Community Care Portal: Search Function Tips

australian community support organisation

We've made some updates to the search function in the Portal – because we know it can sometimes be it *a little* tricky to find the client or information you're looking for.

You can now use the search bar to search by Client Name – not just Work Order #.

What should I know?

When you search for a name like **"James Long"**, but the client record is structured as:

> **First Name:** James Peter
> **Last Name:** Long

Or you search for **"Cunningham"** to find your client: **Jake Cunningham".**

> **First Name:** Jake
>
> **Last Name:** Cunningham

You may get <u>no results</u>, even though the client's Work Order *is* in the system.

That's because the Portal search looks for exact matches only.

How can I find partial matches to improve my search results?

Use a wildcard:

A wildcard uses an asterisk * to tell the system:

"Show me anything that contains this word or part of this word."

This is extremely helpful when names have unexpected extra words, characters, or formatting.

How to use them:

Use an asterisk at the beginning and end of each search term.

Example format:

firstname *lastname*

or even part of each name:

First *Last*

Example search criteria:

If you search for:

James *Long*

Portal will successfully return **James Peter Long**, even though the name has an extra middle name in the First Name field.

OR If you search for:

Cunningham

Portal will successfully return **Jake Cunningham** (and any other client with *Cunningham* in their name.