FAQs

Clarify

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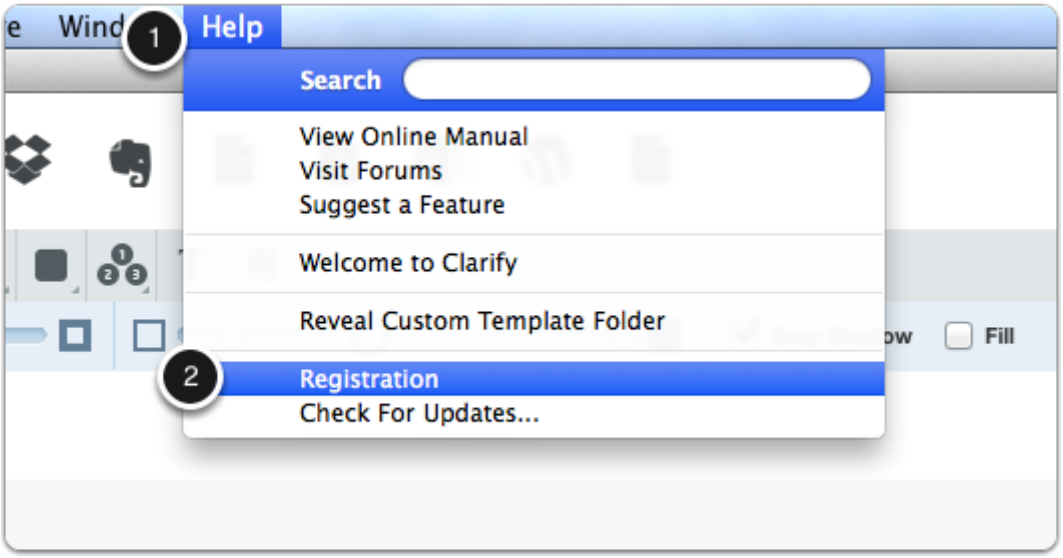
Articles

Registration problems

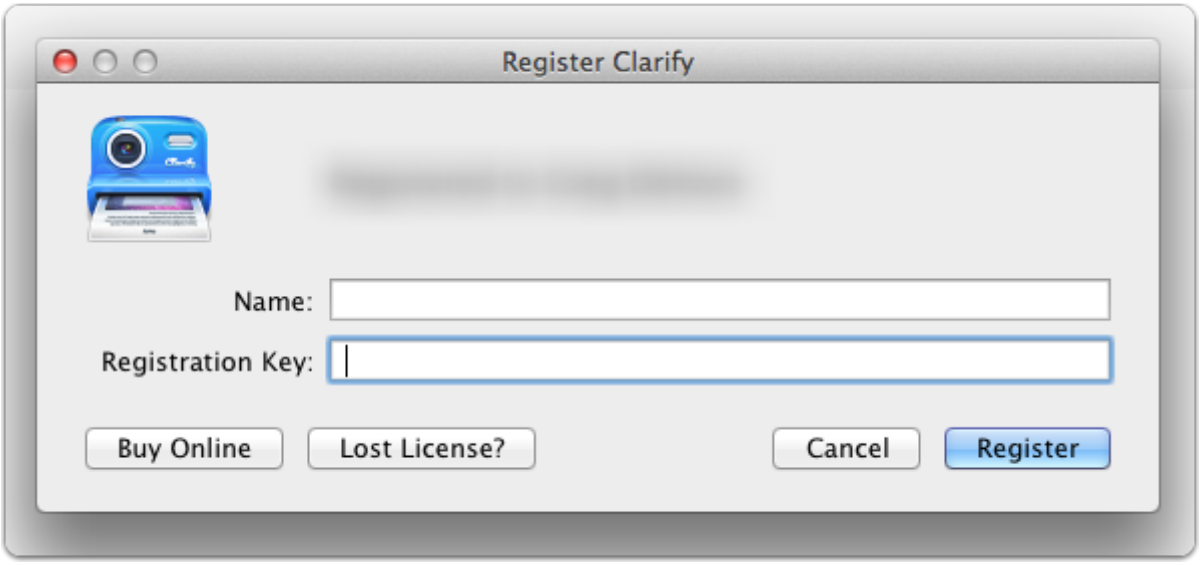
Certain browsers and email applications won't recognize the Clarify registration URL (for example, Gmail and Google Chrome). If you run into this issue you will need register manually.

Select Help > Registration



Enter your registration information

Make sure that you use the name included with your license key. If your name doesn't match the one used to generate the key then you will receive an error.


Register Clarify
Name:
Registration Key:
Buy Online
Lost License?
Cancel
Register

What are the differences between the version of Clarify available from your website and the Mac App Store version?

We try to keep the version of Clarify that is available from our website and the version of Clarify that we distribute through the Mac App Store as similar as possible. Sometimes the Mac App Store version will be slightly behind as each update we post has to go through the Apple approval process. How long the approval process will take is unknown but we generally submit the update to the Mac App Store around the time when we upload new installers to our website.

There are some differences between the two versions due to sandboxing restrictions that Apple enforces on applications sold through the Mac App Store. These differences are listed below.

Export to HTML

Website version behavior

When exporting a Clarify document to HTML you can specify the name of the HTML file that is being exported. All files associated with the template you choose will be place alongside the HTML file.

MAS behavior

When exporting a Clarify document to HTML you can select the folder to export the HTML files to. You cannot specify the name of the HTML file. This is necessary as OS X will only allow an application to modify contents in a user folder if the user explicitly selects the folder from a folder selection window.

What is the difference between Clarify and ScreenSteps?

Both Clarify and ScreenSteps have similar workflows but target different types of use cases. Clarify is for creating quick communications while ScreenSteps is geared towards collaborating on software documentation in the cloud.

Similarities Between Clarify and ScreenSteps

Both ScreenSteps and Clarify allow you to create visual documents centered around screen captures. With both products you can do the following:

- Capture images
- Assemble them into "steps"
- Add image annotations
- Add text instructions
- Copy documents to your clipboard for pasting into email or word processing documents

Differences - ScreenSteps is in the cloud

ScreenSteps focuses on giving teams the tools they need to collaborate on their documentation. All of your ScreenSteps content is hosted on our server so that anyone on your team can access it. ScreenSteps also allows you to organize your articles into manuals and distribute your manuals to your customers.

Differences - Clarify focuses on speed and simplicity

Clarify is focused on creating quick, focused communications. It includes the following features that aren't available in ScreenSteps:

- Single document format (no library for storing articles)
- Simplified, streamlined user interface

Which should I choose?

Both! We use both ScreenSteps and Clarify on a regular basis. We use Clarify for quick, one-off communications. We use ScreenSteps to create documentation for all of our products. If you have to choose just one then this might help:

- If you need to create software documentation, and a lot of it, use ScreenSteps. Software documentation is what it is designed for.
- If you just need a better way to quickly communicate with co-workers, employees, family, friends and clients then choose Clarify.

Does Clarify 2 export to Confluence, MindTouch or Zendesk?

Clarify 2 does not export to Confluence, MindTouch or Zendesk.

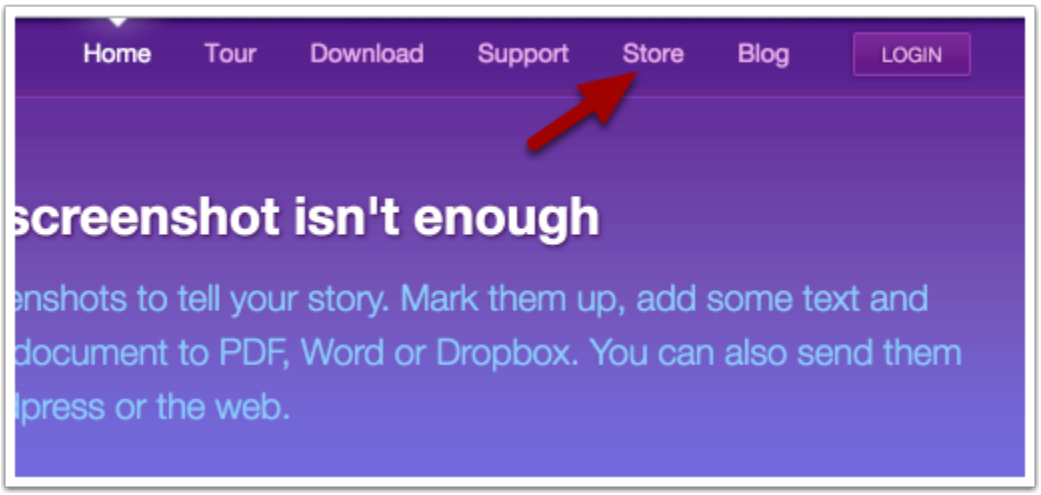
ScreenSteps 3 does export to Zendesk as well as other services. It does not export to Confluence or MindTouch.

You can use Clarify 2 to copy HTML into other services like Confluence and MindTouch using this method.

How do I enter the coupon code?

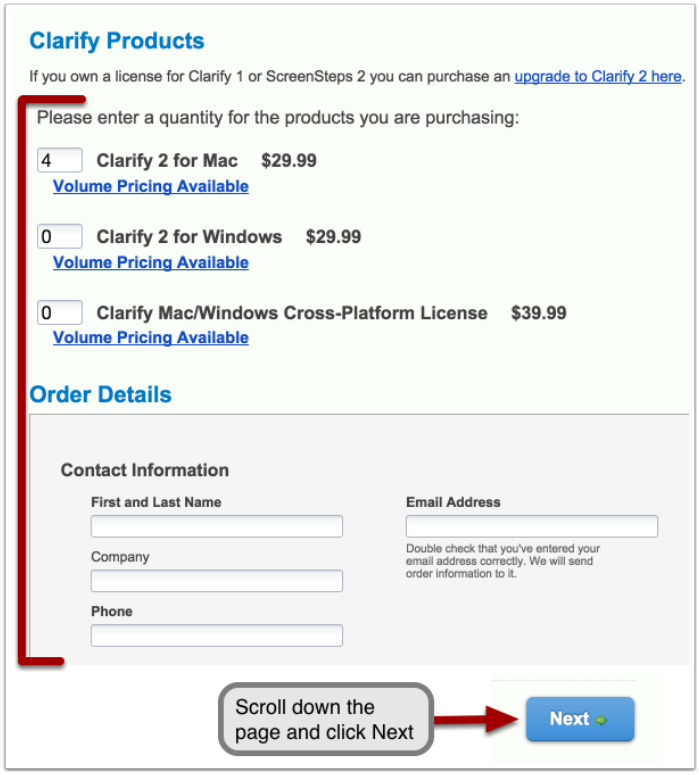
Every once in a while, Clarify has a sale that requires a coupon code. Here is how to apply that coupon code.

Click on Store



Go to clarify-it.com and click on Store.

Fill out form > click Next

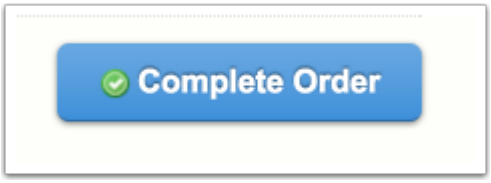


After you fill out fill out the order details, scroll down the page and click Next.

Enter Coupon

Click Update Coupon

Fill out billing information > click Complete Order



Fill out the required fields, and click Complete Order