# Jira, Slack, and Guides

How to have helpful searches!

# Why do we search Slack and Jira?

-Searching Slack allows us to see if someone has asked the same question for a similar issue. Slack threads are not deleted allowing us to search back many years.

-Searching Jira is a great step to identify whether or not an issue has already been reported to our next level of Support. This allows us to see if an issue is currently open or has been resolved. *We will have another training on Jira*

How to search Slack

- Using the search bar
- Command + F in channels
- Relevant vs Recent
- Quotations around phrases

# How to search Jira

- Search by content type + issue that is occurring (e.g, Assignment Enhancement error updating submission draft)
- Search by errors (e.g., "error":document_not_found)
- Filter results using creation date/project type
- If it is a PAW we can search by the school's name and narrow it down by project type

## Searching our Guides

Searching our guides is a great step in the troubleshooting process when we want to learn how a feature works. There are several ways we can effectively search our guides to find the one we are looking for.
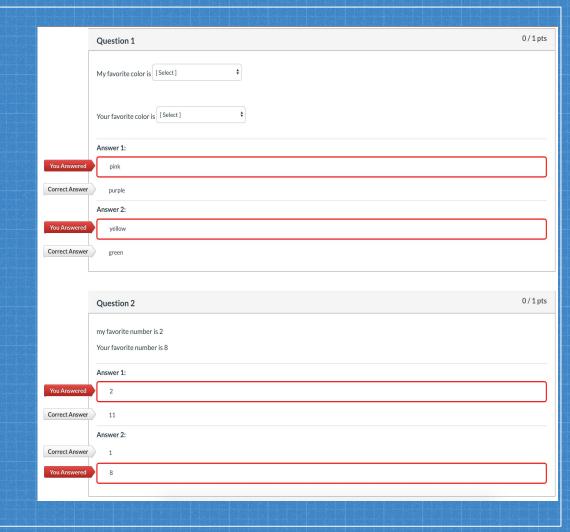
1. Chrome search engine

2. Google

3. Noble's Guide Launcher

Keywords are your friend

## Activity

Teacher is reporting that when creating a multiple dropdown question in classic quizzes, after students submit, the "select" is only showing for some of the questions when they all should.

Using your amazing skills searching abilities search Slack and Jira and find more information about this issue and as well as it's Jira.

**Question 1**                                                    0 / 1 pts

My favorite color is [ Select ]

Your favorite color is [ Select ]

Answer 1:

You Answered    pink

Correct Answer   purple

Answer 2:

You Answered    yellow

Correct Answer   green

**Question 2**                                                    0 / 1 pts

my favorite number is 2

Your favorite number is 8

Answer 1:

You Answered    2

Correct Answer   11

Answer 2:

Correct Answer   1

You Answered    8

## Conclusion

- Searching keywords and errors give the best results
- Try adding quotations around the text you are searching
- Don't be afraid to ask questions because it could be a search for someone later
- When in doubt, shake it all about

# Questions?