



Searching the Directory



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If further help is required please contact the CJSM Helpdesk on 0207 604 5598 between 08:00 and 19:00 Monday to Friday, or email: cjsm.helpdesk@egress.com.

Return Address: The CJSM Administrators, Egress Software Technologies Ltd, The White Collar Factory, 1 Old Street Yard, London EC1Y 8AF.





Searching the Directory

The Directory lists the users of CJSM, except for those that have asked to be ex-Directory. The Directory is fully searchable.

Introduction

In this section, we'll tell you how to:

- Use the 'simple' and 'advanced' searches to find people in the CJSM Directory.
- Use the 'simple' and 'advanced' searches to find organisations in the CJSM Directory.
- Set criteria to sort your search results, for example, by last name or organisation type.
- Add search results to your personal address book.
- Compose an email from the '**Find**' screen.
- Edit user's accounts from the find screen, including:
 - a) changing the size of their mailbox.
 - b) suspending, deleting or reinstating their account.
 - c) authenticating their identity and resetting their password.

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1.1 Finding user(s)

To find user(s) using Simple Search:

- Select '**Directory**' from the toolbar on the top right of the screen.
- Select the '**Users**' tab.
- In the '**Filter**' sidebar, use the drop-down arrow next to '**First Name**' and/or '**Last Name**' to select the appropriate search criteria. For example, if you know the user's full name, select '**Is**' from the drop-down box to search for an exact match. Alternatively, you can select '**Contains**', '**Begins with**' or '**Ends with**'.
- Enter the name details, or as much as you know of them, into the relevant boxes.
- Click on '**Search**'. This will bring up a screen listing any possible matches for the search criteria.
- Find the user in the list and click on the '**Options**' icon on the right-hand side of the entry in the list to bring up the **Options** menu.
- Select '**View Account Details**' to view information about the user.
- To begin a new search, click on the '**Clear**' button, enter a new search term and click on '**Search**' again.

To find people using Advanced Search:

- Select '**Directory**' from the toolbar on the top right of the screen.
- Select the '**Users**' tab.
- In the '**Filter**' sidebar, use the drop-down arrow next to '**First Name**' and/or '**Last Name**' to select the appropriate search criteria. For example, if you know the user's full name, select '**Is**' from the drop-down box to search for an exact match. Alternatively, you can select '**Contains**', '**Begins with**' or '**Ends with**'.
- Enter the name details, or as much as you know of them, into the relevant boxes.
- Other criteria are available for a more advanced search: '**Email Address**', '**Organisation Name**', '**Job Title**', '**Town/City/Postcode**'.
- After filling out as many of the search criteria as required, click on the '**Search**' button to display the results.
- Find the user in the list and press the '**Options**' icon on the right-hand side of the entry in the list to bring up the **Options** menu.
- Select '**View Account Details**' to view information about the user.
- To begin a new search, click on the '**Clear**' button and enter a new search term and click on '**Search**' again.

1.2 Finding Organisations

To find an organisation using Simple Search:

- Select '**Directory**' from the toolbar on the top right of the screen.
- Select the '**Organisations**' tab.
- In the '**Filter**' sidebar, use the drop-down arrow next to '**Organisation Name**' to select the appropriate search criteria. For example, if you know the organisation's full name, select '**Is**' from the drop-down box to search for an exact match. Alternatively, you can select '**Contains**', '**Begins with**' or '**Ends with**'.
- Enter the organisation's name, or as much as you know of it, into the relevant box.
- Click on '**Search**'. This will bring up a screen listing all possible matches for the search criteria.
- Find the required organisation in the list and click on the '**Options**' icon on the right-hand side of the entry in the list to bring up the **Options** menu.
- Select '**View Organisation Details**' to view information about the organisation.
- To begin a new search, click on the '**Clear**' button and enter a new search term and click on '**Search**' again.

To find an organisation using Advanced Search:

- Select '**Directory**' from the toolbar on the top right of the screen.
- Select the '**Organisations**' tab.
- There are two advanced search options: '**Organisation Type**' and '**CJSM Area**'. To enable these search options, check the tick box next to the appropriate option.
- You can then choose to search using one or all of the following criteria: '**Organisation Name**', '**Organisation Type**', '**Town / City/ Postcode**' or '**Criminal Justice Area**'.
- Enter the information you have in the relevant boxes.
- If you are searching by '**Organisation Type**' and '**Criminal Justice Area**' you will be given a finite number of options to choose from. Click on the down arrow in each field to see what the options are, then click on the correct one.
- You can enter your own information in all of the other fields.
- If you are searching by '**Organisation Type**' and '**Criminal Justice Area**', click on the down arrow next to '**Organisation Name**' to select the appropriate search criteria. For example, if you know the organisation's full name, select '**Is**' from the drop-down box to search for an exact match. Alternatively, you can select '**Contains**', '**Begins with**' or '**Ends with**'.



- Find the required organisation in the list and click on the '**Options**' icon on the right-hand side of the entry in the list to bring up the **Options** menu.
- Select '**View Organisation Details**' to view information about the organisation.
- To begin a new search, click on the '**Clear**' button and enter a new search term and click on '**Search**' again.

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1.3 To sort search results

To sort the results, click on heading you wish to sort by, e.g. to sort by first name click on '**First Name**'.

'Find Users' search results by first name:

- Select the '**Users**' tab in the **Directory** menu.
- Perform either a simple search, or an advanced search.
- Sort the results of the search alphabetically by first name or last name by selecting '**First Name**', in the results toolbar.

To sort '**Find Organisations**' search results by organisation name:

- Select the '**Organisation Name**' tab.
- Perform either a simple search, or an advanced search.
- Sort the results of the search alphabetically by first name by selecting '**Organisation Name**' in the results toolbar.

1.4 To compose an email from the 'Find User' screen

- Select '**Directory**' from the toolbar on the top right of the screen.
- Select the '**Users**' tab in the **Directory** menu.
- Perform either a simple search, or an advanced search.
- In the search results, find the person you wish to send a message to. Select the '**Options**' icon next to their entry and choose '**Mail user**'. This will bring up a new '**Compose**' screen with that person's address in the '**To**' field.