

BrainStorm QuickHelp™

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INTRODUCTION

Whether you're deploying new software, or looking to get users up to speed on their current software, BrainStorm's QuickHelp™ is key to increasing productivity. QuickHelp is comprised of thousands of short, on-demand training clips hosted in the cloud. These videos can be used to create personalized training solutions that gives users the adoption solution they need right where and when they need it.

QuickHelp™ can be deployed in the following four ways:

- SharePoint 2013 app
- Custom Web Portal
- Office Ribbon add-in
- Windows 8 app

This document provides basic installation instructions for each of the four deployment methods.

REQUIREMENTS

An app catalog site (configured to support apps for SharePoint) is required to install the QuickHelp SharePoint app.

Microsoft's app catalog documentation: [On-premises](#) or [Online](#)

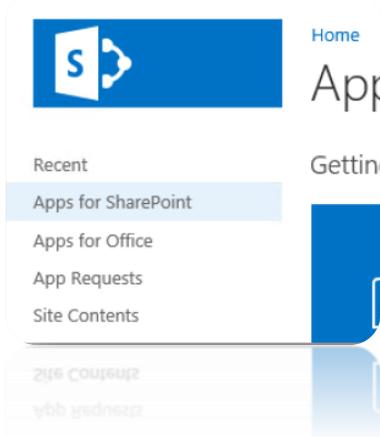
A user must have the **Manage Web site** and **Create Subsites** permissions to add an app for SharePoint. A user logged in to a site as the system account cannot install an app.

HOW IT WORKS

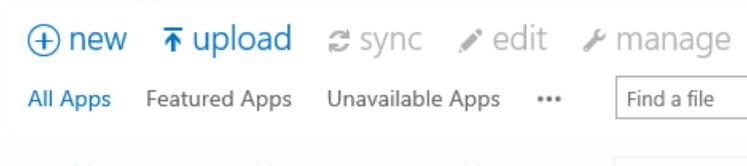
The QuickHelp app is uploaded to the app catalog (to Apps for SharePoint). QuickHelp can then be added to a given site collection from the app catalog.

ADDING QUICKHELP TO THE APP CATALOG

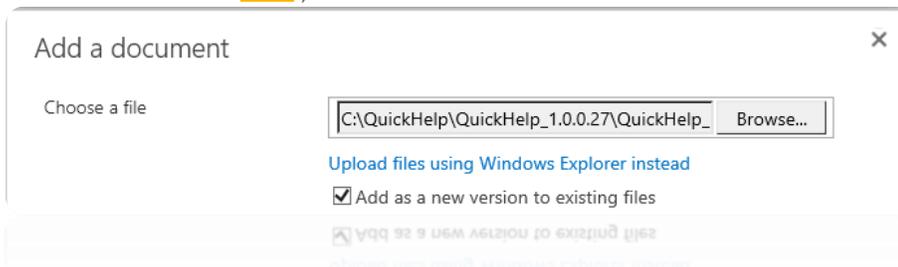
1. On the left navigation bar, click Apps for SharePoint



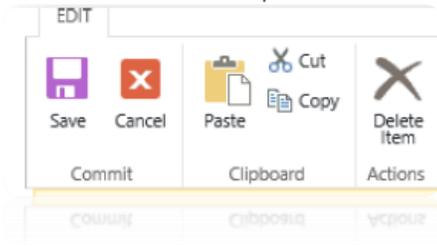
1. Click new app



2. Browse to where the QuickHelp app has been saved and click OK. (The QuickHelp app for SharePoint is found [here](#).)

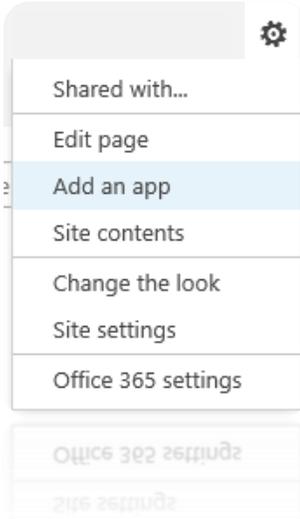


3. Click OK
4. Click Save – QuickHelp is now in the app catalog

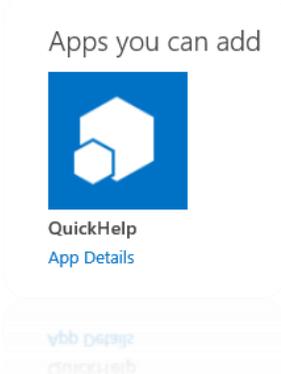


ADDING QUICKHELP TO A SITE

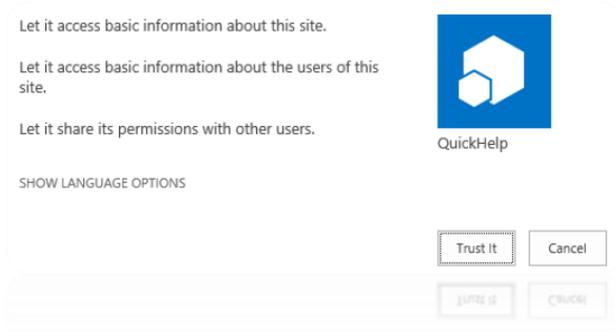
1. Navigate to the desired site (must be a site owner)
2. Click the Settings Menu and choose Add an app



3. From Apps you can add, click QuickHelp

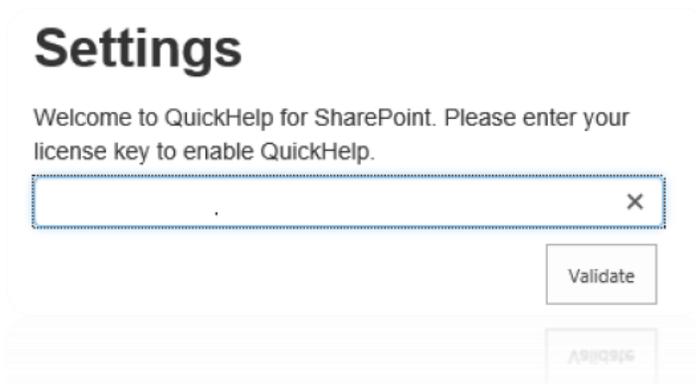


4. When prompted to trust QuickHelp, click Trust It



5. Once QuickHelp is installed, click to launch it

6. Enter the BrainStorm-provided license key and click Validate (this is done one time only, on the initial launch of QuickHelp)



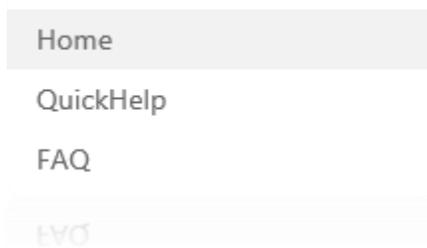
★ **NOTE:** When a user accesses QuickHelp, QuickHelp validates the email domain of the user against the domain(s) associated with the license key. Please provide all applicable email domains to your QuickHelp deployment manager.

WHAT NEXT?

SharePoint is powerful, and QuickHelp can be accessed in so many different ways, where to start? The following ideas may help.

Quick Launch

Access the QuickHelp app from Quick Launch



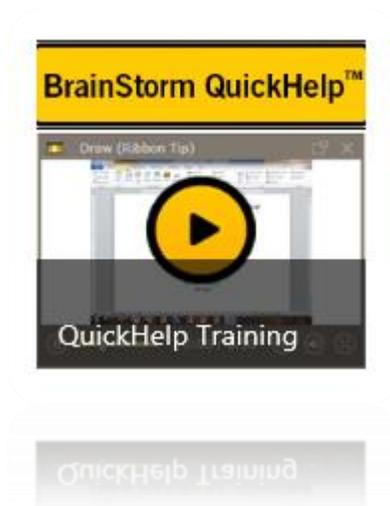
Promoted Videos

Link to specific videos directly from the Home Page



SharePoint Tile

Direct access from the site's Home Page



FAQ Page

Provide immediate answers to the most popular questions

Word 2013

How do I print a document? [View the 2 minute video here.](#)

What do I need to know about the Ribbon? [View the 2.5-minute video here.](#)

How should I get started with Word 2013? [View the 3-minute video here.](#)

Can I edit PDF files in Word 2013? Yes! [Go here to learn how in 2.5 minutes.](#)

How do I track changes to edit? [View the 2.5-minute video here.](#)

Excel 2013

Excel is new – where do I begin? [Go through a 3-minute orientation here.](#)

How do I freeze the top row of my spreadsheet? [2-minute answer here.](#)

How do I switch windows in Excel? [25-second answer here.](#)

How do I print a document? [View the 2 minute video here.](#)

What do I need to know about the Ribbon? [View the 2.5-minute video here.](#)

How should I get started with Word 2013? [View the 3-minute video here.](#)

• QUICKHELP WEB PORTAL

REQUIREMENTS

- Supported Browser
 - Microsoft Internet Explorer
 - IE 11
 - IE 10
 - IE 9
 - IE 8
 - Mozilla Firefox
 - 2 most recent versions
 - Google Chrome
 - 2 most recent versions
 - Apple Safari
 - 2 most recent versions
 - Silverlight 5 or higher
-

HOW IT WORKS

Your co-branded web portal can be accessed using a supported browser as soon as your QuickHelp account is created. It can be found at: http://quickhelp.brainstorminc.com/<your_company_name>

All administrative tasks, including customizing the QuickHelp library, will be done in the Web Portal.

• OFFICE ADD-IN

REQUIREMENTS

- Supported Operating System
 - Windows 8.1
 - Windows 8
 - Windows 7
 - Windows Vista SP2 or later
- Supported Application
 - Outlook 2013, 2010
 - Word 2013, 2010
 - Excel 2013, 2010
 - PowerPoint 2013, 2010
- Microsoft .NET Framework 4 (with the **KB2468871** patch), or Framework 4.5

HOW IT WORKS

- Executable can be installed as an interactive GUI or from a command line on individual machines.
- Executable or the BrainStorm-provided .msi can be deployed with existing desktop management platform (SCCM, Altiris, AD Group Policy, etc.).
- It is recommended that the Ribbon Add-In be deployed and tested on a small number of workstations prior to full deployment.
- Download the latest QuickHelp for Office version (.exe) from <http://quickhelp.brainstorminc.com/download>.
- MSI installer available on request. At this time, the .msi does not support an interactive install/uninstall.

INTERACTIVE INSTALL

1. Run the BrainStormQuickHelp.exe executable
2. Follow the prompts

 **NOTE:** The interactive install is used when QuickHelp is installed on an individual machine. It can be done by an admin, or by the end user themselves. Local admin rights are required.

COMMAND-LINE INSTALL

The BrainStormQuickHelp.exe executable, BrainStormQuickHelpX64 .msi, and BrainStormQuickHelpX86 .msi can be used to deploy QuickHelp using desktop management software (SCCM, Altiris, Kace, etc.) or Active Directory Group Policy Options.

A standard install with all default options is achieved using the following syntax:

BrainStormQuickHelp.exe /silent

 **NOTE:** When using the .msi, /q is used instead of /silent.

The QuickHelp Ribbon Add-in install also supports a number of options that allow the administrator to customize the behavior of the product. All installation options are described below and they are simply appended to the end of the command line.

 **NOTE:** Except */silent* or */q*, these options MUST be type in all capital letters as shown below.

Parameter	Action
/silent or /q	This option installs the QuickHelp Office Ribbon add-in with no user dialogs using the rest of the command-line parameters provided. The rest of the parameters will be ignored if /silent is not used. If no other parameters are provided, all the default settings will be used. Example: <i>BrainStormQuickHelp.exe /silent</i>
DESKTOPICON	By default, a desktop icon will be added for all users on the machine. It's simply a hyperlink to http://quickhelp.brainstorminc.com (the QuickHelp web portal). Use DESKTOPICON=0 to disable this action. This parameter can be used in conjunction with ROUTEURL to customize the URL. Example: <i>BrainStormQuickHelp.exe DESKTOPICON=0 /silent</i>
ROUTEURL	This option installs the desktop icon with the specified customization to the URL (<your_company_name>). Whatever value given to this parameter will be appended to http://quickhelp.brainstorminc.com/ . A customized QuickHelp web portal will have a company's name and logo. When using this parameter, DESKTOPICON must be set to 1. If the customized portal URL were http://quickhelp.brainstorminc.com/contoso , the command below would be used. Example: <i>BrainStormQuickHelp.exe ROUTEURL="contoso" /silent</i>
ALLUSERS	This option determines whether the add-in gets installed for all users (ALLUSERS=1) or just the current user (ALLUSERS=0). The default is to install for all users. Example: <i>BrainStormQuickHelp.exe ALLUSERS=0 /silent</i>
INSTALLDIR	This option changes the directory where QuickHelp is installed. The default is <ul style="list-style-type: none"> • “%PROGRAMFILES%\BrainStorm Inc\BrainStorm QuickHelp” for 32-bit Windows • “%PROGRAMFILES(X86)%\BrainStorm Inc\BrainStorm QuickHelp” for 64-bit Windows If the new directory does not exist, it will be created. Example: <i>BrainStormQuickHelp.exe INSTALLDIR="c:\bsi\qh" /silent</i>
LOGINMETHOD	This option determines the user's authentication method. There are 2 acceptable values: <ul style="list-style-type: none"> • FORM – this is the default authentication mode. The first time QuickHelp is launched, the user is prompted to provide or create a password. The user's email address and encrypted password are then stored in the registry for future authentication. • SSO –If SSO has been set up, an organization can use this option. The user will never get prompted to authenticate. For more information on setting up SSO, contact BrainStorm Support.

Parameter	Action
	<p>This parameter is used in conjunction with COMPANYNAME.</p> <p>Example: <i>BrainStormQuickHelp.exe LOGINMETHOD="SSO" COMPANYNAME="contoso.com" /silent</i></p>
COMPANYNAME	<p>This option specifies the SSO customer. The value can either be the exact company name associated with the QuickHelp subscription ("Contoso, Inc.") or the domain associated with the QuickHelp subscription ("contoso.com"). This option should only be used with LOGINMETHOD="SSO". For more information on setting up SSO, contact BrainStorm Support.</p> <p>Example: <i>BrainStormQuickHelp.exe LOGINMETHOD="SSO" COMPANYNAME="contoso.com" /silent</i></p>
SSOCACHE	<p>While some SSO platforms allow for automatic sign-in, there is still a small delay while this authentication takes place. Customers now have the option of caching an application-level password hash (not related to the user's domain or SSO password) after an initial successful SSO login. This provides faster and fully automatic logins when using the Office add-in.</p> <p>Example: <i>BrainStormQuickHelp.exe LOGINMETHOD="SSO" COMPANYNAME="contoso.com" SSOCACHE=1 /silent</i></p>
VISIBLEBUTTONS	<p>This option allows control over which ribbon buttons are visible in the QuickHelp Ribbon. The default is to have all buttons visible. If this option is used, any button not specified will not show in the Office Ribbon. Available options are:</p> <ul style="list-style-type: none"> • MyReports • MyWebPlayer • MyScore • RequestATopic • QuickHelpSupport • OtherResources • SuggestedContent • HighestRated • CurrentlyPlaying • MostWatched • Search • VideoTitles <p>Example: <i>BrainStormQuickHelp.exe VISIBLEBUTTONS="RequestATopic, QuickHelpSupport, SuggestedContent, HighestRated, Search, VideoTitles" /silent</i></p>
VISIBLEBUTTONNAMES	<p>This option governs the visible names of the buttons in the Office Ribbon. If a button is visible, but has no name specified with this option, it will be given its default name. Omitting this option will leave all the buttons with their default names. Available options are:</p> <ul style="list-style-type: none"> • MyReports • MyWebPlayer • MyScore • RequestATopic • QuickHelpSupport • OtherResources • SuggestedContent • HighestRated • CurrentlyPlaying • MostWatched • Search • VideoTitles

Parameter	Action
	Example: <i>BrainStormQuickHelp.exe</i> <code>VISIBLEBUTTONNAMES="VideoTitles='Play Videos',Search='Find Content',MyWebPlayer='Contoso Portal'" /silent</code>
VISIBLEBUTTONLINKS	<p>This option facilitates customizing the hyperlinks associated with some of the buttons in the Office Ribbon. For example, the QuickHelpSupport button could be changed to link to a company's own HelpDesk page. The buttons available for customization are:</p> <ul style="list-style-type: none"> • MyReports • MyWebPlayer • MyScore • RequestATopic • QuickHelpSupport • OtherResources <p>Example: <i>BrainStormQuickHelp.exe</i> <code>VISIBLEBUTTONLINKS="QuickHelpSupport='http://intranet/helpdesk',OtherResources='http://office.microsoft.com',MyWebPlayer='http://intranet/quickhelp_videos'" /silent</code></p>

 **NOTE:** These options are also stored in the workstation registry, which means they can be modified after install. If the application was installed for all users, they are initially stored under **HKLM | Software | BrainStorm | OfficeAddIns**.

For 32 bit Office on 64 bit Windows systems they are stored under **HKLM | Software |Wow6432Node | BrainStorm | OfficeAddIns**.

If the software was only installed for the current user and once a user has launched the QuickHelp Office add-in, the HKLM keys are copied to **HKCU | Software | BrainStorm | OfficeAddIns**.

REGISTRY-ONLY OPTIONS

If your organization uses a proxy server, our primary recommendation is to bypass the proxy for the BrainStorm internet addresses, however if that's not possible we've recently added a registry-only option to configure QuickHelp for MS Office add-in to use a proxy server.

ProxyAddress=http://xxx.xxx.xxx.xxx:xxxx (proxy server address:port)

It can be added manually in the registry as a String Value, or by way of a REG ADD command.

Example: REG ADD <REGISTRY_PATH_HERE>\BrainStorm\OfficeAddins /v ProxyAddress /d http://xxx.xxx.xxx.xxx:xxxx

POST INSTALLATION

Once the QuickHelp Office Add-In has been installed the user will see a new tab in the Ribbon named **QUICKHELP** for the supported applications. The user can now browse, view, and share videos.

• WINDOWS 8 APP

REQUIREMENTS

- Supported Operating System
 - Windows 8 or higher
 - Both 32bit and 64bit versions of Windows 8 are supported

HOW IT WORKS

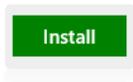
The Windows 8 App can be installed individually from the App Store, or it can be deployed to multiple machines by sideloading the app package.

APP STORE

The QuickHelp Windows 8 App is available in the Windows Store at the following URL:

<http://apps.microsoft.com/webpdp/app/9d5f7dfd-93b7-4912-8aec-031239cef68b>

Alternatively, users CAN open the Windows Store and search for QuickHelp. Simply click the Install button in the store to install the QuickHelp application.



SIDELOADING

Sideloaded is a method to pre-deploy internal and 3rd-party Windows apps. The requirements and methods are very different from traditional applications.

Before deciding to sideload the Windows 8 app, you should familiarize yourself with the technology behind it.

Background reading:

Win 8: <http://technet.microsoft.com/en-us/windows/jj874388.aspx>

<http://technet.microsoft.com/en-us/library/dn613831.aspx>

SCCM: <http://technet.microsoft.com/library/jj822984.aspx>

Windows 8.1 Update: Sideloaded Enhancements: <http://blogs.windows.com/itpro/2014/04/03/windows-8-1-update-sideloaded-enhancements/>

Microsoft relaxed the sideloading requirements with the release of Windows 8.1 update: “As part of Windows 8.1 Update, we are enabling sideloading for all Windows 8.1 Pro devices that are joined to an Active Directory domain, matching the current behavior of Windows 8.1 Enterprise. So if you are using either of those two versions, you won’t need to worry about sideloading keys or activation at all.”

This puts sideloading within the reach of most customers because of the new basic option of Windows 8.1 Update Professional + domain joined.

The latest build of the Windows 8 app can be downloaded from:

https://quickhelpassets.blob.core.windows.net/quickhelpinstall/AppPackages_2.2.0.1.zip

Installation

These steps can be done prior to joining the domain:

1. Allow trusted apps to install using gpedit.msc or via command line:

```
REG ADD HKLM\Software\Policies\Microsoft\Windows\Appx /v AllowAllTrustedApps /t REG_DWORD /d 1
```

2. If you plan to use SSO, run this command once:

```
REG ADD "HKLM\Software\Microsoft\Windows NT\CurrentVersion\Image File Execution Options\authhost.exe" /v EnablePrivateNetwork /t REG_DWORD /d 1 /f
```

3. Extract the zip file. Copy the x64 (if applicable) directory to c:\Win81Packages\QuickHelp
4. All one command line. Modify paths to match your directory structure:

```
DISM /Online /Add-ProvisionedAppxPackage  
/PackagePath:C:\Win81Packages\QuickHelp\QuickHelp_2.2.0.1_x64_Production.appx  
/DependencyPackagePath:C:\Win81Packages\QuickHelp\Dependencies\Microsoft.WinJS.1.0.appx  
/DependencyPackagePath:C:\Win81Packages\QuickHelp\Dependencies\x64\Microsoft.VCLibs.x64.11.00  
.appx /SkipLicense
```

After the DISM command is complete, the app is installed for all users of that computer. However, at this point, the app will produce an error when launched until the computer is joined to a domain. To confirm this, join the compute to the domain, reboot and the app should launch successfully.

Start Screen

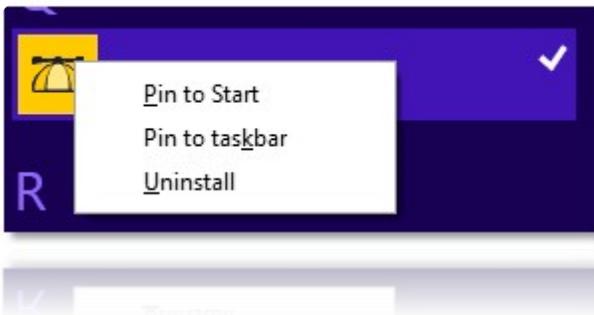
Now that the Windows 8 app is installed, you can add it to your Start Screen. Search for “QuickHelp” from the start screen or scroll to all apps and then the letter Q as shown:



★ **NOTE:** If your machine is not yet domain joined, there will likely be an error next to the QuickHelp icon. To get rid of the error and test the app, join the machine to the domain or apply and activate a sideloading key from the VLSC.



End User: Right click the QuickHelp app and choose “**Pin to Start**”.



System Administrator: There are 3 methods for customizing the default start screen. They are covered in this technet article: <http://technet.microsoft.com/en-us/library/jj134269.aspx>

AUTHENTICATION

Once the installation is complete the user will have a Live Tile on their Start screen. Click on the tile to launch the application.

Users will authentication in one of three ways: Single Sign-On, QuickHelp Credentials, or a Windows Live ID. Using a Windows Live ID will provide the user with a subset of courses and titles, as opposed to the full QuickHelp library.