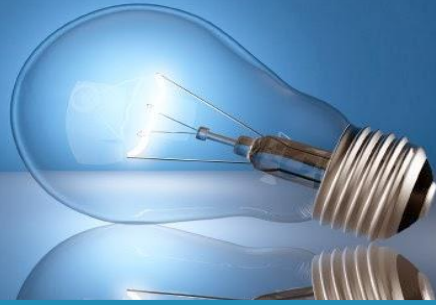# Tips for Searching KM

A: Always remember – there is more than one way to locate resources in the KM portal

B: Browse fly-out menu allows you to search by Topic

C: Conduct a Boolean Search* to locate content by a specific word or phrase

BROWSE: Select a Topic from the menu to narrow the search to your specific Topic

Browse Topics	Search
Call Center	>
Advisories	>
Manuals	>
Circulars	>
Education News	
Guides	>
Job Aids	>

For example, if you are looking for information in only the M22-4, start by narrowing your search. Using *Browse Topics*, drill down to the M22-4

Browse Topics		Search Knowledge Base	Sea
Call Center	>		
Advisories	>		
Manuals	>	M22-3
Circulars	>	M22-4

By entering your search word(s) or phrase into the field labeled *Search within this topic*, KM's search engine will limit its search to the selected topic instead of searching all of the content in the Education KM portal.

Search Knowledge Base	Search	Go!
Search within this topic	Type your question or search term here	Search Topic

SEARCH: KM searches the content of each article, as well as the article's title, metadata (which includes the summary sentence and keywords) and attachments.

Suggestions Logout 508 Help	**Education Portal**	
Search Knowledge Base	Search	Go!
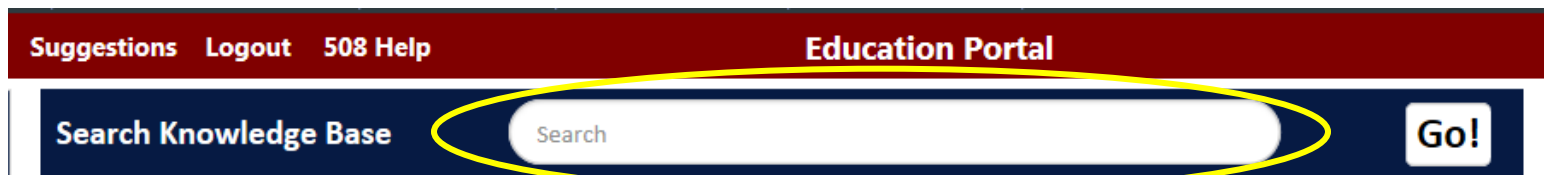
KM's search engine looks for root words and variations of words.

For example, a search for *dependents* will search for the word *dependents*, along with the variations of the word like *dependent, dependency, depends, depending*. This search will generally produce more search results which can be helpful when searching for a general concept and not a specific word.

*BOOLEAN SEARCH: Activate Boolean Search by placing quotation marks (") around the phrase. Using the example above, a search for *"dependents"* (using quotation marks) will only search for the word *dependents*. This search will generally produce less search results than the one above, which is helpful when searching for a specific word or phrase.

DID YOU
KNOW

KM's SEARCH ALGORITHM: The search engine uses a complex algorithm to provide the user a list of search results. There are two key factors in this algorithm:

1. **The number of times the search engine finds the search word(s) or phrase:** The more times the search engine finds the search word(s) or phrase in the article (and in the article's title, metadata, and attachments), the more relevant that article is in the search results
2. **The popularity of the article:** When you conduct a search, KM's search engine considers which articles are trending and which are popular. Trending and popularity are impacted by the number of times a given article is accessed and the number of times it has been rated as useful. The more popular the article, the closer to the top of the search results it will appear.