

Making Changes to Chapters

There are two types of chapters in our manuals. One is a formatted chapter where the whole chapter is embedded in the manual and it contains links to other chapters etc. The second is a pdf chapter; this may include some links but it is not embedded in the manual in the same way. If you are not sure which chapter is formatted or a pdf please do ask us. Information about making changes to chapter is detailed below. But first, a message about version control.

1. Version Control

Once a document is formatted and in the manual, this is the only version on which you or any of your colleagues should work. Any other Word version should not be used, and if you want to review it, please do by following the guidance below in Making Changes to a Formatted Chapter. If you want to update a chapter which is a pdf document in the manual and has not been formatted by us please just send us an updated pdf or a Word document which we will then convert to a pdf document.

2. Making Changes to a Formatted Chapter

If you want to make changes to a formatted chapter, it must be done as described here using track changes; we need to be able to see what changes you want us to make. If we do not receive it as outlined here, we may have to ask you to do it again and none of us want that! (Using track changes is specified in our contract with you.) Please do not use a highlighting option instead as we cannot see what text you delete. Please follow the steps below:

1. Open a new, blank Word document.
2. From the contents page of the online manual, click on the title of the chapter you want to amend. Once in the chapter, press the 'Ctrl' (bottom left corner) and 'A' keys at the same time. This should highlight the entire chapter. Right click anywhere on the highlighted text and then click on the 'copy' option.
3. Right click on the blank Word document. If you have three 'paste' options displayed, choose the middle one. If not just click on 'paste'. It will copy the text from the chapter into Word.
4. Click on the 'review' tab in the tool bar in the middle top of the Word document. Click on 'track changes', and then click on 'track changes' again in the drop down menu.

Please test that track changes are working before you start making changes to the chapter. Any amendments, however small, you make will be shown usually in red text. This includes spaces and punctuation. See demonstration pictures below.

3. Making Changes to a Pdf Chapter

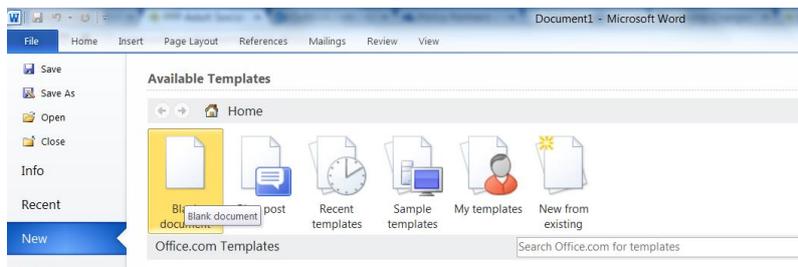
There are a number of reasons why a chapter may be included as a pdf document, including:

- it was sent to us as a pdf document;
- it was written by someone in another organisation;
- it contains tables, diagrams or logos that we cannot include in a formatted chapter;
- it is long.

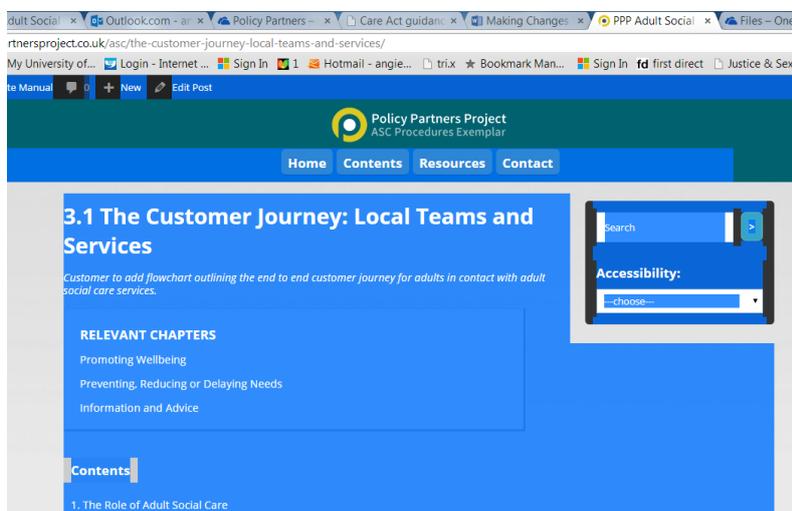
To replace a chapter which is a pdf, please just send us the new version either as a pdf or Word document, which we will then convert to a pdf.

Making Changes to Formatted Chapters

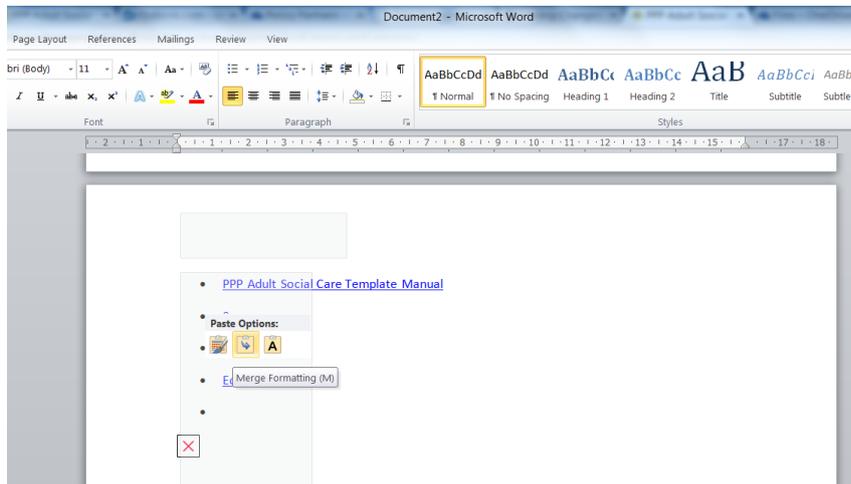
1. Open a new, blank Word document



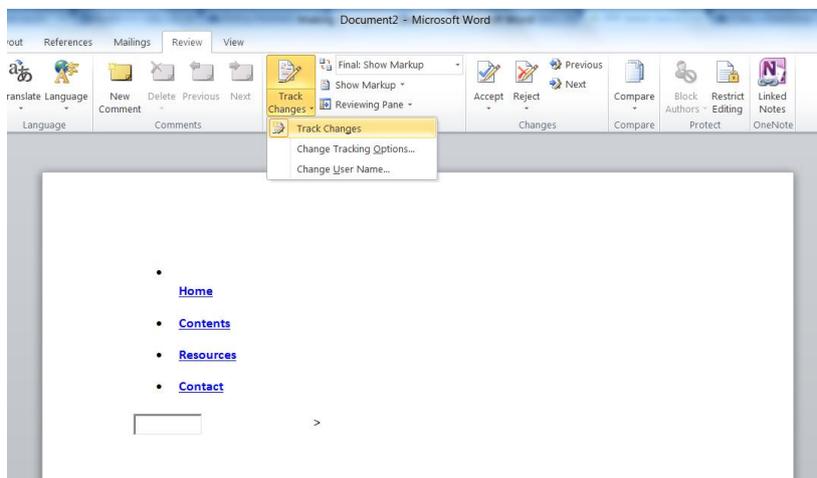
2. Copy the chapter from the manual



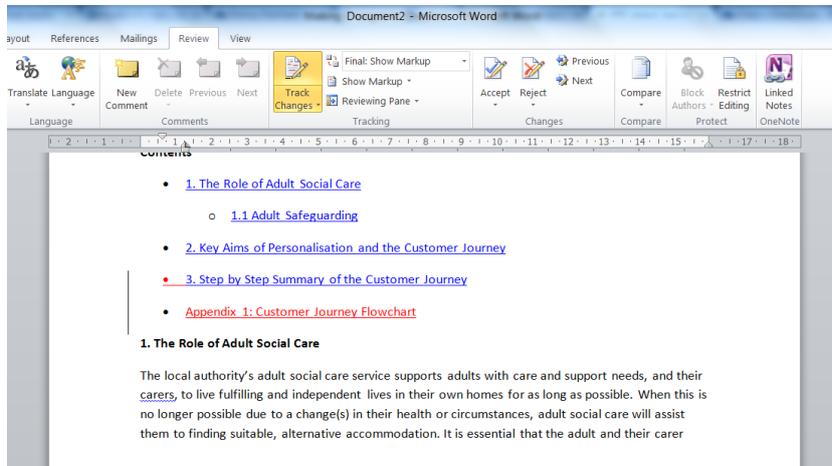
3. Copy into Word using middle paste option (if you have one)



4. Turn on Track Changes



The changes will be visible in red. This is demonstrated in the diagram below where 'Appendix 1: Customer Journey Flowchart' has been added.



If you have any questions or are not sure about anything, please do ask us.