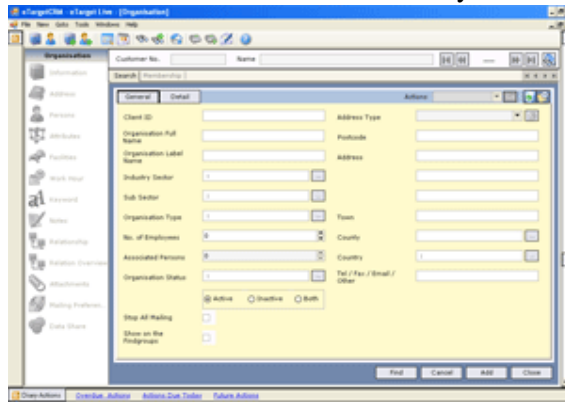




## How to find an organisation

This is the most common use of the system and it has therefore been set as the home page.



Finding information in a database can sometimes be tricky. So you need to enter sufficient information to help you find the information but not too much, because if you misspell a search word then it is unlikely to provide the expected results.

Useful search items are therefore Post Code, the organisation label name e.g. the name the organisation is commonly known as or the

organisation number. This is why you should always include the organisation record number on all correspondence.

To start the search: Enter the first part of a postcode into the post code box and then click on the find button.

After a few seconds a list of records from that postcode will be displayed and you can double click on one to find more information. If only one record is found then it will provide the full information immediately.

Other common search options are to enter the first few characters of the organisation name e.g. entering 'ill' would find illuminateICT. However, this search would not find 'Village Hall'

To use a wild card search then precede the search text with a percent sign (%) e.g. typing '%ill' into the 'Organisation full name' field will then find any record where the letters ill appear in the name.

Having found a record you can then perform a number of actions.

- Use any of side bar buttons to find out more information
- Edit/ amend the record –
- Create or add a communication log

### illuminating Comments

Use the wild card (%) lets you find information without being too precise – e.g. search for %rural will find all organisations that contain the word rural and gets around data entries where someone has entered The rural org etc.

This is useful for answering quick queries over the phone

See other quick reference guides for advanced search options