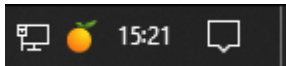


QuickAccess

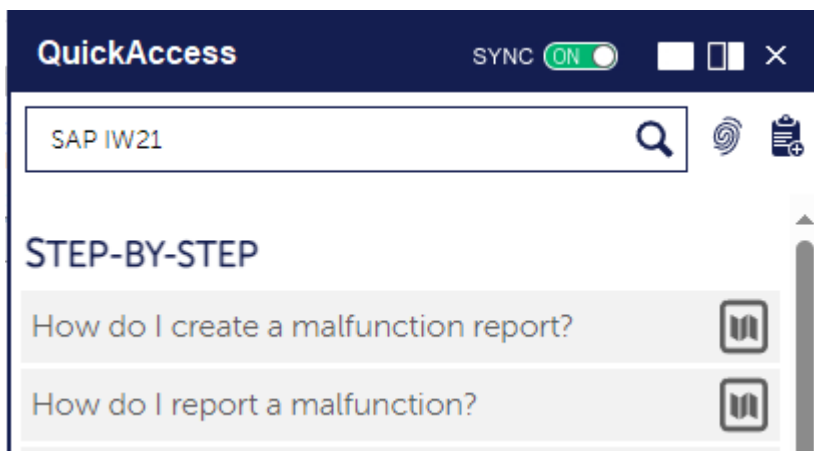
QuickAccess is a tool that provides context-sensitive support at the workplace. It offers you or your employees customized assistance during the work process by automatically providing information and help documents relating to your work context. Find out more about it here.

1 Help just a click away

The QuickAccess button can be found in the taskbar. Its orange icon really stands out.



Just one click on the “orange” opens a window with a list of relevant content and help documents relating to your current work context. QuickAccess specializes in providing you with exactly the information you need to use the IT application that is currently open on your screen. QuickAccess basically offers application-specific help. The maintenance help in the IT application SAP is used here as an example.



Context-sensitive help

QuickAccess always displays help documents that match the IT application that is open, as you can see here where the “SAP iw21” **context** is in the search field with the magnifying glass icon.

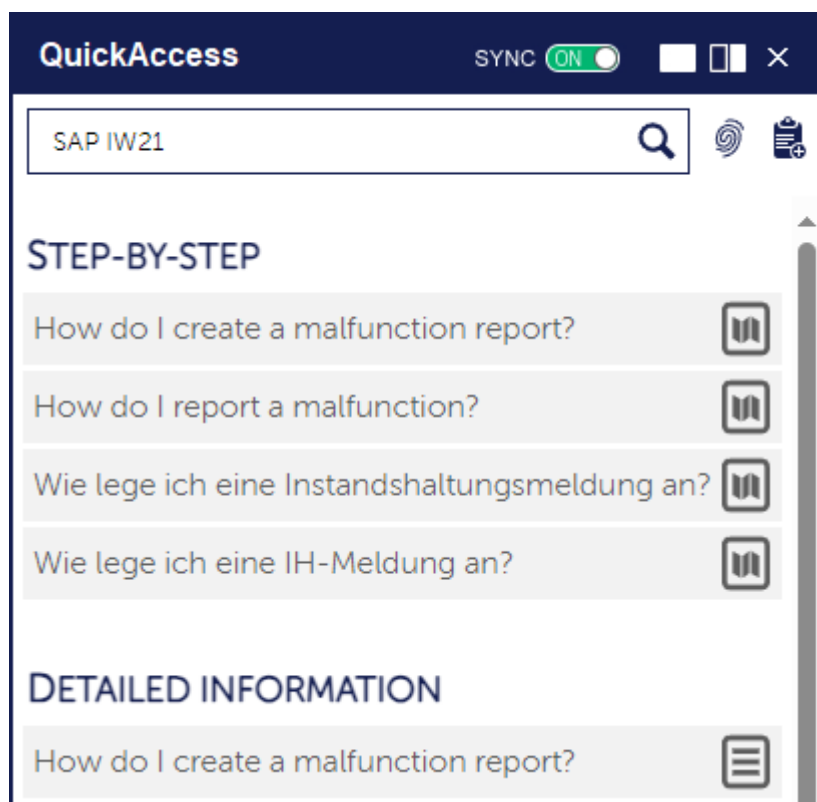
SYNC function

The automatic provision of content for the application currently being used only happens when the **SYNC button** is active and **green (ON)**. This button can be found at the top of the title bar to the right of the QuickAccess title.

Quick adjustment of the window size

There are two buttons on the right-hand side of the title bar that allow you to quickly adjust the size of the window. You can switch between the **full screen**, **half screen** and **sidebar** modes.

2 Display of all relevant help topics – the hit list

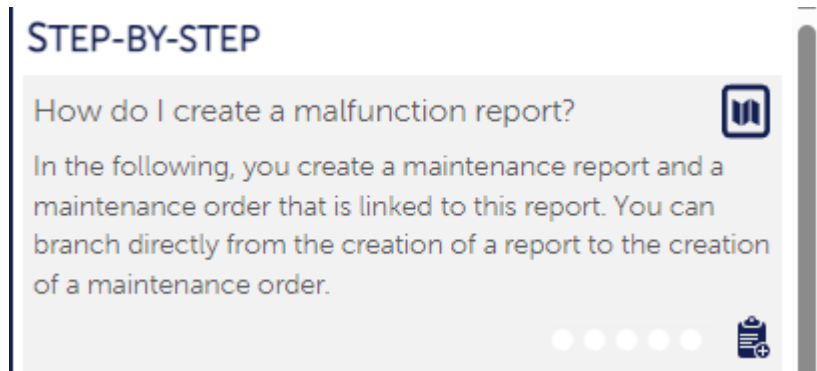


Hit list and categories

All relevant help topics are displayed in the hit list just below the search field. These are divided into **categories** to help you get a better overview. Please note that these categories can be customized to better serve the individual needs of our customers. This means that other categories can also be displayed for your business.

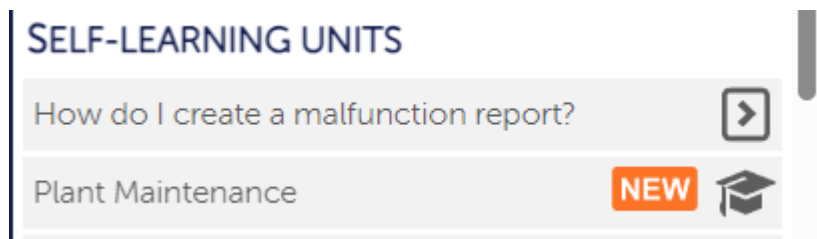
Help documents

When working with the standard configuration, you can display detailed information by clicking the title of the respective hit. The description then opens. To access the content of a document, simply click the **button to the right of its title**. If the rating function is active on your computer, you can enter a rating using the 5 dots below the description. You can use the button to the right of the rating to copy the link for the help document to the clipboard and then send it to a colleague, for example.



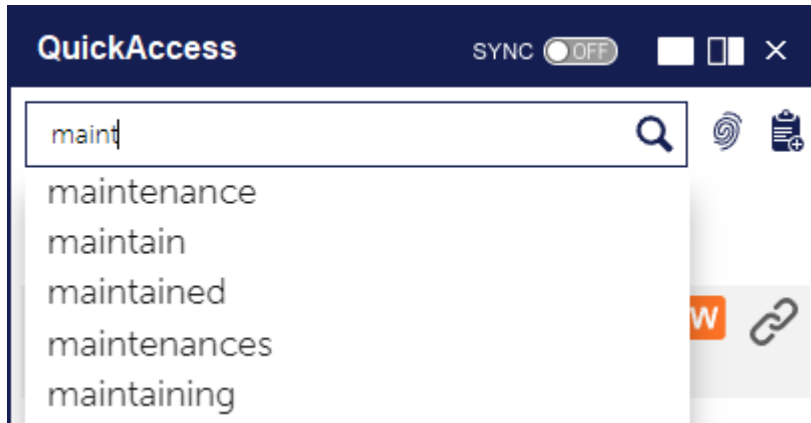
Highlighting new content:



New documents or help topics can be marked as such by the author. These are then highlighted with a "NEW" badge.



3 Searching for information

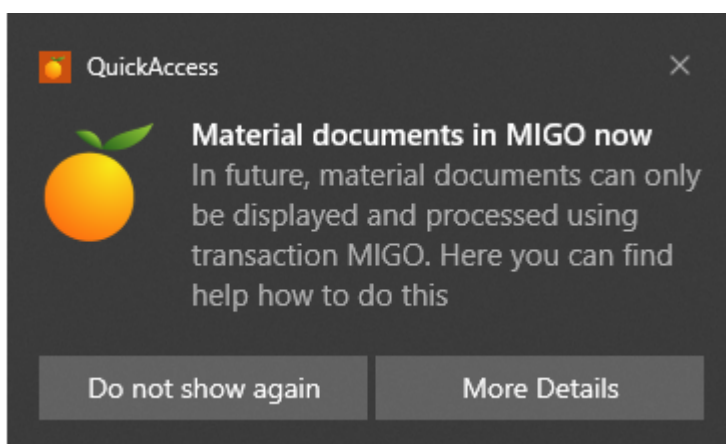
QuickAccess also has a targeted **search function** that is not limited to IT applications. To use this search method, simply enter the desired term into the **input field with the magnifying glass**. QuickAccess supports you in doing this by offering intelligent search suggestions.



-  You can also combine the determined context with a search term: e.g. "SAP iw21 message". This will refine the search results. Please refer to the help document titled "The search function in QuickAccess" for further details on the search function.
-  If you want to copy the current search query, use the button to the far right of the search field. This creates a link via which you can carry out the search again at a later date. You can also pass this link on to colleagues to share the query with them.

4 Notifications

Notifications involve information about new or changed content or other things worth noting. They are displayed at the bottom right-hand corner of the screen, just above the taskbar, when QuickAccess is minimized. This helps to keep you up to date with news or changes, even if you do not have QuickAccess open at the time.



You have the option of not displaying a particular notification in the future or of accessing further details about it. In the latter case, QuickAccess fully opens, giving you access to the prepared information.