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FAQ and support documentation

Follow this link to see all frequently asked questions regarding Writing Helper.

Here is the user guide which presents a linear walkthrough of all of the features and benefits in the new Writing Helper which is useful for new and familiar users alike.

Why the new Writing Helper?

We're really excited to bring the new Writing Helper to you for many reasons, and whether you're a new user using Writing Helper for the first time or if you're familiar with the Windows or Mac versions and are migrating over to this new version, we hope you see the same value we do in this roadmap. We've listed some of the big benefits of the new version below.

1. **Designed for accessibility and usability:** The new Writing Helper is a streamlined user experience (UX) with intuitive design patterns that users are familiar with. It has accessibility 'baked in' so it complies with best practices and guidelines making it easier to use for everyone, as well as more compatible with tools like Read&Write and ClaroRead.

2. **Improved user flow through the process:** There has been a focus on solving user sticking points related to the flow through the Writing Helper process from stage to stage. For example, moving from the Question to Structure stages, and moving highlights from Sources to Snippets.

3. **Automatic updates for users:** Desktop apps need to be installed on the user's computer and require users to search around an app store and download, including updates. Apps built like the new Writing Helper on the other hand will see all updates automatically pushed out requiring more installation stages each time there's an update, allowing us to be much more

agile and ensuring users are always up to date.

4. **Consistency across devices:** The user interface (UI) design balances a feature-rich design with a clean, simple user experience, making sure Writing Helper looks and feels consistent across different devices.
5. **Chromebook use:** Windows and Mac users have enjoyed the benefits of Writing Helper so far, but now we have this new version we're providing the exact same functionality to Chromebook users also.
6. **Consistent with other Texthelp tools:** It is consistent with other Texthelp web tools like WriQ, so this redesign helps bring Writing Helper more into the family of products.
7. **Scalable design:** All of the components that make the new Writing Helper are reusable and scalable so the future design of features or other enhancements to the product can be delivered more quickly and consistently, and to a higher design standard.
8. **Focussed development support:** Harmonising one application that can be run from different platforms means there is only one user experience compared to native apps installed on various devices. This also means we can focus our development on one product rather than spread our resources across different versions of the same product. For a native app, this involves app design, app testing, deployment and different versions of the same product would always be somewhat out of sync with one another in terms of features and benefits.

Roadmap

11th January 2023

The new Writing Helper brings you the best of accessible web technology to help you work on your writing projects regardless of platform. It brings all of the core functionality of the existing Windows and Mac version of Writing Helper but we do have a few features yet to add to this version before it has full parity with its cousins on PC and Mac devices.

We will be splitting up our development into two main phases as we approach full feature parity with the Windows and Mac versions. We're calling these **soft parity** and **hard parity**: soft parity brings the bulk of the key features that existing users enjoy already; and then hard parity will fill in all the smaller details. Soft parity will be with users in the new year, and hard parity in Spring. After that, we will be looking at new features and benefits, so watch this space for more information.

The following lists the new features and benefits we will be adding, in the short term. Feel free to use this form to let us know about any feedback or suggestions you have for future releases.

Remaining work for soft parity in early 2023

Source types

We will allow the opening of Word documents and improve the handling of inaccessible PDF documents so that you can import a wider range of sources into your projects.

Easy-to-install app

The cherry on top for the soft parity launch early this year will allow users to sign in once with their email and licence key. Existing users will be able to easily move over to the new version whilst new users can be set up with Writing Helper really simply. Users can sign in with Google, Microsoft or UniLogin credentials to make this really easy. Writing Helper will be installable as an app on Windows, Mac and Chromebook devices.

Hard parity, some time in Spring 2023

Web sources

We want you to be able to open any type of written evidence source in your Writing Helper projects, and the list of file types is expanding all the time. Our next priority is to allow websites to be opened and converted to PDF in the new version, just like you can do in Windows and Mac.

Keyword search

In Sources for Windows and Mac you can search for keywords and phrases to find useful information and capture highlights more easily. This will be built into the new version in the new year as part of hard parity.

Dark mode

This is of growing importance and proving crucial for so many users, particularly as we spend more time at our screens. Dark mode allows some customisation and personalisation of your experience but also can help reduce the light stress on your eyes, which is very important ergonomically. Readability for dark mode is significantly better for many users too!

Visual mapping integration

We know that visual mapping isn't for all learners, and we encourage you to use the tools that work for you when it comes to exploring your open concepts and your project brief. However, for those of you who do get benefits from visual mapping tools, we recognise the enormous value you can get, so we will be reintegrating popular visual mapping tools to the Question review tab after we have implemented it.

Publish settings

We will be adding more settings for your Published document such as changing the displayed errors, reference style and more.

Advanced snippet placement

A little used but valuable feature in Windows lets users be more specific about which sections and subsections they organise their snippets into. We'll be including this for hard parity.

Post parity - shiny new things!

The features and benefits above will bring the new Writing Helper to parity with the existing desktop versions but we won't be finished there. We have lots more planned to continue to improve the writing experience for our users, including some excellent suggested features from you, so please do keep those coming! For example, we're

looking at improved colour picking and customisation of themes, better file access, improvements and extensions to your Structure, possible new Publish outputs, interoperability with other tools like Global Tasks and ClaroCapture and many more things. We won't prioritise these just yet, so do let us know what is important to you for the future.

Release notes

Version 1.6.0

1st February 2023

We've made some improvements to our Published documents and our Instructional Verbs in this release.

Firstly, the new Publish settings. You'll now find a settings menu which includes a number of new features to improve your published document:

Previously, various errors would be shown in your exported Word document. These could be 'incomplete metadata', 'incomplete task', or 'needs rewording. We've renamed 'incomplete metadata' to 'incomplete citation data' to be more clear, and you can now toggle off all of these errors if you wish.

Moreover, each of these errors now has a unique highlight colour in the word document to make it much easier to differentiate between them. You can also choose to include or exclude; section and subsection headings, incomplete task warnings; and unused citations.

Finally, our Instructional Verbs dictionary has been improved to include more book sources and revised source links for some words.

Version 1.5.1

17th January 2023

Some minor bug fixes and quality of life improvements in this version only. Capturing open concepts in the Question stage has been slightly improved, and you can remove open concepts by clicking them on the left panel now.

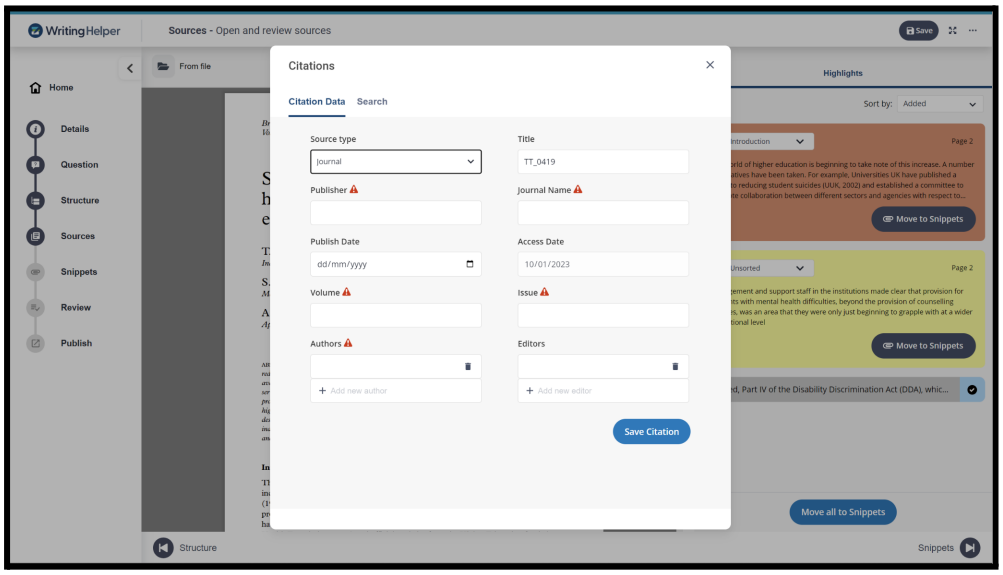
Version 1.5.0

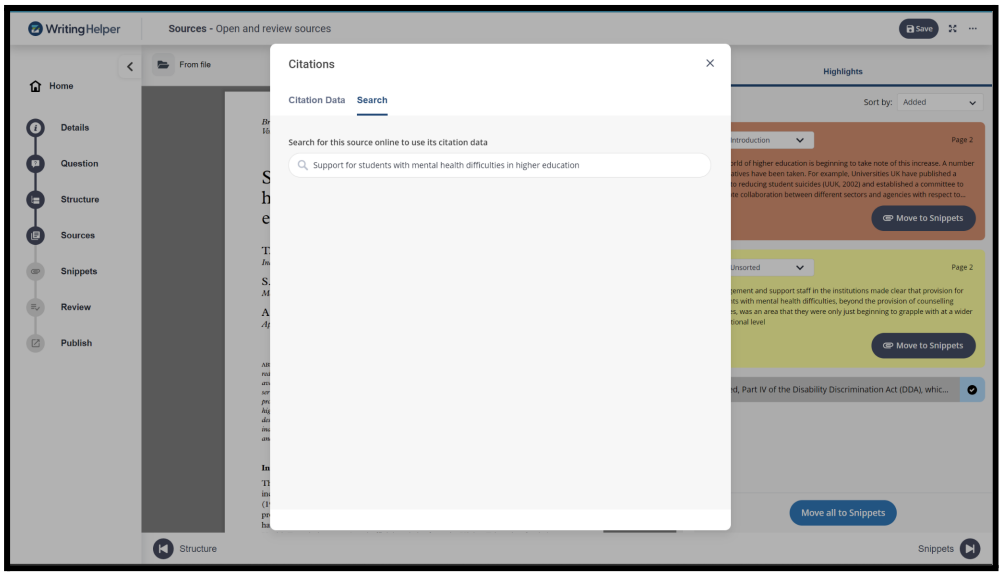
11th January 2023

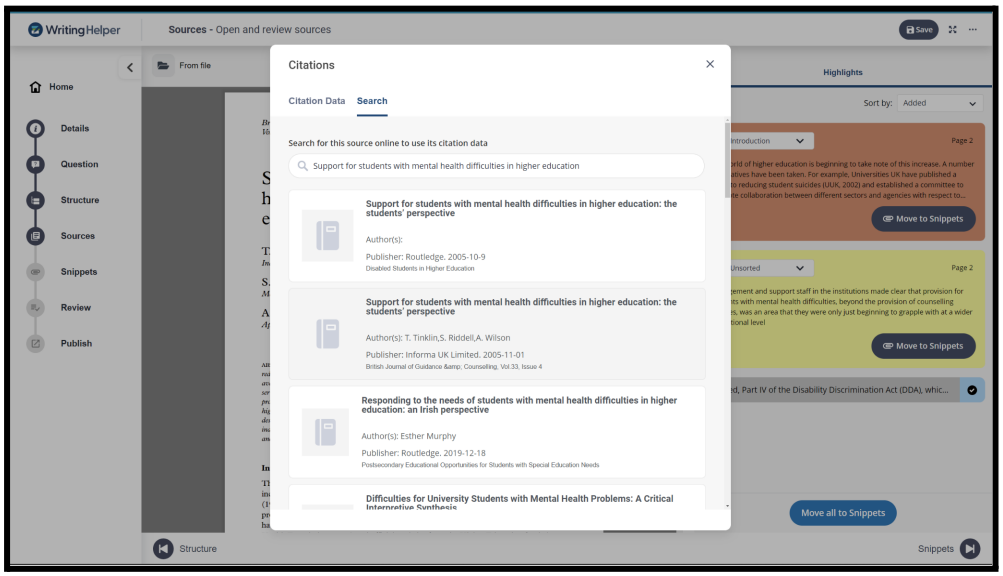
We kick off 2023 in style with improvements to the Reference Manager feature, and loads more quality of life and interface improvements.

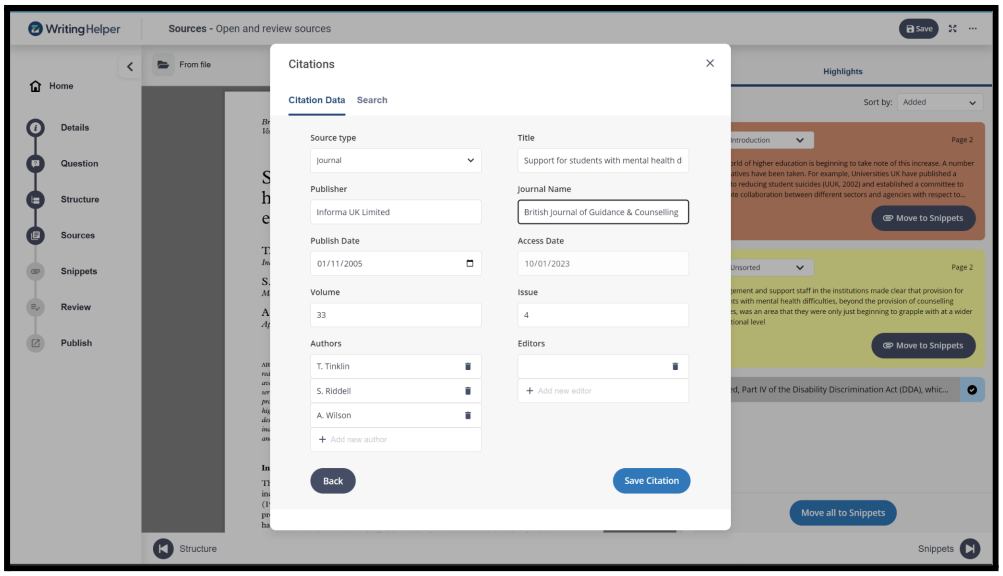
Reference Manager

When you change the source type to either journal or book, you will now see a Search tab at the top of the Citations dialog. This will allow you to find the citation for your source really quickly, and populate the fields so you don't have to worry about copying and pasting lots of information. Having citations and references managed more efficiently will allow you to focus on the writing instead.



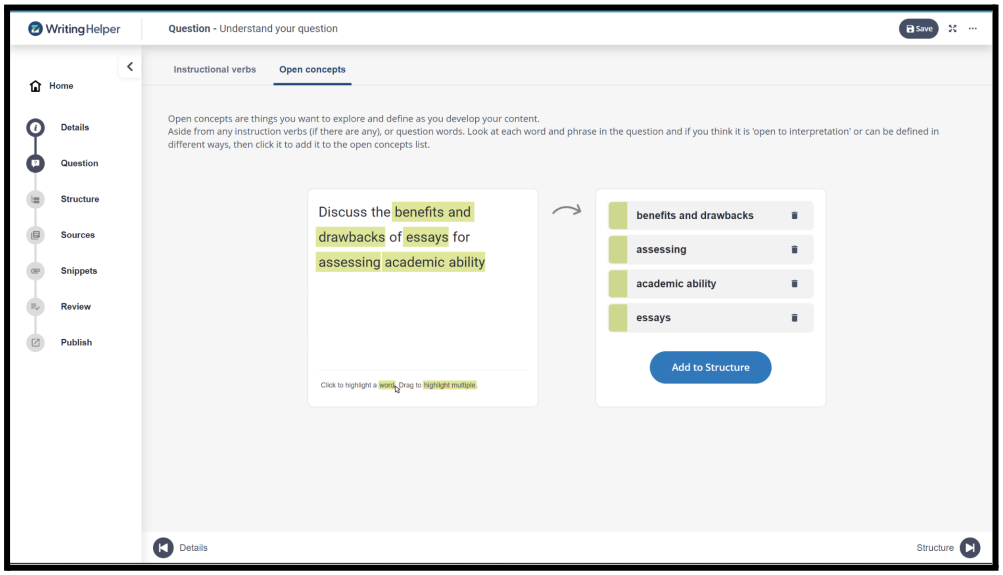

WritingHelper
Sources - Open and review sources
Save
From file
Home
Details
Question
Structure
Sources
Snippets
Review
Publish
Citations
Citation Data
Search
Search for this source online to use its citation data
Support for students with mental health difficulties in higher education
Highlights
Sort by:
Added
Move to Snippets
Move all to Snippets
Structure
Snippets


WritingHelper
Sources - Open and review sources
Save
From file
Home
Details
Question
Structure
Sources
Snippets
Review
Publish
Citations
Citation Data
Search
Search for this source online to use its citation data
Support for students with mental health difficulties in higher education
Support for students with mental health difficulties in higher education: the students' perspective
Author(s):
Publisher: Routledge. 2005-10-9
Disabled Students in Higher Education
Support for students with mental health difficulties in higher education: the students' perspective
Author(s): T. Tinklin,S. Riddell,A. Wilson
Publisher: Informa UK Limited. 2005-11-01
British Journal of Guidance & Counselling, Vol 33, Issue 4
Responding to the needs of students with mental health difficulties in higher education: an Irish perspective
Author(s): Esther Murphy
Publisher: Routledge. 2019-12-18
Postsecondary Educational Opportunities for Students with Special Education Needs
Difficulties for University Students with Mental Health Problems: A Critical
Highlights
Sort by:
Added
Move to Snippets
Move all to Snippets
Structure
Snippets



Cleaner open concept capturing

As well as multiple-word open concepts, you can now select them by dragging or clicking. Open concepts that are next to each other now have a clear gap, so it's much easier to differentiate them so you can be sure that you're understanding and identifying the right open concepts relevant to your question.



Import with context

We introduced the import structure feature, as well as the 'push open concepts to structure as tasks' in the previous release, and both features are great for improving your focus and productivity. We've further improved how these two new features work together in 1.5.0: when you import a structure, Writing Helper will check to see whether you've made any changes to the default 6-section structure that comes with new projects. If you haven't, then the imported structure will fully replace the default one. If you have, then the imported structure will be appended to the end instead.

We realised that by adding the open concepts to an unchanged default structure, and then importing a structure, Writing Helper was assuming that changes had been made. We've fixed this now: adding open concepts to the structure as tasks won't be seen as a change to the structure, so you can import to replace the default structure without impacting the open concept tasks.

'Quick create'

This is a really simple change, but one worth mentioning: in the Structure Stage, when you create a new Section, Subsection or Task, you will be automatically able to edit the label of that element. You can now create your structures much more easily.

Jump to highlight

Another simple change that is also worth mentioning: when you have captured a highlight, you can click on that highlight in the right hand side panel to jump to the page where that highlight is located. This is also true for highlights that have been moved into Snippets. We've added some shading effects to the highlight tiles to make this more clear too.

Version 1.4.0

21st December 2022

This final release of the year marks the fourth successive fortnightly release as we rapidly approach soft parity for the new year. We're particularly excited about this one, not just because it's the holidays, but because we've introduced a new feature

here that Windows and Mac users haven't seen, which relates to the use of Open Concepts in the Question Stage. Read on to learn more.

Import structure

A favourite feature from Windows and Mac is the ability to import structures that you have used in previous projects. This saves you from recreating familiar structures repeatedly, particularly when you have some degree of consistency in structure that you apply to many pieces of work. It's in the same place, in the Structure Stage, and you can click on the new **Import Structure** button on the toolbar. This will show you all the other projects that the new Writing Helper has been given access to, and you can select which you need, then preview and import. If you haven't loaded the project you want yet, you can use the **Browse** button to find a project (perhaps one you're bringing in from Windows or Mac) to load it into the new Writing Helper.

Push open concepts into Structure as Tasks

Despite our drive to give you full feature parity with the Windows and Mac versions, this small feature that is specific to the new version was too good to pass up! You can now move your open concepts, once you've identified them in the Question Stage, straight into your Structure as Tasks. Windows and Mac users will be familiar with the flow from QUestion to Structure, but it always invites you to 'explore' your open concepts. We've recognised that this is a task in itself, so pushing these concepts into the Structure Stage as actual Tasks makes a lot of sense, as well as improves your flow through the Writing Helper process.

Quality of life

In addition to these new benefits, we've fixed and changed a few smaller things too: you can now select multi-word open concepts; your name is auto-populated in the Details Stage (and we removed the built-in Chrome autofill which showed things that weren't names); and we've improved performance in a few places, with some highlighting tweaks and changes to menu behaviours.

Version 1.3.0

7th December 2022

We've been working hard on improving the sources you can open in your Writing Helper projects for this release, and you can now open compressed PDFs, and inaccessible documents will be sent for OCR and returned as accessible versions so you can capture highlights and enjoy improved readability with your text-to-speech tools. As well as support for inaccessible PDFs, you can open images of text now (like .jpg and .png files) which will also be sent to OCR for conversion. As well as this there are a number of performance improvements.

Version 1.2.0

23rd November 2022

Most of this release is 'under the hood' as we've improved performance and optimised a number of features. You will however now be able to make the application full screen to remove the distractions of any other open tabs. The version number is now also displayed in the menu so you'll be confident you're always up to date with Writing Helper.

We've also added links to our help documentation and product feedback form so you can learn more about how to make the most of Writing Helper, and let us know how you're getting along. If you have any feedback for new features, or if you simply want to let us know how you're finding the Writing Helper experience, you can now let us know more easily.

Version 1.1.0

9th November 2022

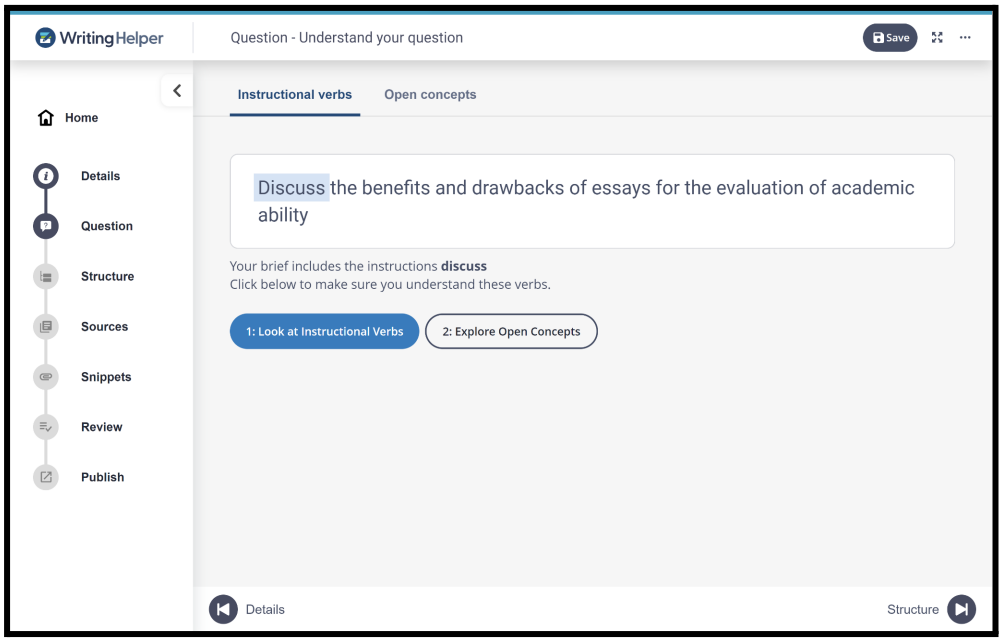
Top of the list when we released the new Writing Helper was to implement the Question Review tab that on-boards learners onto the writing process so well in the Windows and Mac versions of Writing Helper. We have gone a step further with the new version with a new design and layout to improve discoverability and flow through these foundational early steps.

The writing process begins, just like any task, with an understanding of what the task actually is. What's required? What does 'success' look like? What is the 'definition of done'? So often we can forget to give enough attention to this early foundational phase, especially with regards academic assignments.

The Question tab has now been added to the new Writing Helper, at the start of the process, to enable you to consider the title of your project and really think about what you're being asked to do: from the core instruction in the question, through to the open concepts (words or phrases that need definition, consideration or explanation) to help you seamlessly move on to developing a really solid structure for your piece of writing.

We have taken all the best bits from the Windows and Mac versions of Writing Helper and added huge improvements to the accessibility and usability. You can now enjoy a cleaner and more linear flow through navigating the implications of your writing project brief.

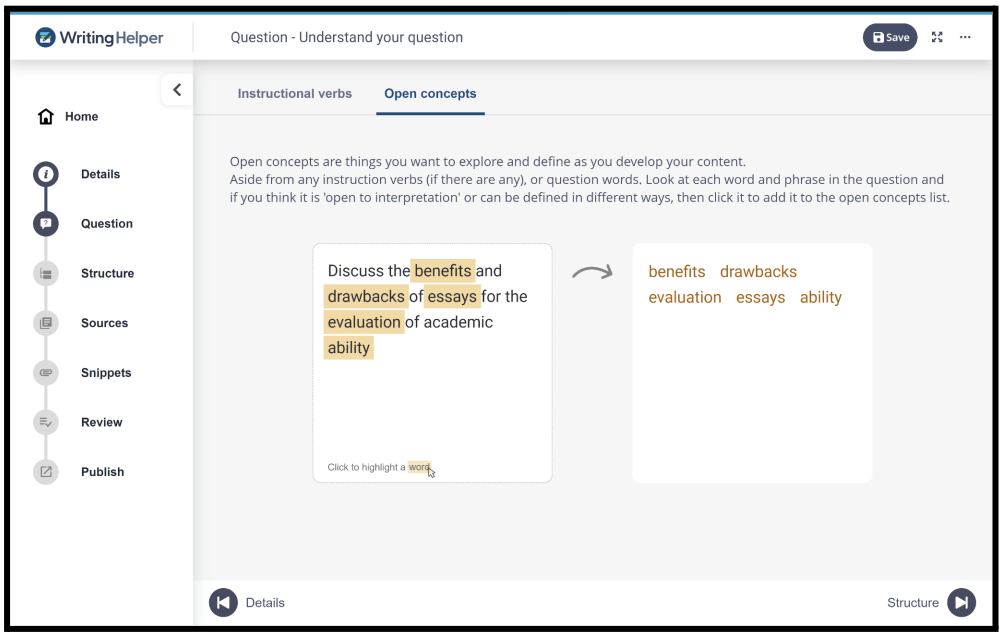
The core instruction



Writing tasks will always have an instruction, which very often takes the form of an explicitly stated verb, such as ‘discuss’ or ‘describe’. Sometimes the instruction is

implied though, with words like ‘why’. You can see accessible definitions of a multitude of instruction verbs at this stage. Any explicit verbs included in the question will be identified.

The open concepts



Questions will always have words or phrases that you will need to explore, define or consider. Click these in the ‘open concepts’ area so you can identify the core elements of the question before you move on to start structuring your writing in the Structure tab.

We are working hard on OCR and Reference Manager to continue bringing this version up to full feature parity with the Windows and Mac versions, so this update is one of many that we have planned in the coming months. We hope you're enjoying the journey.

Version 1.0.0

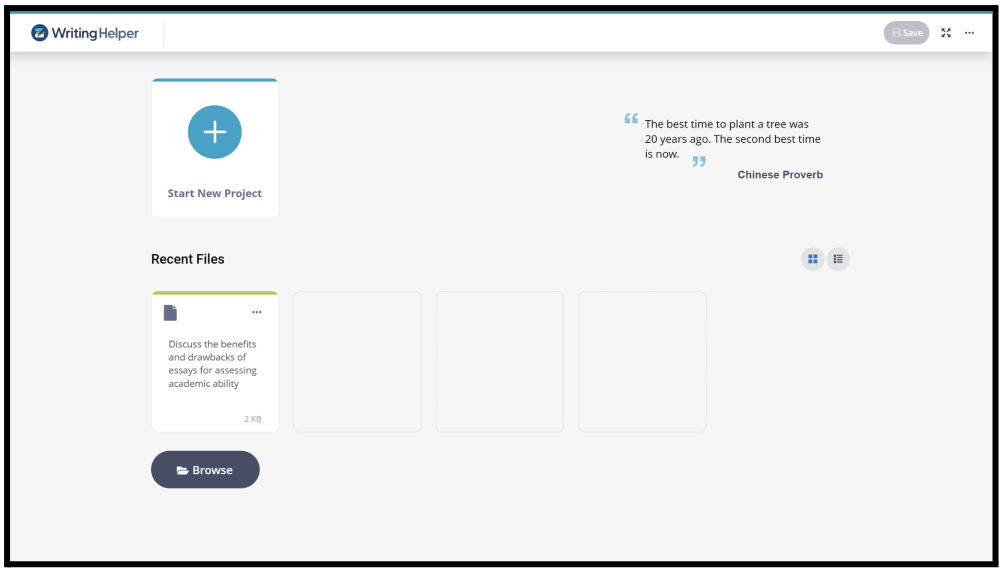
22nd September 2022

This launch release of the new Writing Helper is a showcase of accessibility and web technologies to bring the Writing Helper experience to more users in a faster, more

consistent, more powerful and agile way. We will have a rich roadmap ahead of us, to allow us to bring this version of Writing Helper up to parity with the existing Windows and Mac versions. The current release notes for version 1 are listed below.

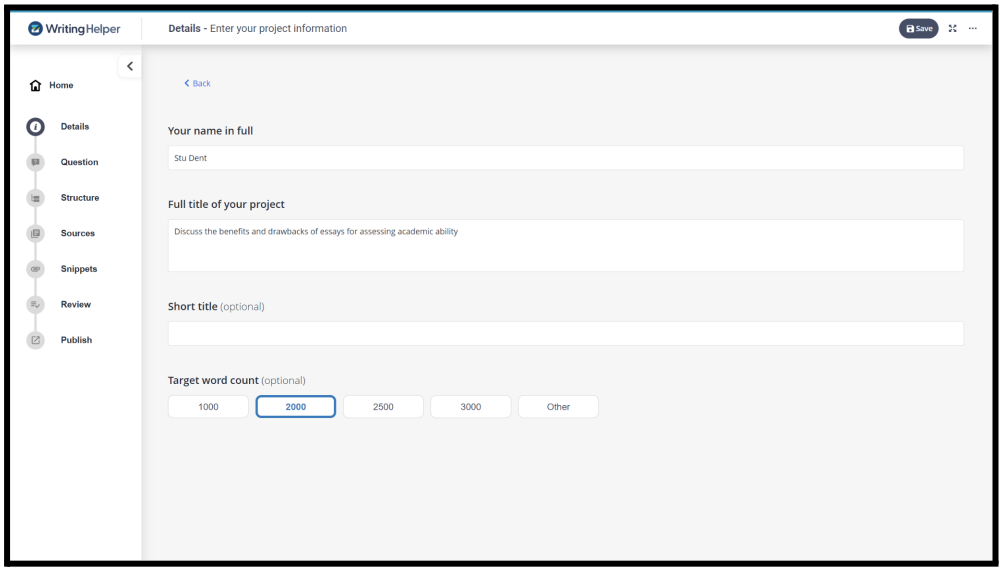
Users of the Windows and Mac versions will enjoy the same familiar process, allowing them to complete a writing task from start to finish. Projects that are already underway can be moved to the new version and back again so there is full compatibility between versions.

Welcome window



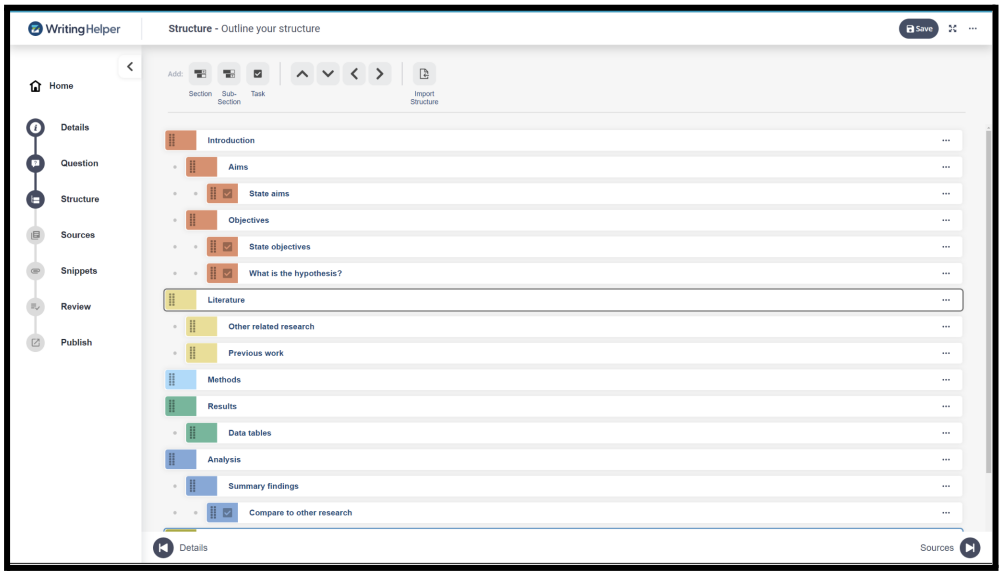
The Welcome Window presents a clean, new design to allow users to access, manage and create projects. Existing projects from Windows or Mac can be loaded using the ‘browse’ button.

Details



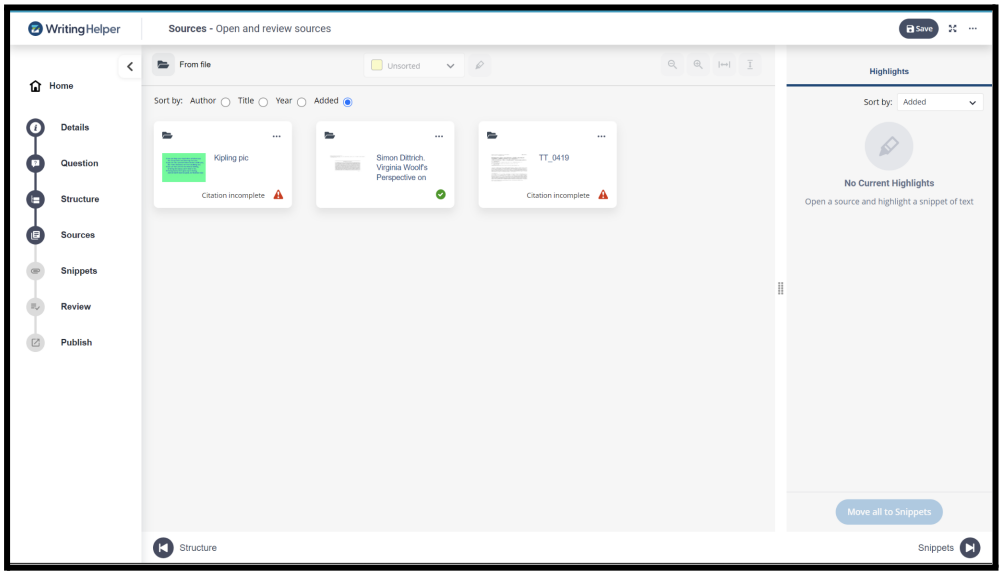
The Details Stage will be familiar to Windows and Mac users. Enter basic information about your new project here.

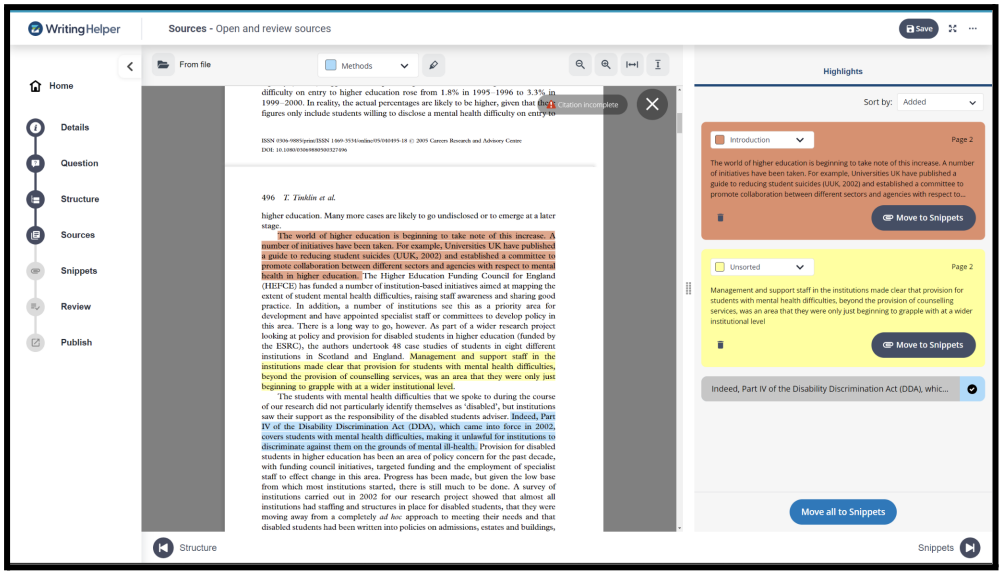
Structure



Create, organise and structure the flow of your writing here, without distractions with a clean, intuitive and simple interface. Add writing tasks as reminders of things you want to add to your project.

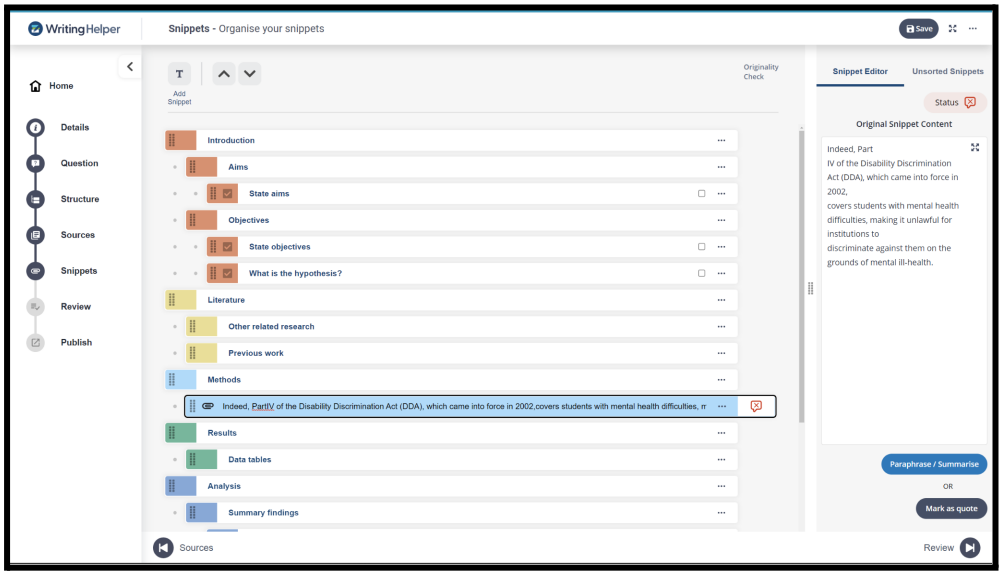
Sources





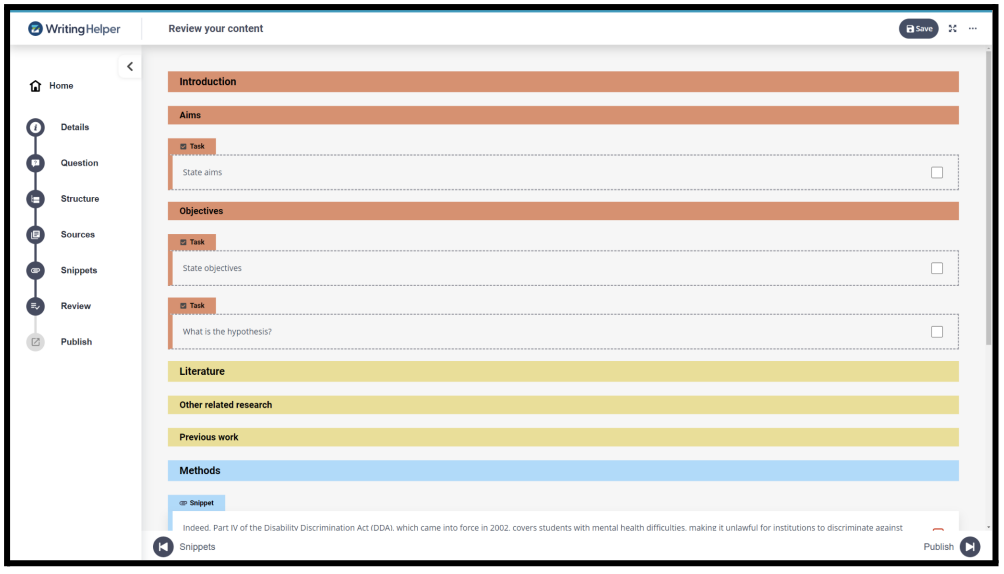
Open multiple document types here as accessible PDFs, and highlight information from them with colour coding that matches the structure you created. Move these highlights into your project as Snippets...

Snippets



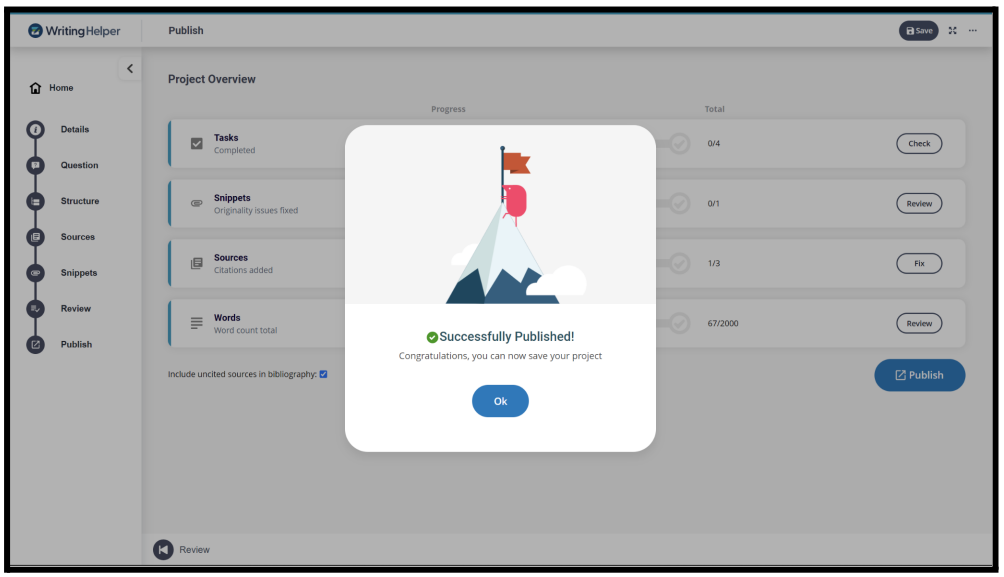
Slot and organise all the highlights and evidence from your sources, as well as custom snippets as linking paragraphs and signposting. Paraphrase, summarise and quote evidence to prevent plagiarism, with an end result being a complete draft of your document without the distraction of the WYSIWYG view.

Review



See the big picture of all your efforts: your whole project in one place from start to finish, before you go ahead to Publish your work…

Publish



See some basic health checks on your work so far, and Publish a completely accessible Word document. Once you're happy with your content in Writing Helper, you can use Word for what it's designed for: formatting and finishing off. Don't worry about reference styles or formatting at all in Writing Helper. We produce a Word document that is easily reformatted to save you time and help you be more productive and less overwhelmed.

Technical release notes

Key:

+ Added

- Removed

~ Changed

==========

Version 1.6.0

Released 1st February 2023

+ Added settings dialog

+ Added options to include/exclude errors from output Word document

+ Added options to include/exclude Section & Subsection headings from output Word document

+ Added options to include/exclude Incomplete Tasks from output Word document

+ Added options to include/exclude Unused citations from output Word document

+ Different colours are now used for published errors in Word

~ Original snippet content is no longer editable

~ Updated instructional verb dictionary and links

~ Instruction verbs are now identified when adjacent to punctuation characters

~ Fixed a bug where clicking new project could return the user to the Welcome page

~ "Incomplete metadata" error message renamed to "Incomplete Citation Data"

Version 1.5.1

Released 17th January 2023

+ Clicking an open concept deletes it

+ Spaces now visible between different open concepts

+ Capture full words in open concepts improved

~ Fix for selection open concepts at end of the title

~ Fix for recent file ordering on Home screen

~ Update to text descriptions around removing recent projects

~ Fix tab order and adding structure elements

Version 1.5.0

Released 11th January 2023

+ Search for book sources in Reference Manager

+ Search for journal sources in Reference Manager

- Remove "Add structure as tasks" label from Question Stage (UI tweak)

~ All text in structure element (Section, Subsection or Task) is selected when it is first added which allows for faster creation of structure elements

~ Spaces between adjacent open concepts help differentiate between them

~ Full words are captured when selecting open concepts

~ Import structure no longer changes section colours when the imported structure replaces the default one

~ Jump to highlight that has been pushed to snippets

~ Structure is recognised as unchanged if open concepts have been added as task

~ Import structure message updated based on context - UI tweak

~ Sections in large projects are now fully visible - UI tweak

~ Citation data box tab order is left to right instead of up to down

~ New icon for loading source preview

~ Capitalise 'Snippets' when pushing from Sources

~ Recent files on the welcome window are now in order of last modified

~ Text descriptions updated for removing recent projects

Version 1.4.0

Release 21st December 2022

+ Structure from another project can now be imported

+ Added support for multi-word open concepts

+ Open concepts can be pushed into Structure as Tasks

+ User's name on Details page is autofilled to the last name used

+ Added additional check to make sure we save pdfs to the .cwh file

- Removed autofill suggestions on Details page

~ Updated highlight colour selection in highlight card to show colour of each section

~ Updated context menus and dropdowns to close when clicking elsewhere

~ Changing the highlight colour no longer deselects text

Version 1.3.0

Release 7th December 2022

+ Added support for highlighting in compressed pdf files

+ Added OCR support for inaccessible pdf files

+ Images can now be opened as sources, added OCR support for; .jpg, .jpeg, .png, and .bmp files

- Removed warning messages when attempting to highlight compressed pdf files

~ Updated highlight creation to improve performance

~ Updated highlight deletion to improve performance

~ Updated highlight colour changing to improve performance

~ Fixed a bug where projects without sources could not be opened in Writing Helper Windows/Mac

~ Fixed a bug where sections with only one subsection would not have their only subsection correctly saved

Version 1.2.0

Release 23rd November 2022

+ Added fullscreen button and functionality

+ Added functionality to handle a file not being found

+ Added version number in menu

+ Added link to help documentation in menu

+ Added link to product feedback form in menu

~ Updated loading of files for performance issues

~ Updated loading of pdf previews for performance issues

Version 1.1.0

Release 9th November 2022

+ Added Question Review Tab

+ Added section colour to highlight dropdown in Sources tab

+ Entering text into rows of the structure is now optimised to improve performance

+ Entering text into the snippet editor modal windows is now optimised to improve performance

+ Added a "Loading PDF" popup window when opening sources

+ Updated the toolbar on the Snippets stage to allow more Structure changes without going back to the Structure stage

~ Updated Recent Files list to account for the time a project was created when sorting

~ Heading are now bold throughout application

~ Fixed an issue where compressed pdfs were not correctly identified

~ Fixed an issue where pages could load before they are redirected to /Login if the user is not yet signed in

~ The first source in the published Word bibliography is now styled correctly

Version 1.0.0

Release 22nd September 2022

Initial Release