Searching the Community Knowledge Base

The Global Community Search Bar

- Entering Key Words in the Global Community Search Bar will bring up your cases related to that topic.
- Searching key words will also bring up Knowledge Articles and Community Discussions related to your search.
- Knowledge Articles can be sorted by relevance, title, summary, article number, or publications status.

Knowledge Base - Articles

- Knowledge Base Article Provide the user with a title, overview, and process steps to resolve your case.
- Knowledge Base articles will also offer related and trending articles relevant to your search.

Knowledge Base- FAQ

1. Article title and details
2. Related and trending articles
3. Vote on an article’s relevance and effectiveness with a, "Thumbs up or Thumbs Down." This will help others find the most helpful articles.