

## Writing Helper FAQs

<b>Technical questions</b>	<b>2</b>
How do I access Writing Helper for PC?	2
Can I add Writing Helper Web to my taskbar on a PC?	2
Can I add Writing Helper Web to my dock on a Mac?	2
How do I access Writing Helper for Mac?	2
How do I access Writing Helper Web?	2
Can I see examples of Writing Helper in use?	3
Can I continue to use the native versions on Windows or Mac?	3
Which browsers can I use with Writing Helper Web?	3
What are the feature differences between versions?	3
What are the minimum system requirements?	4
<b>Questions on how to use Writing Helper</b>	<b>4</b>
If I make changes to the Word document after publishing, will Writing Helper see these changes?	4
Where can I add my own paragraphs?	4
How can I bring my work from Writing Helper Windows or Writing Helper Mac into Writing Helper Web?	5
Should I save my work as I go?	5

## Technical questions

### How do I access the PC version of Writing Helper?

You can access Writing Helper for PC by downloading the application direction with this [download link](#). Without a licence key you will be given a fixed term free trial, but otherwise will be invited to enter your key during installation.

### Can I add the new Writing Helper to my taskbar on a PC?

Once you have installed and licensed the PC version, then run the New WH launcher, you will be able to see a shortcut to the new Writing Helper on your desktop. You will also be able to find it in your Start Menu. To add the shortcut to your taskbar you can search for the new Writing Helper in the Start Menu, then when the application result appears, right click that and select “Pin to taskbar”.

### Can I add the new Writing Helper to my dock on a Mac?

You can right click on the icon in the Dock when Writing Helper is running and select Options > Keep in Dock.

### How do I access Writing Helper for Mac?

You can access Writing Helper for Mac by downloading the application direction with this [download link](#). Without a licence key you will be given a fixed term free trial, but otherwise will be invited to enter your key during installation.

### How do I access the new Writing Helper?

Writing Helper web currently requires initial installation and licensing of the native Windows or Mac application, followed by running a ‘launcher’ file. Follow these steps as appropriate:

1. Install and licence the native application:
  - a. Windows download [here](#)
  - b. Mac download [here](#)
2. Install the launcher file:



- a. Windows download [here](#)
- b. Mac download [here](#)
3. Install the launcher
4. Run the launcher (should be in Start Menu or Finder, as well as an icon on the desktop) and ensure that Writing Helper web runs in the default browser

**Note:** whilst the URL is [writinghelper.texthelp.com](https://writinghelper.texthelp.com) this will only work if the shortcut/launcher is used.

### **Can I see examples of Writing Helper in use?**

We have a [dedicated playlist of videos](#) that walks through every stage in the Writing Helper workflow on Texthelp's YouTube channel. You can also access various help documentation and information through the menus inside Writing Helper.

### **Can I continue to use the native versions on Windows or Mac?**

Yes, you will have access to both versions of Writing Helper, so can use your Start Menu or Finder to access either. The web launchers, when run, will add a shortcut to your desktop for you to access the Web version.

You can transfer files between the two versions by using the 'save as' feature to save the project to any location.

### **Which browsers can I use with the new Writing Helper?**

Writing Helper Web has only been tested on browsers based on Chromium, which includes Chrome and Edge.

### **Does the new Writing Helper work offline?**

Yes, Writing Helper will behave in the same way

## **What are the feature differences between versions?**

This [release notes](#) document shows where the new Writing Helper's features currently are, with some detail on our coming plans.

## **What are the minimum system requirements?**

For supply into the UK DSA the minimum requirements are: Dual Core and above (Intel i3) Min 4GB (Recommend 8GB), 64GB HDD (4GB Free Space). For Mac, we support up to and including the current and previous two OS versions.

## **Questions on how to use Writing Helper**

### **Is there a user guide?**

Yes, you can find a comprehensive guide to using the new Writing Helper [here](#).

### **If I make changes to the Word document after publishing, will Writing Helper see these changes?**

No, any changes you make after publishing your project to Word won't be seen by Writing Helper. The ideal approach is to complete your content creation in Writing Helper (structure, sources and snippets) then publish to Word and make any finishing touches there. Word is great for document formatting, spelling, punctuation, grammar and general minor tweaks. If you want to make any larger changes to your composition it's best to go back to Writing Helper, make the changes there, then publish to a new Word document.

### **Where can I add my own paragraphs?**

The place to do this is in the Snippets tab using Custom Snippets (you can add them using the 'add Snippet' button. By this point you'll have Structure components (Sections, Subsections and tasks) and likely lots of Snippets that you've captured from Sources in the Sources tab. Adding a Custom Snippet simply creates a blank container for you to add content to, like signposting, conclusion, analysis,



observations of your own: basically anything that isn't referencing source material. Regular Snippets (those captured from Sources) can be selected and then paraphrased or summarised in the panel on the right: here you can use your own words to put the Source into the right context for your work.

## **How can I bring my work from Writing Helper Windows or Writing Helper Mac into the new Writing Helper?**

Writing Helper Windows and the new Writing Helper let you use the Save As feature to save your entire project to a familiar location like your desktop or documents folders. When you run the new Writing Helper you're taken to the home screen which has a Browse button. You can use this to locate your project to load it into the new version, and continue working on it. You can even go back to Windows or Mac using the same file, without any issue, but if you have both open at once, strange things could happen!

## **Should I save my work as I go?**

It's good advice to save your work once you've finished for the time being and before you close Writing Helper. But otherwise, no, you shouldn't need to save your work as it will automatically be saved for you as you go. You can use the Save As feature to change the location of your file though, which can be useful if you wish to open that project in a different version of Writing Helper or if you wanted to save it onto a Cloud storage location like Google Drive etc.