HCIS KB: All about searches

There are three methods for searching through the HCIS Knowledge Base.

- Click through the **Article Navigation Tree** until you find what you want
- Use the **Basic Search** feature (recommended)
- Use the **Advanced Search** feature

The **Basic Search** allows users to search in all article fields **(**Short Title**,** Long Title**,** Keywords**,** Search Results Summary and Content including attached files).

For best results on searches:

- Use quotation marks " " to search for a specific phrase or word (i.e – “apple mail”, “Epic InBasket”, "outlook anywhere”)
- Use asterisks * for wildcard characters (i.e. – outlook* , Frozen* session*, iphone*)
- Use plus (+) sign for specific combination of words (i.e. - going + green)