

CHAPTER 14 GETTING HELP

INFocus

Illustrator is a vast and complex application; it stands to reason that at some point you may need to research a topic for clarity or instruction. The **Help** menu is a dedicated source of information to assist and guide you to additional online help resources.

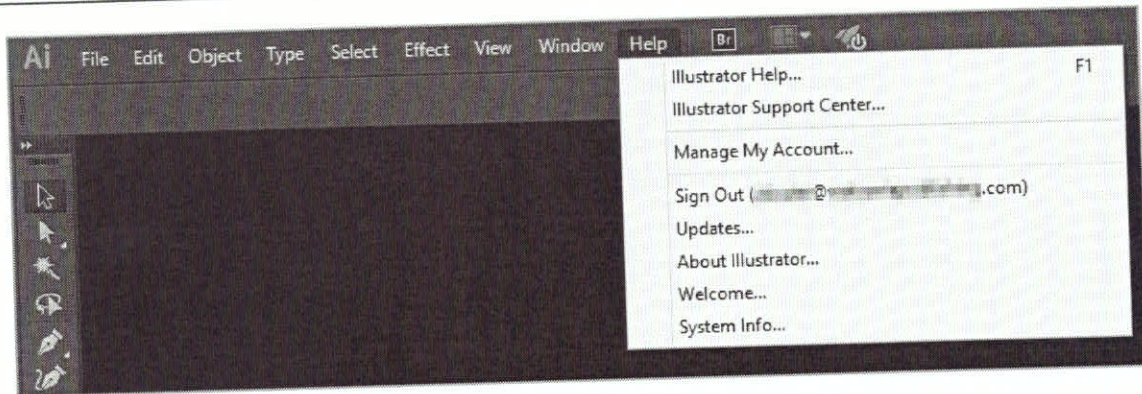
In this session you will:

- ✓ gain an understanding of the **Help** menu
- ✓ learn how to access and navigate the **Illustrator Help** page
- ✓ learn how to search for help online.

UNDERSTANDING THE HELP MENU

The **Help** menu provides access to information relating to the version of Illustrator you are using and your Adobe account, as well as resources such as online help and tutorials. If you share

your computer with other users, you might like to use the **Help** menu to sign in and out of your Adobe account to ensure it remains secure.



Illustrator Help

Displays the Adobe online **Illustrator Help** page which lists the newest features or changes as they are added. Links enable you to explore each feature further.

Illustrator Support Centre

Displays tutorials on how to use specific elements of Illustrator as well as creating basic artworks. Click on a tutorial to play it. You can also access support in the form of frequently asked questions, online communities and forums, and Adobe support people from this page.

Manage My Account

Navigates to the **Manage My Account** page in the browser window where you can work with settings for your Adobe account. If you are not signed in, it may navigate to the **Sign in** page first where you must sign in using your Adobe account ID in order to access the **Manage My Account** page.

Sign Out

This option will sign you out of your Adobe account, meaning that any settings you have saved or anything that is saved to your Creative Cloud library will not appear in Illustrator. This is useful if you are using a shared computer and do not want others accessing your account.

Updates

Displays the **Adobe Application Manager** window with the status of your Adobe applications – whether there are any updates to any of them or whether they are up to date.

About Illustrator

Displays a window that lists the version date, legal notices and credits for your current version of Illustrator.

Welcome

Displays the **Welcome** window.

System Info

Displays the **System Info** dialog box which contains all of the information pertaining to your current version of Illustrator and related information about your computer, including drivers and plugins. If Illustrator does not seem to be working properly, you can share this information with Adobe support online to help them find a solution.

USING HELP

The online **Learn and Support** pages on the **Adobe** website are designed to provide you with the information you need when you have a query relating to an Illustrator feature. The home page

lists the key features at the top of the page as links and also provides a link to a summary of new features and a help document in PDF format that you can download and print.

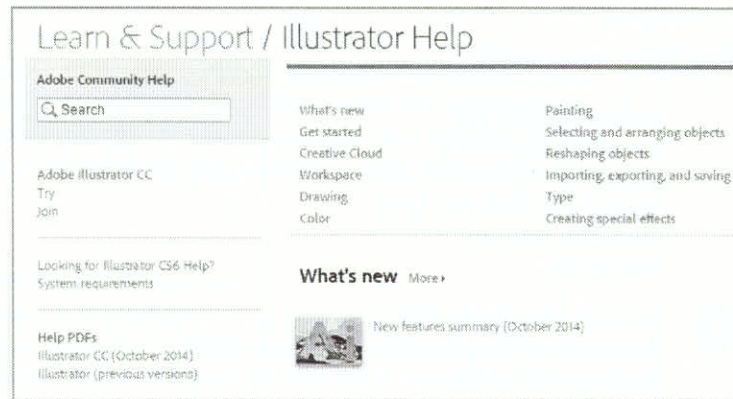
Try This Yourself:

Before starting this exercise you MUST ensure that Illustrator has started and that you have an active internet connection...

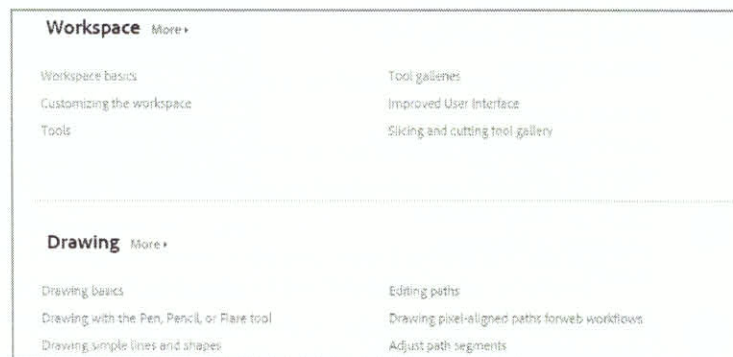
- 1 Select **Help > Illustrator Help** to display the **Learn & Support** page in the browser window
- 2 Click on the **New features summary** link to display this page
- 3 Browse through some of the information, then click on **Back** in the browser window to return to the **Learn & Support** page
- 4 Click on some of the other links at the top of the page to browse the **Help** information
- 5 Return to the **Learn & Support** page, then click on the **Illustrator CC** link under **Help PDFs** on the left side

The Help document will open – the toolbar options enable you to print and save the document...

- 6 Close the browser window



1



4



5

For Your Reference...

To use online help:

1. Select **Help > Illustrator Help**
2. Use the links to access the information that you require

Handy to Know...

- When Illustrator is active, you can press **F1** to display the Illustrator **Learn & Support** page.

SEARCHING FOR ONLINE HELP

As well as using the online **Help** page links to access topics, new features and PDF documentation, you can use the **Search** field to search for help on something more specific. For

instance, if you suspected a feature was missing from your version of Illustrator, you could use the name of that feature to instigate a search of all of the available online information.

Try This Yourself:

Before starting this exercise you **MUST** ensure that Illustrator has started and that you have an active internet connection...

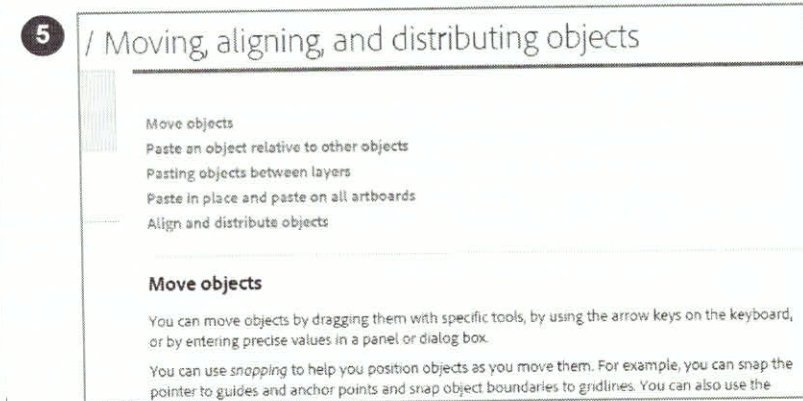
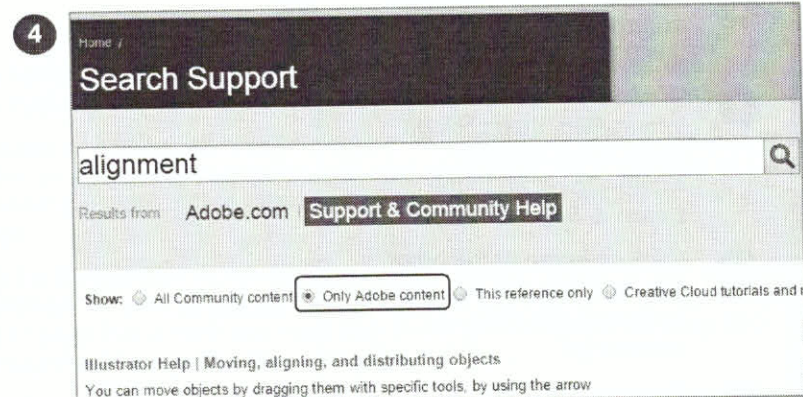
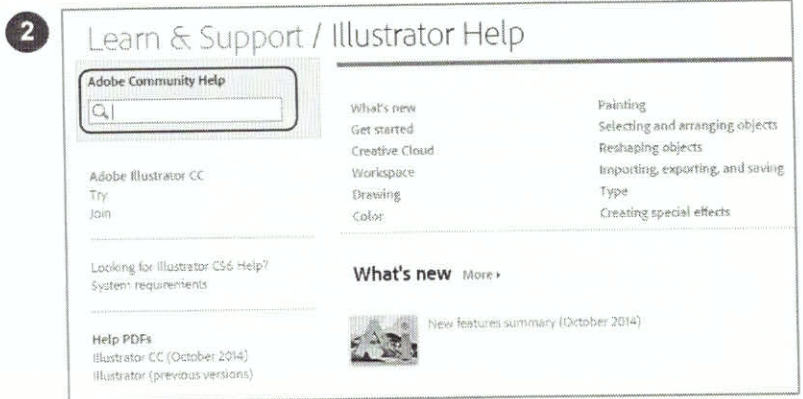
- 1 Press **F1** to display the **Illustrator Help** page in the browser window
- 2 Click in **Search** under **Adobe Community Help**
- 3 Type **alignment**, then press **Enter** to display the search results

In this instance, we are looking for information on aligning objects...

- 4 Click on **Only Adobe content** to filter the results
- 5 Click on the **Illustrator Help | Moving, aligning, and distributing object** link

This article provides instructions on how to move, align and distribute objects. The information may have taken longer to locate without using the **Search** function...

- 6 Close the browser window



For Your Reference...

To search for online help:

1. Press **F1** to display the **Illustrator Help** page
2. Click in **Search** under **Adobe Community Help**
3. Type the required search term, then press **Enter**

Handy to Know...

- When searching for specific **Help** information, you might notice a **Contact support** link on the left side of the page. Use this link to start a "chat" session with an Adobe support person.

CONCLUDING REMARKS

Congratulations!

You have now completed Adobe Illustrator CC - Level 1. Adobe Illustrator CC - Level 1 was designed to get you to the point where you can competently perform a variety of operations. We have tried to build up your skills and knowledge by having you work through specific tasks. The step-by-step approach will serve as a reference for you when you need to repeat a task.

Where To From Here?

The following is a little advice about what to do next:

- Spend some time playing with what you have learnt. You should reinforce the skills that you have acquired and use some of the application's commands. This will test just how much of the concepts and features have stuck! Don't try a big task just yet if you can avoid it – small is a good way to start.
- Some aspects of the course may now be a little vague. Go over some of the points that you may be unclear about. Use the examples and exercises in these notes and have another go – these step-by-step notes were designed to help you in the classroom and in the work place!

Here are a few techniques and strategies that we've found handy for learning more about technology:

- read computer magazines – there are often useful articles about specific techniques
- if you have the skills and facilities browse the internet, specifically the technical pages of the application that you have just learnt
- take an interest in what your work colleagues have done and how they did it – we don't suggest that you plagiarise, but you can certainly learn from the techniques of others
- if your software came with a manual (which is rare nowadays) spend a bit of time each day reading a few pages. Then try the techniques out straight away – over a period of time you'll learn a lot this way
- and of course, there are also more courses and books for you to work through.

Hungry for More?

We live in an ever-changing world where we all need to review and upgrade our skills.

If you have received this course book on a training course, why not ask the tutor or trainer for other courses that may be of benefit to you. If you are attending a college ask for one of their brochures.

Alternatively, if you've enjoyed using this course book you can find others that cover a wide range of topics at our website www.watsoniapublishing.com.

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