



Ancaster: 905-648-6675

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Flamborough: 905-689-7880

Hamilton: 905-528-0104 or 905-528-8127

Search Tips – Text Box Auto-Complete

Effective with the software upgrade of *April 12, 2010*, our software now provides **Inform Hamilton** users with search assistance using “auto-complete”. Auto-complete is a helpful aid to searching, but there are a few “tips and tricks” that assist users to take full advantage of it.

1. Your first step should be to select the *kind of search* you wish to execute by clicking one selection from the radio button choices (you may not have **all** of these choices):

- Keyword Organization Name(s) Service Categories

Choosing “Keyword” is going to give you a more extensive suggestions list than if you use one of the other choices. “Keyword” looks in multiple fields (including the other selections) so will provide you with a mixed list that could include “proper” names, categories as well words that appear in description and other fields.

2. In the text box, begin to type the words for the search you wish to execute - please note the following:
 - ✓ no suggestions will occur until you have typed **four** characters – if you don’t need four characters for your search, click the space bar to create the additional character(s) you need so that “auto-complete” will suggest the appropriate term
 - ✓ results in the auto-complete drop down will first display suggestions for the word(s) you type that occur at the beginning of name or subject etc. After auto-complete displays *those* choices, it will begin to list occurrences where the search term(s) are found somewhere other than the beginning of the Organization Name or Category.
3. The more characters you type, the more refined the auto-complete suggestions will become. Continue to type until you see the result you want to select. Once the term you wish to search is visible in the drop down list, you can select it using one of these methods:
 - ✓ Use your arrow key to move to the term you wish to select and then “Enter”. The term should now appear in the text box OR ...
 - ✓ Click (**very quickly**) on the term you wish to select and it will appear in the text box. You must click quickly (without holding down your click). Over time we hope the need for very quick clicking will be resolved, but in the meantime, a fast click will select what you want.
4. You can then continue to select additional search criteria from the communities selections and quicklists/headings drop down list.

If you have any feedback about the auto-complete tool or any aspect of your use of **Inform Hamilton**, don’t hesitate to be in touch.

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Visit www.inform.hamilton.ca – your online database of human services in the City of Hamilton

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Online database of community services: www.inform.hamilton.ca