Hinto

User Documentation Template

A blank article template, a filled-in specimen, and the seven-step checklist for writing one.

> One article documents one task. Fill every field below before you publish: an article with a blank owner or a blank review trigger is the one that quietly goes stale after the next release.

Part 1 — The Blank Template

ARTICLE TITLE — THE ACTION, NOT THE TOPIC

"Reset a teammate's password", not "Passwords"

WHO THIS IS FOR

The role reading this, and the permission they need

BEFORE YOU START

Prerequisites and warnings — placed above step 1, never below the step they apply to

STEP 1

One action. If the sentence needs "and", it is two steps. Screenshot: the control being clicked, annotated

STEP 2

One action. Screenshot: ...

STEP 3

One action. Screenshot: ...

END RESULT

What the screen looks like when it worked, so the reader can check their own

TROUBLESHOOTING

The two ways this task commonly fails — symptom, then resolution

RELATED ARTICLES

The two or three tasks a reader does next

URL

One unique, findable URL per article

OWNER · LAST REVIEWED · REVIEW TRIGGER

A named role, a date, and the event that forces a revision

Part 2 — The Same Template, Filled In

FIELD	FILLED-IN VALUE
Title	Add a teammate to a shared board
Who this is for	A workspace admin with a board already created and a free seat on the plan.
Before you start	Have the teammate's work email ready. Invitations to a personal address fail the domain check.
Step 1	Open the board and click Share, top right. Screenshot: the board header with Share outlined. Members see that button greyed out, so ask an admin to run this step.
Step 2	Type the teammate's work email into the invite field.
Step 3	Pick Editor or Viewer from the role dropdown beside the field. Screenshot: the open dropdown.
Step 4	Click Send invite. Screenshot: the confirmation reading "Invitation sent".
End result	The teammate shows as Pending in the member list until they accept, then moves to Members with your chosen role.
Troubleshooting	No email after ten minutes: ask them to check spam and resend from the member list. "Seat limit reached": remove a deactivated member or add a seat in Billing.
Related	Change a teammate's role. Remove someone from a board.
URL	/help/boards/add-a-teammate-to-a-shared-board
Owner · Reviewed · Trigger	Support lead · August 2026 · Any release that changes the Share dialog.

WHY THE LAST ROW MATTERS

Of the ten reference pages behind this template, nine name no owner for the document after its first release and none puts a maintenance trigger on the page. That is the row most templates leave out and the reason articles drift out of date.

Part 3 — Writing Checklist

> Seven steps, drawn from the overlap between five published documentation procedures.

- [ ] Name the audience and the single task. The scope of the article is that job, not the feature underneath it.
- [ ] Map the process before writing it — walk the task in the product and record what actually happens, including where the interface behaves oddly.
- [ ] Title the article with the action, so it matches what a reader types when they want to do the thing.
- [ ] Write one action per step. A step joined with "and" is two steps, and prerequisites or warnings go above the step they apply to, not underneath it.
- [ ] Capture one annotated image per step, and close with an image of the finished result.
- [ ] Test it with someone who has never done the task, then rewrite every step they had to ask about.
- [ ] Name an owner and a maintenance trigger before you publish.

FOUR FAILURES THIS TEMPLATE IS BUILT TO PREVENT

Content that goes stale after a release and quietly misleads. Steps written for the expert, so the beginner is stranded. Walls of dense text nobody reads at the moment of need. Docs that exist but cannot be found, so the ticket gets filed anyway.