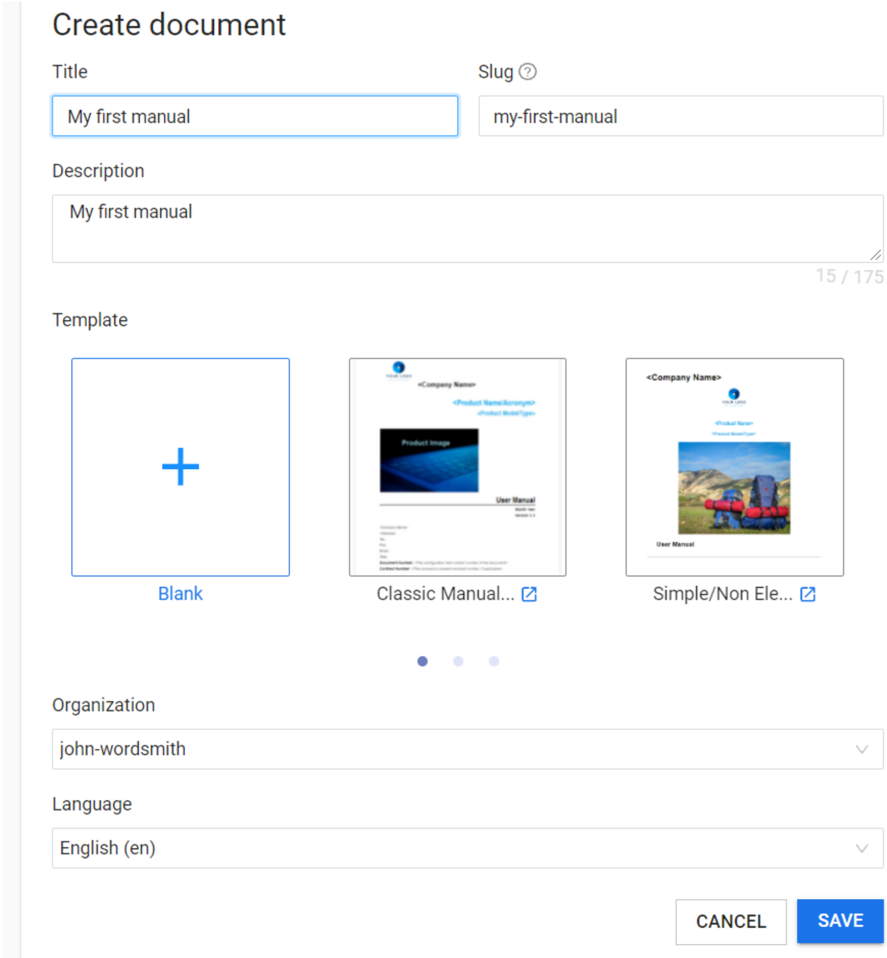
A meta description or meta tag summarizes your topic, which can provide a good snippet for displaying on the SERP. Not having a meta description can damage your SEO since Google chooses a random part of your topic to show under your topic's title in the search results if you have not specified a meta tag. Sonat warns you if your topic lacks a meta description and helps you quickly set a fine-tuned one.

You can click *Set* to go to the topic settings and add your meta description.



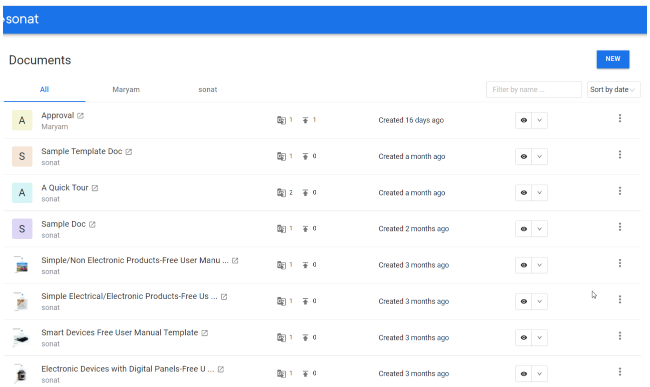
H1 heading

Having an H1 heading (the title) in each topic is a must, and Sonat has arranged it so that you never forget to specify an H1 tag.



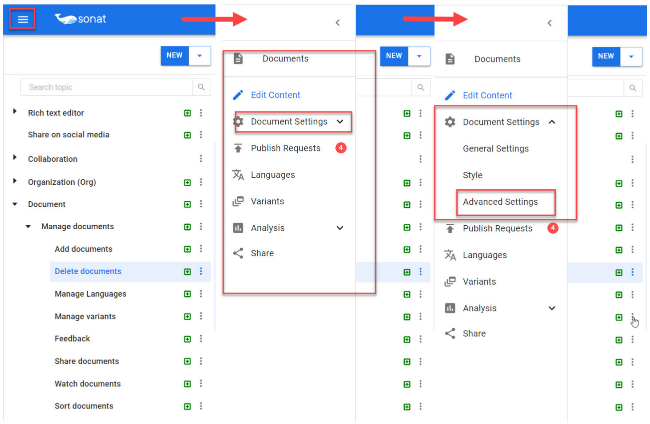
Image

Adding images enriches your content and helps with your SEO. You will be warned if you have not used any images in your topics.



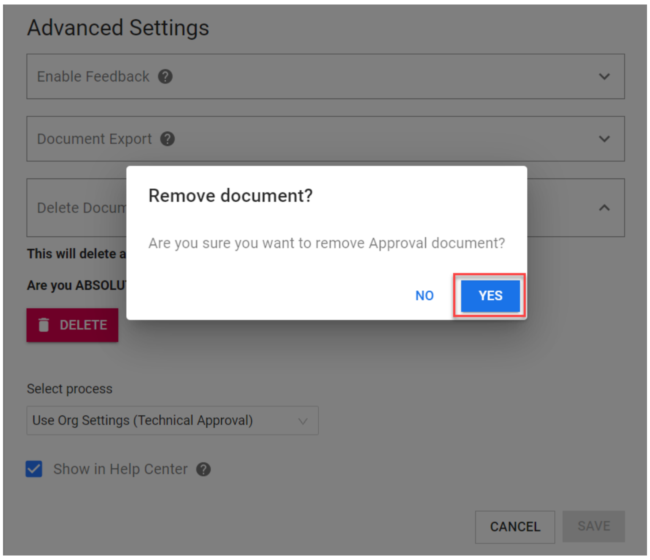
Keyphrase in title

It is essential that your title reflects the content of your topic by containing the focus keyphrase. Sonat checks whether your keyphrase exists in the title or not and reminds you of this issue.



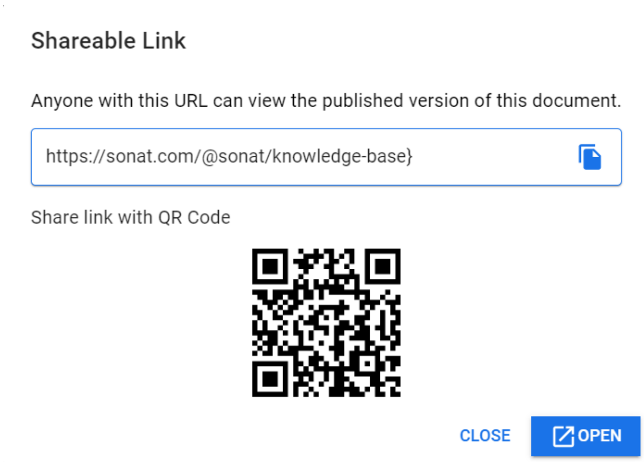
Keyphrase in Meta description

Including the focus keyphrase in the meta description is another important factor in SEO investigated by the Sonat SEO analyzer.



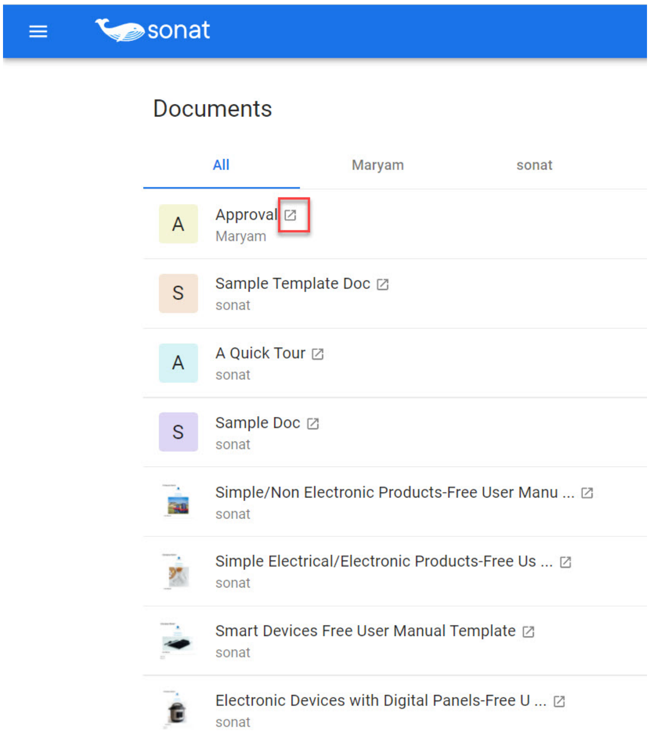
Keyphrase in slug

Sonat has made it quite simple to set and optimize slugs for your manuals and each of its topics. You can improve your topics' SEO by adding keyphrases to the slugs.



Keyphrase in subheadings

Subheadings including the focus keyphrases help search engines understand the content of your topics. Therefore, adding a keyphrase to subheadings is another factor analyzed by Sonat.



Internal links

Internal links can boost your SEO, and this is another item checked by the Sonat SEO analyzer.

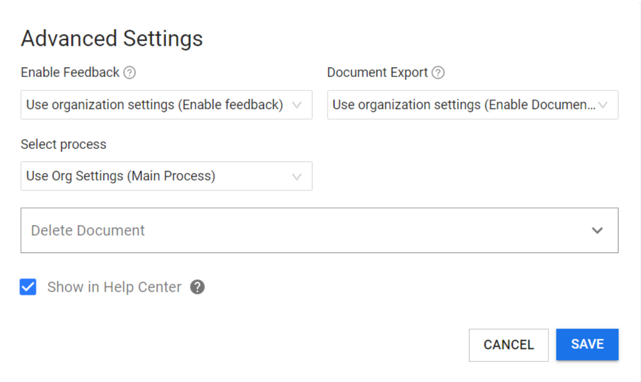
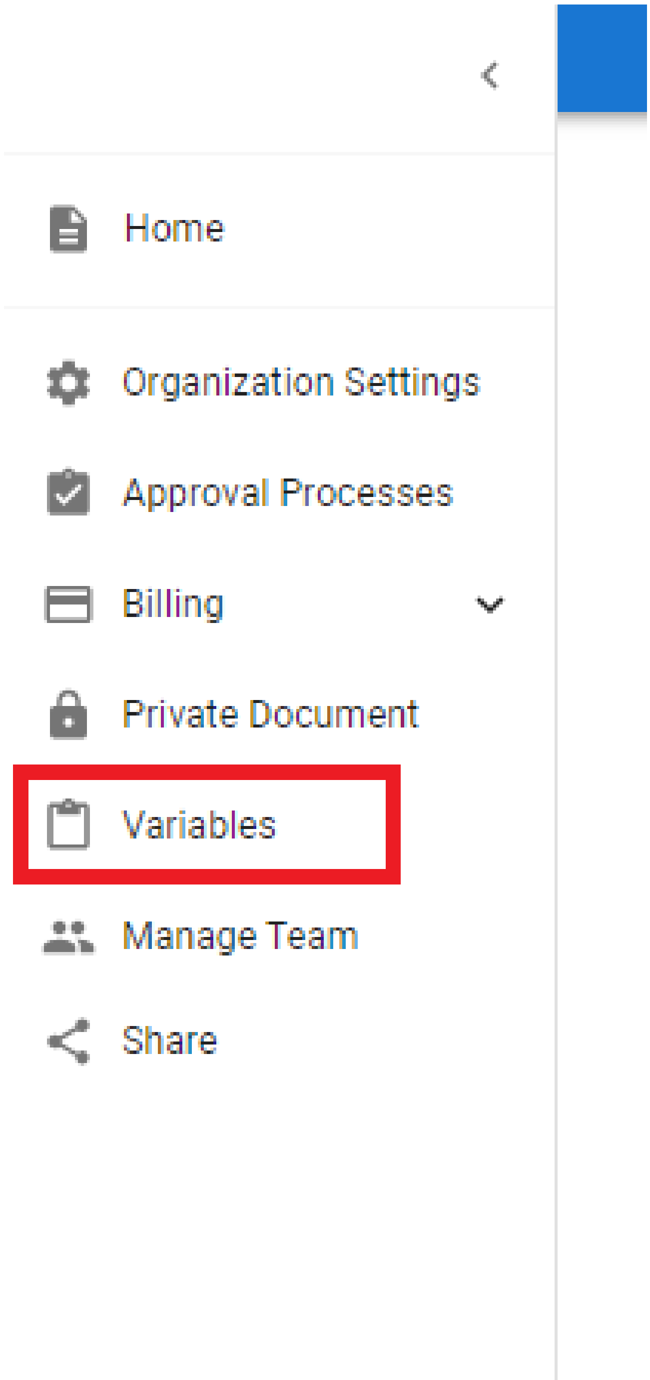


Image Alt attribute

Image alt attributes are important to SEO and provide alternate text for the images if the users can not view the image content or use a screen reader. Sonat checks your images for alt attributes and reminds you of their absence.



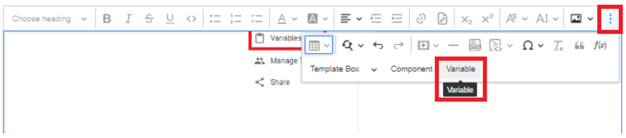
Quantitative metrics (Numerical)

The following metrics have numerical values. An optimal range or a minimum/maximum has been recommended for each metric. You get a green bullet if your result falls in the optimal range and a red one if you have not met the minimum. For some metrics, a yellow bullet shows you have met the minimum requirements, but you can do better to reach the optimum. The ranges are also shown on the bar using the correspondent colors. You can move over the bar to see the ranges and numbers. Your result is also shown through a small point on the bar.

Word count

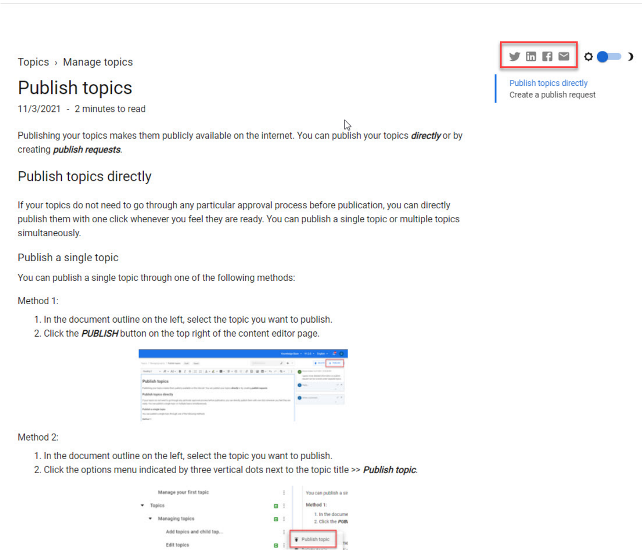
Since very short articles do not get indexed by search engines, the number of words you use in your topics matters. Sonat counts the words of your topics and lets you know if you have used enough words to get indexed.

The number of words is displayed in parentheses, next to the metric title (840 in the example below). You can also see where your result takes place on the bar where colors indicate ranges. Move over the bar to see the thresholds and your result. The bar shows three areas marked by three different colors, green, yellow, and red, showing optimal (more than 700 words), mediocre (300-700 words), and weak ranges (fewer than 300 words), respectively. The small white pointer on the bar shows your result. Like other metrics, the bullet color shows your overall performance concerning a metric. You get advice for improving your score depending on your outcome.



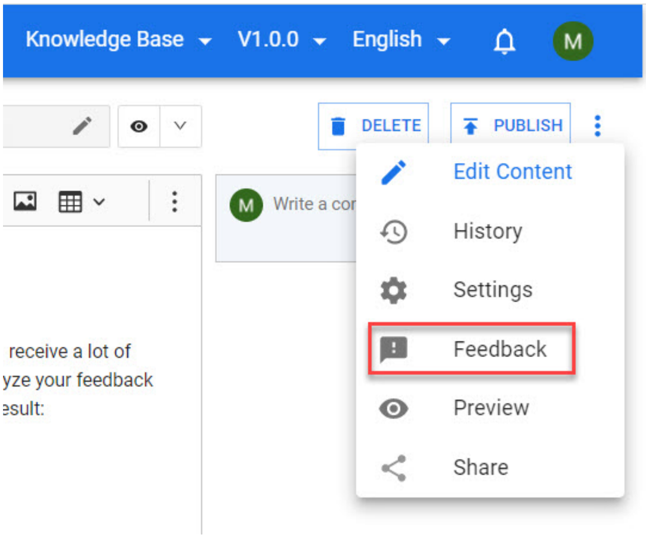
Outbound links

Having outbound links brings balance and authenticity and can help with SEO. Sonat checks your content for outbound links and advises you to add some if you have not. Three to five outbound links are recommended for a topic with 1000 words.



Title length

The optimal SEO title length for a proper preview on the SERP is about 50 to 65 characters. Sonat assesses your title to help you make sure it has the right length.

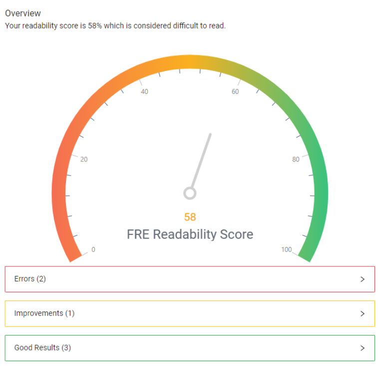


Meta description length

The meta description length is also essential. Since an optimal size provides a good snippet preview on the SERP, Sonat analyzes your meta tags to help you make them as good as possible. A meta description with 120 to 150 characters has a perfect length. While shorter descriptions still have the chance to appear well on the SERP, concise descriptions may be too general and lack enough clarity to introduce your topic and cover your keywords. This is why you get a reminder through a yellow bullet to let you know you can optimize your meta tag. Longer descriptions might not be shown properly in the search results, so a red bullet indicates a meta description of more than 150 characters long.

Keyphrase density

Your focus keyphrase should be found in your topic frequently so that the search engines understand what your content is about. However, stuffing keyphrases in a topic could hurt your SEO, and Google may punish you. Sonat measures your keyphrase density and lets you know whether it falls into the optimal range of 1% to 3%.



Document's SEO score

Besides each topic's score, Sonat informs you about a document's SEO score as a whole. Generally, the SEO score at the document level is based on all topics' scores analyses. However, knowing how Sonat calculates this score will help you better understand what this score represents.

The overall SEO score

The overall SEO score at the document level (shown by small bullets next to the document title in your organization's home) uses the same colors, signs, numbers, and the calculation method as the topic level.

Metrics' scores

The metrics contributing to the document SEO score are the same as what is assessed in the topic's SEO with the same ranges and thresholds. However, the metrics' scores at the document level are the medians or averages of the metrics' scores at the topic level (based on the metric's nature).

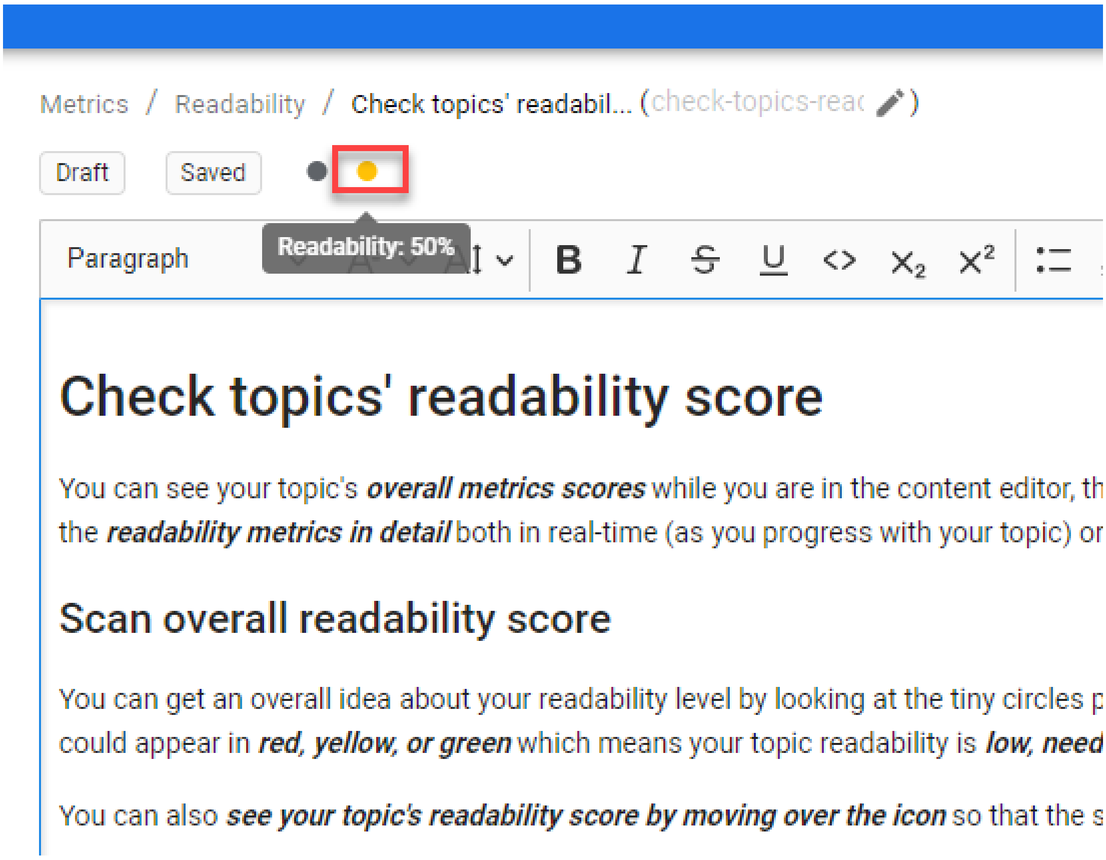
Metrics with a true or false basis are represented as an average of all topics' scores, where topics with the false value (red bullet) are considered zero and those with true value (green bullet) are one.

- *Average score ≥ 0.5* results in a *green bullet*: Good results (Most topics are satisfactory regarding this specific metric).
- *Average score < 0.5* results in a *red bullet*: Most topics have unacceptable scores regarding this specific metric.

Quantitative metrics with optimal, problematic, and/or average ranges/numbers *are represented using the median*. The median is the middle number in an ordered list of numbers (ascending/descending). Therefore, if a metric's score at the document level falls within the optimal range, at least half of its topics have the optimal score regarding that specific metric. And it results in a green bullet for the metric at the document level. The same logic is behind those scores with yellow and red results.

SEO settings

You can access and manage SEO settings, including slug, keyphrase, meta description, tool, supply, and schema type, through the options menu on the content editor. You also get to see how your topic looks on the SERP based on your settings. See [topic settings](#) for more.



Analytics

Publish History

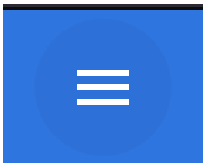
With the Publish History, users can see and understand the detailed history of all publishes with desired titles.

How to access Publish History?

Once you've selected your desired document, follow these steps to access the Publish History feature:

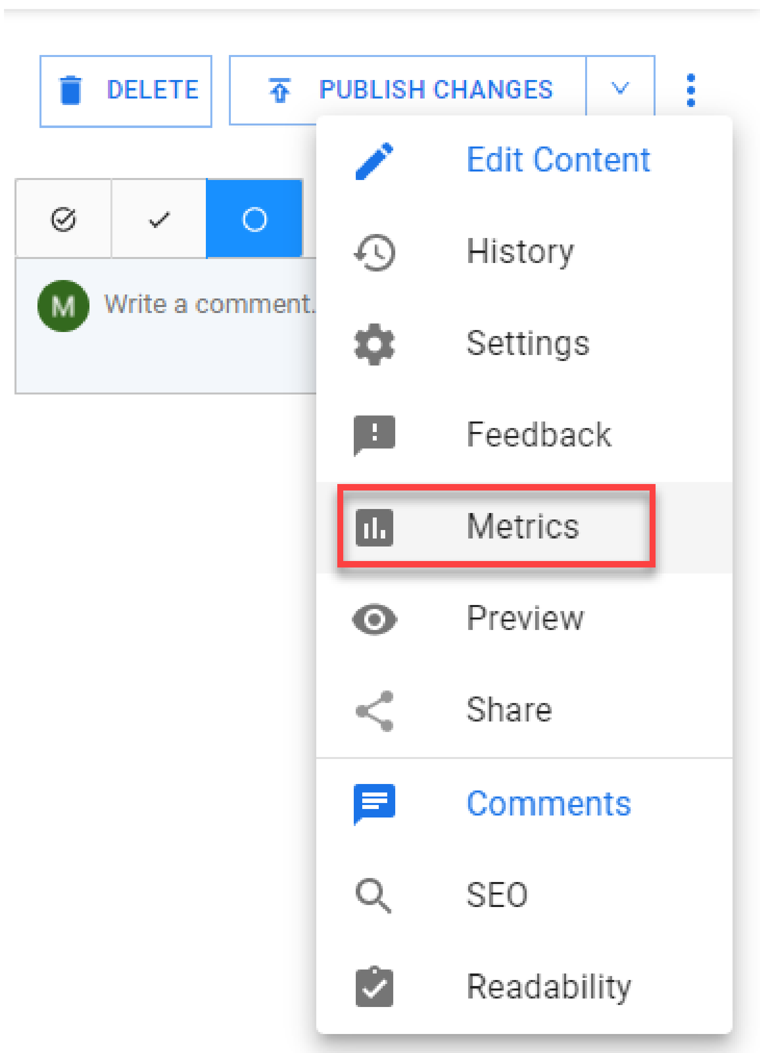
Accessing the Menu:

Click on the three vertical lines located at the top left of the screen. This will open the left-placed menu.



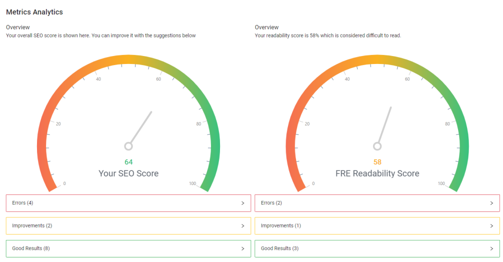
Navigating to Publish History:

Under the 'Analytics' tab within the menu, click on 'Publish History.'



Language Selection:

- At the top left corner, choose the language in which you want to review the changes.
- Alternatively, select the 'All' option to simultaneously check changes across all available languages.



Selecting Topics:

Once you have chosen the publish requests, proceed to select the specific sections you wish to analyze.

Exploring Changes:

After making your selections, a new page will open, providing a detailed view of the changes made during the selected publish requests.

set specific titles

To set specific titles to each publish request in your editor, follow these steps:

- In your editor, look for the dropdown menu next to the 'Publish' button, located at the top right corner of the screen.
- Click on the dropdown and select 'Multiple Publish'.
- In the tab that opens, choose your desired topic.
- In the 'Title' field, type the desired title or tag.
- Once you're satisfied, click on 'Publish'.
- Finally, navigate to the 'Publish History' section.
- Here, you should be able to see the title or tag that you've just entered and published.