EASY HELP
for
CICS

Create 'HELP' screens without programming

EASY HELP for CICS gives users the ability to request help on individual fields on the screens they use. It also allows users to maintain the help text themselves, without involving data processing personnel.

How EASY HELP for CICS saves time and money

Reduce data entry errors - entry personnel are more likely to check a help screen than to look in a manual.

Improve data entry productivity - checking a help screen is faster than looking in a manual or interrupting another employee.

Programmers don't waste time programming for help screens in their applications.

Users see a common HELP facility for all systems - less training is required.

Changed procedures are done quickly by updating a help screen instead of printing changes for every user's manual (and hoping they all file the new pages).

All EASY HELP for CICS management is done online.

Works with no application program changes.

How do you
request HELP?

Position the cursor on a
specific field

Press a predetermined 'PA'
or 'PF' key

A Pop-Up window of help text
is displayed with the ability to
page forward or backward.
The window can be expanded to
a full screen of help text. Up to
99 pages of help text is allowed
for each field.

```
CUST 15468    Ship-to

Kathy              Jones

ACME Wholesale, Inc.
2756 Washington St.
Suite 534
Springfield        MO 65810

Phone 417 111 2233  ext 456

Oper. Syst. VSE/ESA    CICS 2.1

Date 940622   Mail?█
```

Place your cursor anywhere on
the defined field and press your
Easy Help PF or PA key.

Easy Help will display the help
text for the requested field in a
pop-up window so that the field
in question and most of the rest
of your screen is still visible.
Initially one third of the help text
is displayed. If you want the full
screen of help text, you can press
the Expand PF key (PF10 in this
case). You can also page up and
down in the window to read
more of the text.

```
CUST 15468    ┌─────────────────────────────────────────┐
              │(MACK001 )          Mail?                │
              │Page 1a                                  │
Kathy         │    X    = Do not send mail              │
              │    B    = Bad address - waiting for correction│
ACME Wholes   │    blank= OK to send mail               │
2756 Washin   │                                         │
Suite 534     │      Enter X, B, or space (default)     │
Springfield   │                                         │
              │CLR-Exit  PF4-Prev  PF7-Bwd PF6-Overvu   │
              │More...                                  │
Phone 417 111 │Expand                                   │
              └─────────────────────────────────────────┘
Oper. Syst. VSE/ESA  CICS 2.1

Date 940622  Mail?█
```

How do we control who can update the HELPscreens?

Give different users various levels of access from full update to display-only capability

Every user who is authorized to use EASY HELP must be defined in the user table. Users can be identified by Userid, Opid, or Termid. This is made easy with generic representation.

A '+' can be used to match any character. An authorization level can be assigned to limit access to EASY HELP functions. '0' gives the lowest level access (display help only) and '5' the highest level.

In the example below, every user, '++++++++', has been given access to display help information (authorization level = 0) regardless of the terminal they are using (Termid = '++++').

Users with the first three characters 'AFG' and 'DFB' have been given a higher authorization, '1'. They will also be able to update help information.

User 'BCH1' has been given the highest level of authorization. This user can use any of the EASY HELP functions, but only on terminal 'T09A'.

All entries are listed in alphabetic order. PF7 and PF8 scroll backward and forward.

```
MacKinney Systems      V2.0 Easy Help for CICS      User Authorization List      Page 1

 Userid  Termid  Auth.  File
                  Level  Suffix
_____  ____     _      _      Notes:


AFG+++++  ++++     1              1. Any user not in the list is unauthorized
BCH1      T09A     5                 by default.
DFB+++++  ++++     1
++++++++  ++++     0              2. Userid and Termid may contain one or more
                                     plus signs (+) which mean match any
                                     character in this position.

                                 3. Auth. Levels: 0 - 5.

                                 4. File suffix is optional.

                                 5. To delete an existing entry, specify the
                                    Userid and Termid to be deleted with "X"
                                    in the auth. level.


PF3-Menu PF7-Bwd PF8-Fwd
```

Exclude transactions from help requests

Assign different help keys by transaction

If no entries are made in the list, then all CICS transactions are included for help requests and the help key will always be the default help key that you specify on your 'System Configuration' screen.

Transaction codes can be specific transaction ids or generic names. Generic names are made by entering '+' for one or more of the characters in the transaction-ids. The '+' will match any character in that position.

All transactions with the first two characters 'AC' are excluded from help except AC01 and AC02.

Transaction SEC1 and SEC2 have been excluded from the help system.

Transactions AC01 and AC02 will use help key PF10 instead of the default help key.

All entries are listed in alphabetic order. PF7 and PF8 scroll backward and forward.

```
 MacKinney  Systems    V2.0  Easy  Help  for  CICS  Tranid  Include/Exclude  List    Page  1

 Tranid          Include      Help key
                 (Y/N)
                                               Notes:
 ____              _           ____     1. Any Tranid not in the list is
 AC01              Y           PF10        "Included" by default.
 AC02              Y           PF10
 AC++              N                     2. Tranid may contain one or more plus
                                            signs (+) which mean match any
 SEC1              N                         character in this position.
 SEC2              N
                                         3.  Possible  help  keys:PF1-PF24,PA1-PA3.

                                         4. If "Include" is specified as "N", the
                                            help key is ignored.

                                         5. To delete an existing entry, specify
                                            the Tranid to be deleted with "XXXX"
                                            in the help key.


     PF3-Menu   PF7  Bwd   PF8-Fwd
```

How are HELP screens created?

Press the HELP key.

If no HELP screen exists, . . . you will be asked to create one. You identify the screen with some fixed unique data (5 to 80 characters such as a heading or MACK002 in this example) marking the data by positioning the cursor on it and pressing PF1.

You enter the general help overview for the screen.

```
MACK002

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    Springfield     MO 65810

    Pho ┌─────────────────────────────────────────────────┐
        │ First, identify the screen by some fixed information │
    Ope │ such as a heading, title, etc., that is unique only  │
        │ to this screen.  The identifier is 5 - 80 consecutive │
    Dat │ characters anywhere on the screen.                   │
        │                                                      │
        │ Place cursor at BEGINNING of indentifier. Press   PF1 │
        │                                                      │
        │ Press   PF5 to MOVE this window.                     │
        │ Press   PF3 to CANCEL this setup and display the menu. │
        └─────────────────────────────────────────────────┘
```

Create help information for fields

You identify the field by positioning the cursor on your screen at the beginning and end of the field to be described and pressing PF1 each time.

You then enter the help information for the field.

Each time the user presses the help key while the cursor is located within the bounds of the field you have defined, the help screen for that field is displayed.

```
MACK002 ┌─────────────────────────────────────────────────┐
        │ First, identify the left and right boundaries of the │
        │ field.  Include the field itself and a field name, if │
    CUS │ any, immediately to its left or right, such as:      │
        │               INVOICE  AMOUNT:    120.50             │
    Kat │            <------------------------>                │
        │ Place cursor at LEFT boundary of field.   Press PF1  │
    ACM │                                                      │
    275 │ Press   PF5 to MOVE this window.                     │
    Sui │ Press   PF3 to CANCEL this setup and display the menu. │
    Spr └─────────────────────────────────────────────────┘
    Phone 417 111 2233 ext 456

    Oper. Syst. VSE/ESA  CICS 2.1

    Date 940622  Mail? ___
```

We could mark 'M' as the beginning of the field and the last position as the end.

How does it work?

EASY HELP uses a CICS terminal control exit program named HELPXZCP.

The exit program looks at the function key pressed. If it was the HELP key, the identifier for the transaction to be started is changed to invoke the HELP system instead. The user's application screen is saved along with all other data necessary to restore the user's application screen upon exiting the HELP system. EASY HELP identifies the proper help text by the screen contents, then individual fields are identified by location.

EASY HELP handles BMS maps, native 3270 data streams, and can even be used from a clear screen to provide a generalized on line documentation facility. Simply enter a subject on a clear screen and press the Help Key. EASY HELP will then lead you through setting up help text for that subject. The next time you enter the subject and press the Help Key, the help text is displayed.

Two batch programs provided

1. Report generator prints the following information:

   -Full or partial screen directory
   -Field directories (by screen)
   -Application screen images
   -Help text

2. A Utility for initializing, backing up and restoring the HELP files is included.

Multiple help files allowed

Different groups of users may each use their own set of help files, if desired, for security purposes or to optimize the speed of the help system.

Conversational transactions ARE NOT supported

HELP cannot be requested for screens of a conversational task, only pseudo-conversational tasks. Most installations and most software packages use pseudo-conversational techniques since they provide for the most efficient usage of CICS resources. Therefore, in most cases, this will not be a problem. If the HELP key is pressed while on a conversational screen, the application program will receive the PF key instead of the HELP program.

Easy installation

EASY HELP for CICS can be installed in less than two hours and users can be taught to use it in minutes. Users can be allowed to enter the help text for their own screens. Supports CICS 2.3 through Transaction Server 1.3.

Conversion service is available

If you are using a competitor's HELP system for CICS and would like to save money by moving to EASY HELP for CICS, we may be able to help convert your existing HELP data. Please contact MacKinney Systems for a custom quote to migrate your help data to Easy Help for CICS.

Free 30 day trial available

(417) 882 8012 or download from www.mackinney.com

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