

Printed from the Customer Support Manual Website.

Site Documentation: Customer Support Manual

Site Overview

Problems Process

1. Name
2. Short Description
3. Issue(s)
4. Cause
5. Possible Solutions/Fixes + problems of each

Enhancement Process

1. Name
2. Description
3. How it is done now
4. Benefits - Pro/Cons of each option
5. Task list to accomplish enhancement.

Tasks

.....

IMPORTANT NOTICE: Info on tasks listed below are rough notes. Additional info will come later.

.....

CPN Update Tasks

Note regarding Anchors: As Dreamweaver will add both the name and id attributes when an anchor is created, ISD recommends that anchor names begin with a lower case 'a' to ensure that no ID conflicts occur. Normal ID names should use camel case, (UpperLower), but anchors are an exception. Recommended format: aAnchorName.

Add, Modify or Remove Tabs/Panels

If the addition, modification or removal of the current number of tabs, please consult with ISD.

Add, Modify or Remove Tables

If the addition, modification or removal of tables is required, please consult with ISD.

Linking to the listings in the Employee Locator

Replace the Ns with the employee number in this code snippet: `http://es.uspto.gov/emlocator`

```
/runEmployeeQry.do?action=ListEmployeeByEmpNo&empNo=NNNNNN
```

Linking to a CPN tabbed panel from another CPN tabbed panel

The 'N' denoted below references the number of the cited panel counting from 0.

1. Select the text for linking.
2. In the *Link* field on the **Properties** panel, type `#`. This will place the pound symbol in the href attribute of the anchor tag.
3. Open the **Tag Inspector** panel, select the *Behaviors* tab on it.
4. Place the cursor in the first field. The field should convert to a drop-down menu box. Click the down arrow. From the menu, select the `onClick` event.
5. Tab rightward into the second field. Type `TabbedPanels.showPanel(N)`, where the N is replaced by the tab's number.
6. Press the ENTER key to complete this action. This will add an onclick event to the anchor tag.

Linking to content within a CPN tabbed panel from another CPN tabbed panel

The 'N' denoted below references the number of the cited panel counting from 0.

1. Create desired anchor.
2. Select the text for linking.
3. In the *Link* field of the **Properties** panel, type `cpn.html?tab=N#aAnchor`, where the N is replaced by the tab's number and the aAnchor is replaced by the actual anchor name.
4. Press the ENTER key to complete this action. This will wrap the selected text with the anchor tag.

Linking to a CPN accordion panel from another CPN tabbed panel

The 'N' denoted below references the number of the cited panel counting from 0.

1. Select the text for linking.
2. In the *Link* field of the **Properties** panel, type `cpn.html?tab=N&panel=N`, where the N are replaced by the numbers of respective tab panel and accordion panel.
3. Press the ENTER key to complete this action. This will wrap the selected text with the anchor tag.

Linking to content within a CPN accordion panel from another CPN tabbed panel

The 'N' denoted below references the number of the cited panel counting from 0.

1. Create desired anchor.
2. Select the text for linking.
3. In the *Link* field of the **Properties** panel, type `cpn.html?tab=N&panel=N#aAnchor`, where the N are replaced by the the numbers of respective tab panel and accordion panel, and the aAnchor is replaced by the actual anchor name.
4. Press the ENTER key to complete this action. This will wrap the selected text with the anchor tag.

Reminders - Headers

The h1 tag is reserved for the page name. The h2 is reserved for the tab name. On tabs using the accordion panelst, the h3 tag is reserved for the accordion panel name.

The remaining levels, h3 through h6, are available for use within the panels. The header tags are weighted, wherein an h4 has greater importance than an h5. However, an h5 cannot exist without being subsidiary to an h4, which is in turn subsidiary to an h3.

Reminders - Specialized Divisions (DIV)

IMPORTANT NOTICE: Info on tasks listed below are rough notes. Additional info will come later.

Note: Do not give phone numbers to any customers, under any circumstances. See procedures for Emergency POC Telephone Numbers for appropriate steps.

Example: The Help Desk received notification that server XYZ is down and impacting EAST and WEST. However, the Help Desk is not receiving any customer calls and is able to access both AIS's. The Help Desk analyst should question the sender of information as to why they believe the AIS's are impacted.

Wireframes

PanelContent02

Mock-ups

PanelContent03

Base Template

PanelContent04

Sectional Templates

PanelContent05

Library Items

PanelContent06

Color Schema

PanelContent07

CSS & Scripts

PanelContent08

For CSM Website support, contact the Information Services Division.

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