

F2's help tools

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F2's help tools

F2 contains a selection of help tools available to all users. The tools vary in level of detail to support you in your work whether you are completely new to F2 or an experienced user in search of new knowledge.

Help in F2 starts with the tooltips on many of its functions. These tooltips provide short explanations to help you remember what specific menu items do.

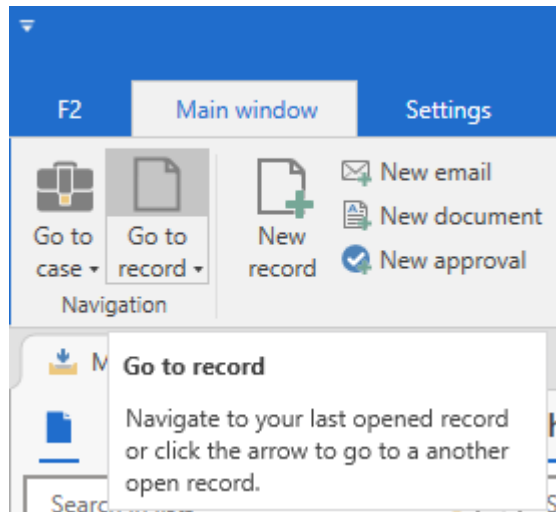


Figure 1. The tooltip explains navigation between windows

TIP If the tooltip says **Press F1 for help** at the bottom, you can [open a help article](#) about the function using **F1**.

The actual help tools are available on the **Help** tab. You can open the tab in the main, record, and case windows.

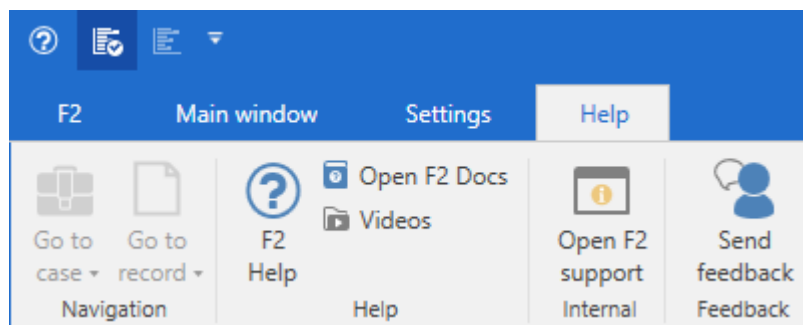


Figure 2. The "Help" tab in the main window

On the tab you can find both [F2 Help](#) - the integrated help function in F2 - and F2 Docs, which is the website you are currently viewing. You can also access [cBrain's learning videos](#) that introduce fundamental concepts and workflows in animated shorts.

[Read more about the tab and its contents.](#)

The "Help" tab

You can find F2's help tools in the main, record, and case windows on the **Help** tab.

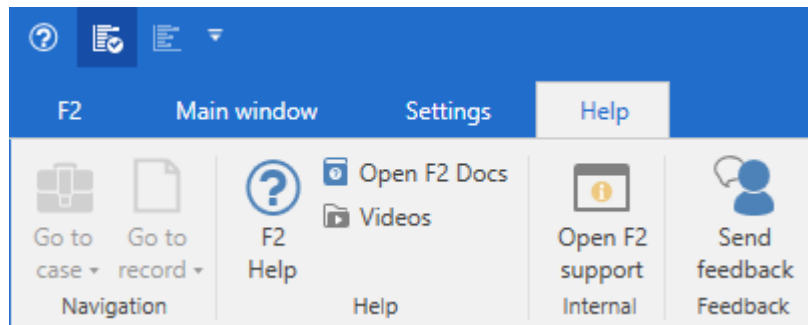






Figure 3. The "Help" tab in the main window

You can customise the tab menu items in the window ["Customise toolbar and ribbon"](#).

The table below describes the menu items of the tab. The tabs in the three windows are identical.

Function	Description
 <p>F2 Help</p>	<p>Open the F2 Help window where you can read short articles about the most commonly used functions in F2. Read more about the window in F2 Help.</p>
 <p>Open F2 Docs</p>	<p>Open F2 Manuals on the F2 Docs website in a browser. Here you can read in-depth articles on F2 and look up details of specific functions.</p> <p>TIP You are reading this on F2 Docs.</p> <p>You can also find the F2 Release Notes on this site.</p>
 <p>Videos</p>	<p>Open the "Videos" window where you can watch F2 learning videos developed by cBrain. Read more about the window in F2 Videos. The contents of the window depends on your organisation's agreement with cBrain.</p>
 <p>Open F2 support</p>	<p>Open the website specified as your organisation's support site. This will typically be your intranet.</p> <p>CONFIGURATION The website is determined by a configuration. F2 is configured in cooperation with cBrain.</p>

Function	Description
	<p data-bbox="584 170 1453 327">Describe your suggestion or challenge, and attach images to support your feedback. Also consider ticking the box The user experience designers of F2 may contact me for additional information.</p> <p data-bbox="584 367 1453 439">Your feedback is sent from F2 as an email containing your name and role.</p> <p data-bbox="628 495 1417 555">NOTE The function is inactive if you are acting on behalf of another user.</p>

F2 Help

The **F2 Help** window provides assistance directly in F2. You can read short articles in the window that cover fundamental concepts of F2 and frequently used functions. For instance, one article guides you through the process of creating new documents based on templates, while another helps you choose the right type of communication for a given situation.

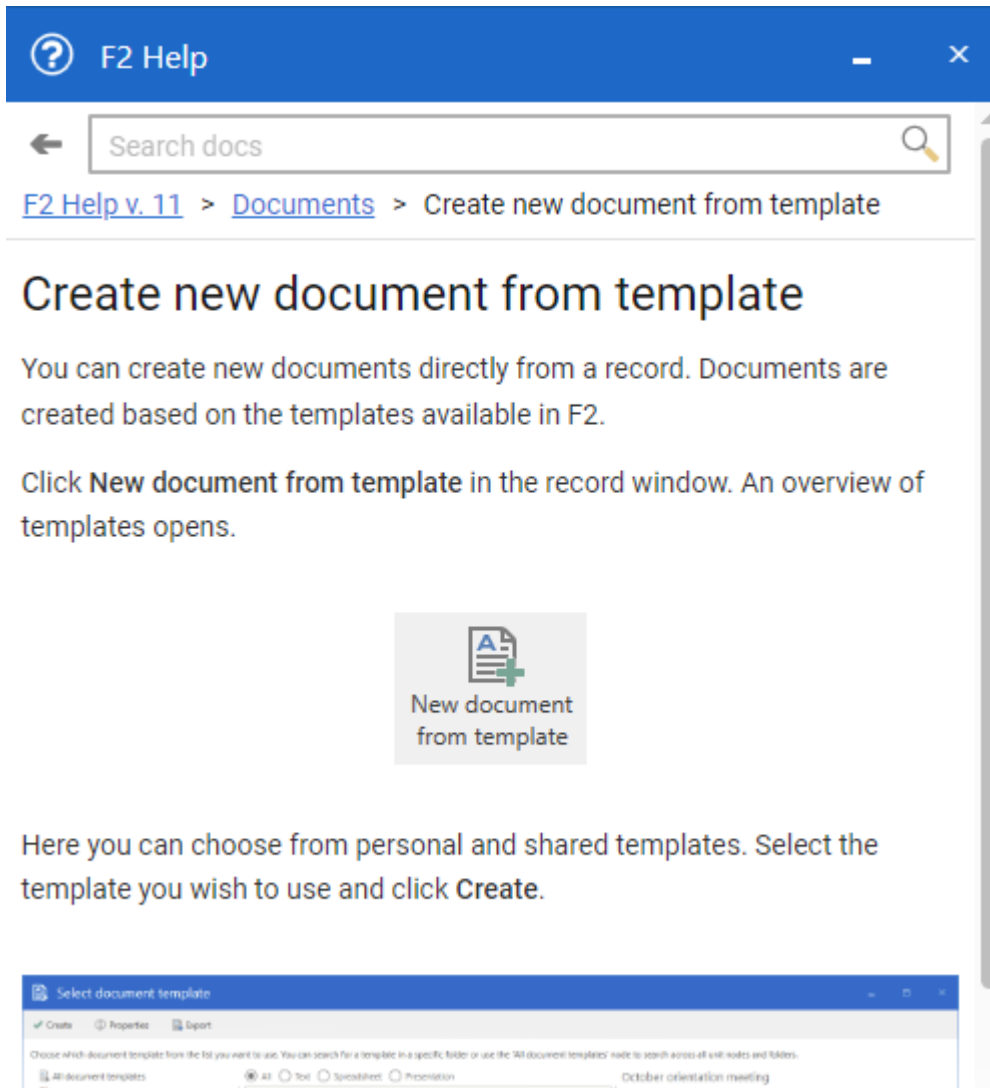


Figure 5. Example of an F2 Help article

Click the **F2 Help** menu item on the **Help** tab to open the window. You can also access the window by pressing the **F1** key anywhere in F2, or use the key to access [context-relevant help](#).

Navigate between articles

There are multiple ways to navigate between articles in F2 Help.

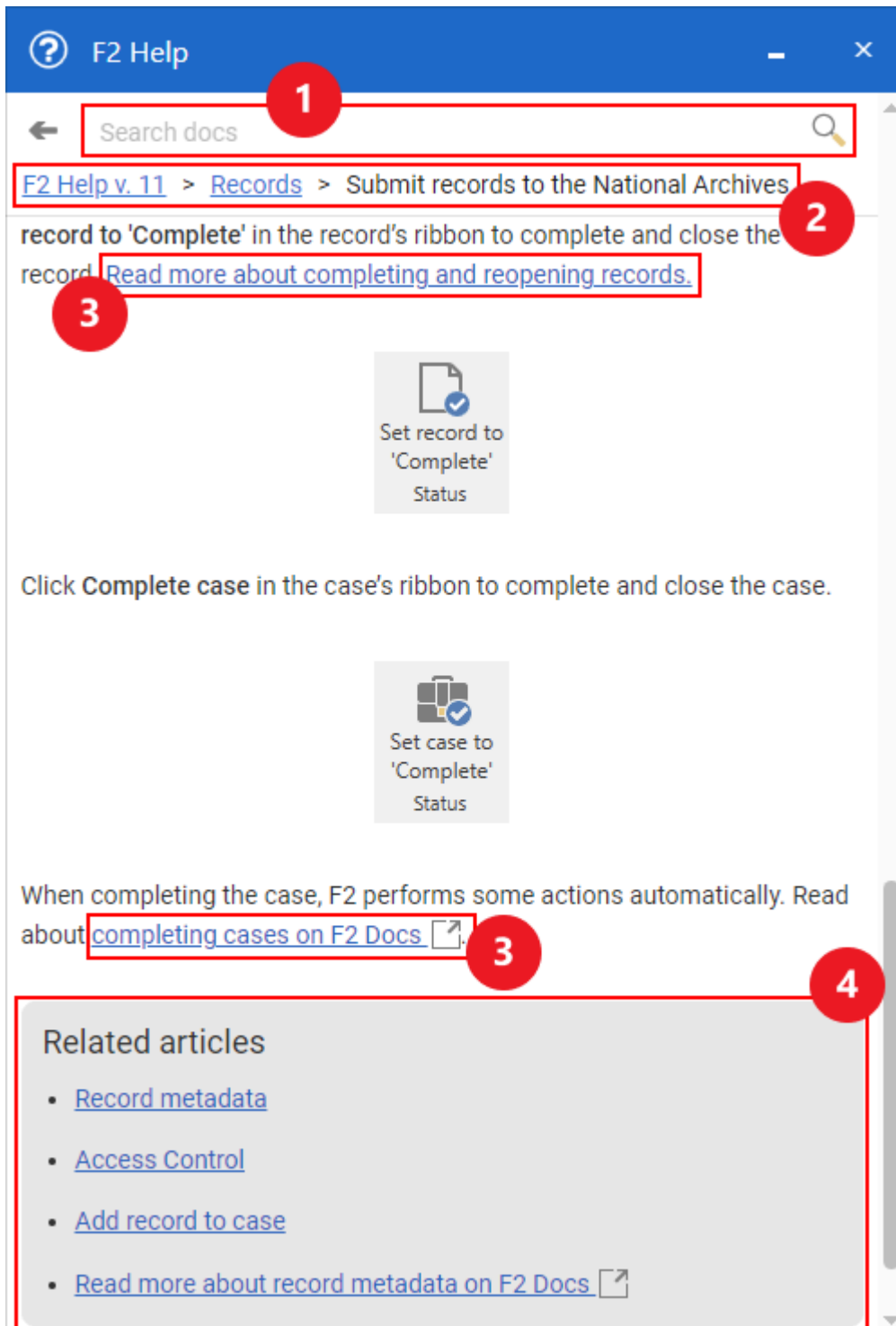


Figure 6. Navigation options in the "F2 Help" window

- At the top of the window is a [search field](#) (1). Use the field to search for topics and terminology, and click on a result in the drop-down that opens to open the article.
- Below the search field are the breadcrumbs (2) where you can keep track of the topic you are currently reading about. Use the breadcrumbs to access an overview of the current topic, or to navigate to F2 Help's home page.
- Within the text itself are links (3) that will lead you to articles explaining relevant terminology or supplementary workflows.

- At the bottom of every article you will find the "Related articles" (4). These articles are selected specifically to supplement what you just read or to introduce similar functions that can solve similar problems.

Open the most relevant article

F2 Help can provide you with context-relevant help. This means you can open the window on the article most relevant to the function you wish to know more about. Hover the cursor on menu items and other buttons in F2 to display a tooltip. If the bottom of the tooltip says **Press F1 for help** you can open a relevant article by using the **F1** key.

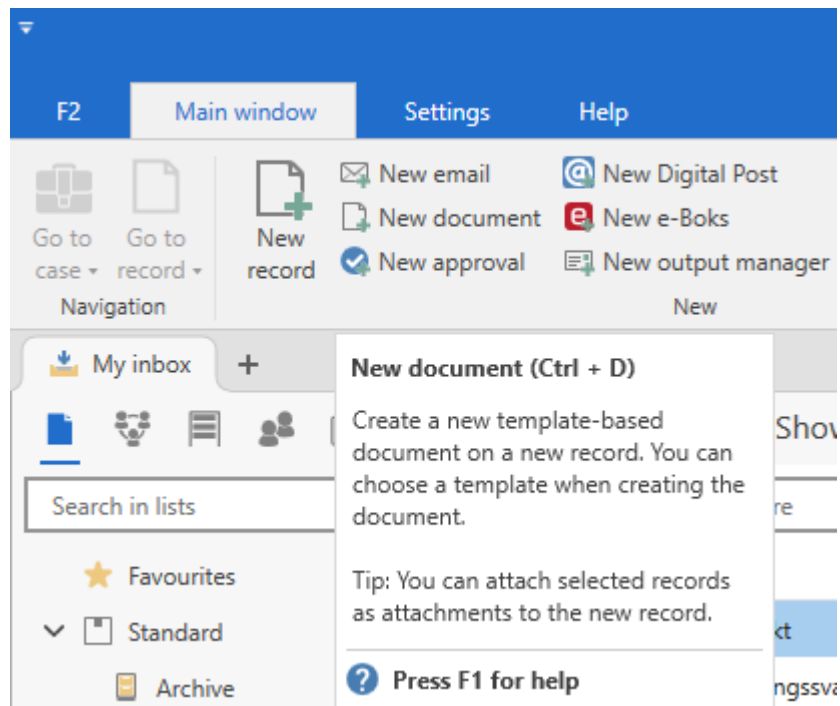


Figure 7. You can open a relevant article from the "New document" menu item tooltip

NOTE F2 Help will only show a relevant article if one exists. Otherwise, the home page will open.

How to search F2 Help

Use the search field at the top of the window to search across all articles in F2 Help.

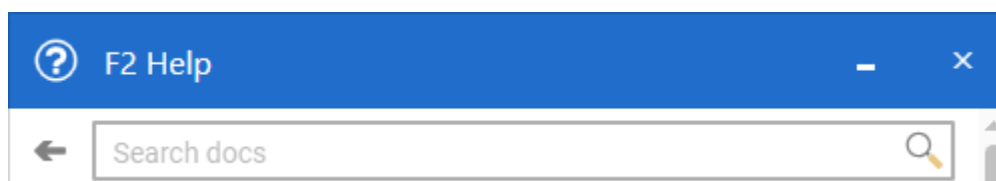


Figure 8. Search F2 Help for information

You can type one or more words in the search field. By default, the search engine puts an "OR" between search words. This means that a search for "record access" will return results containing "record", "access", or both. You can also try some of these search functions:

- To search for a word that can have different endings, use an asterisk (*) at the end of the word. For example, type "search*" to see results that include words like "searches", "search text", and "search field".
- To search for pages where two words appear, use "+" in front of each word. For example, type "+access +case" to see results that include both "access" and "case". This is similar to using "AND", which is used by other [search tools, e.g. in F2](#).
- To only search within titles and headings, type "title" followed by a colon (:) and then the word you want to search for. For example, type "title:records" to see results that include the word "records" in the title or heading.

Search results are displayed in a drop-down menu where relevant words are highlighted along with the title of the section where the word(s) are found. The drop-down menu also contains a sample of the context in which the words appear.

F2 Videos

You can access cBrain's learning videos from the **Help** tab. Click the **Videos** menu item to open the similarly named window. The contents of the window, i.e. which video topics are available, depend on your organisation's agreement with cBrain.

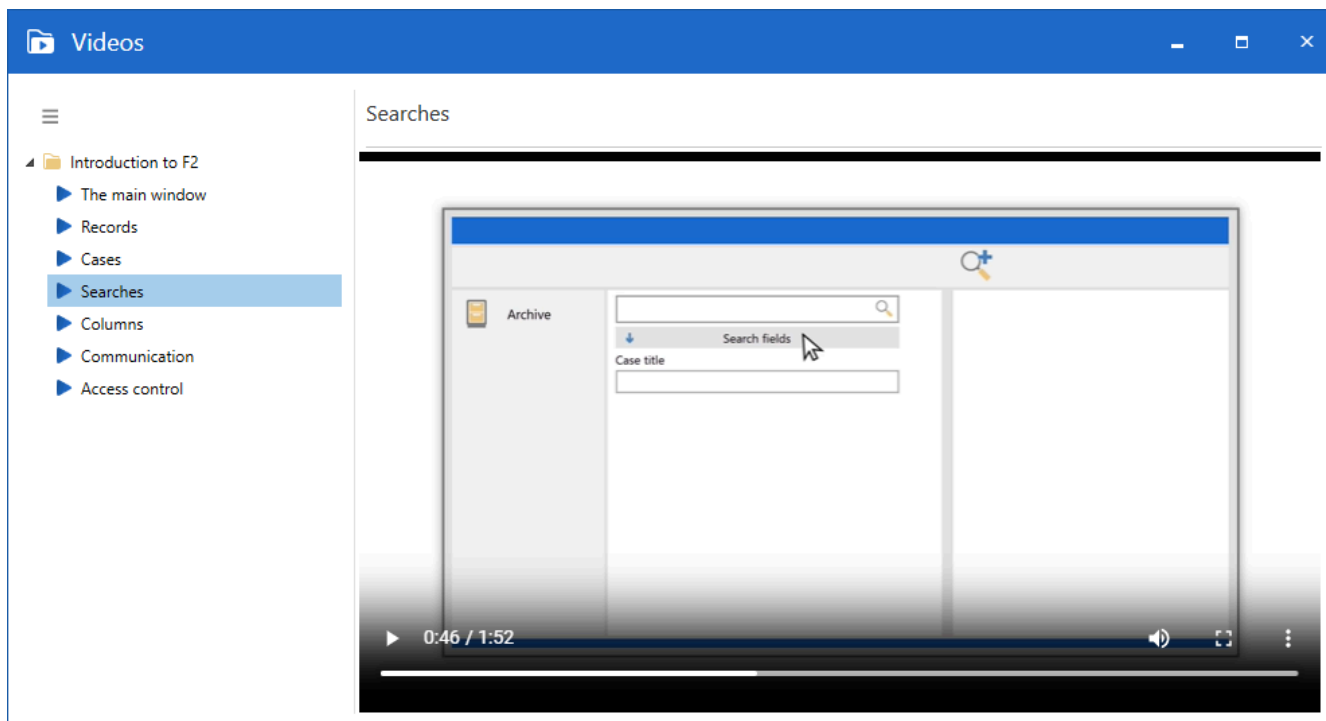





Figure 9. Example of a video in the "Videos" window

The left side of the window contains an overview of all available videos sorted by topic.

The right side is dedicated the video player itself. You control the playback here, you can view the video's length and progression, and adjust the volume. You can also find additional functions in the menu of the video player:

- **Download**
- **Playback speed**
- **Picture in picture**

The table below describes these functions.

Function	Description
 Download	Open the video in your browser of choice. From here you can use the function to download the video to your computer in MP4 format.
 Playback speed	Change the playback speed of the video. You can slow down or increase the playback speed from 25% and up to 200%.
 Picture in picture	Open the video in a smaller, movable player. The video player is layered on top of F2 allowing you to follow along the steps of its instructions. You can start and stop the video in the miniature player, but still need to use the Videos window to access other functions.