



Search

Global search can be a handy tool for users to quickly locate relevant files and areas of the site they need.

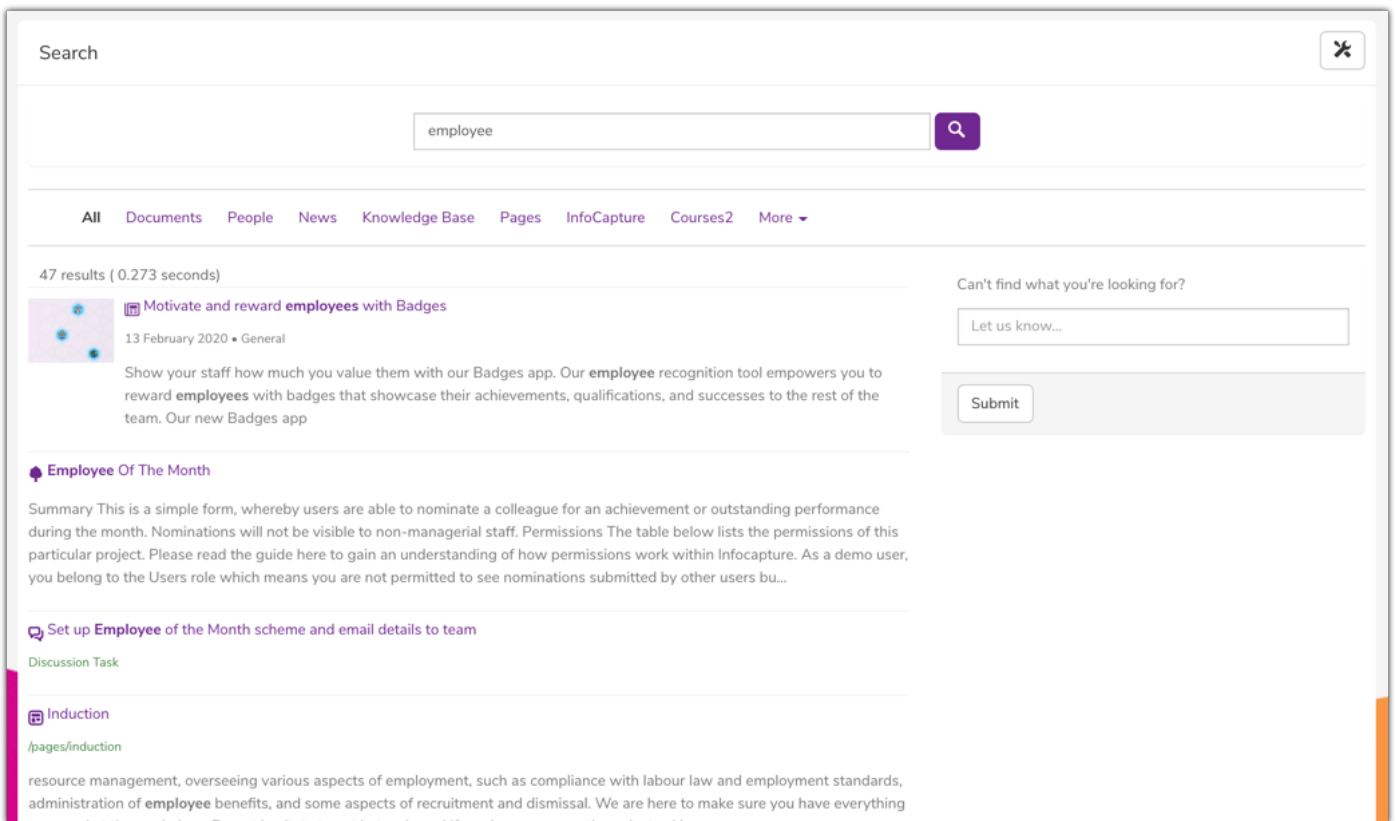
This article covers how site search works and how it can be configured.

Global search is found in the top banner of the page:

A screenshot of the Claromentis website. The top banner is purple and features the Claromentis logo on the left, a search bar in the center with the text "What are you looking for?", and various utility icons on the right including a clock showing "00:35", a refresh icon, a bookmark icon, a grid icon, a notification bell, and a user profile icon. Below the banner is a navigation menu with links for HOME, COMPANY, DEPARTMENT, FORMS, LEARNING, PROJECTS, SUMMER EVENT, BOOK A PERSONALISED DEMO, and LEARN MORE. The main content area includes a "Good Evening Claromentis Administrator" message, a "Book a personal demo" button, a "Pricing" button, a "New: Polls & Surveys application" announcement, a calendar for August, and a "Poll" section titled "Office or Home?" with a question about working arrangements and results so far.

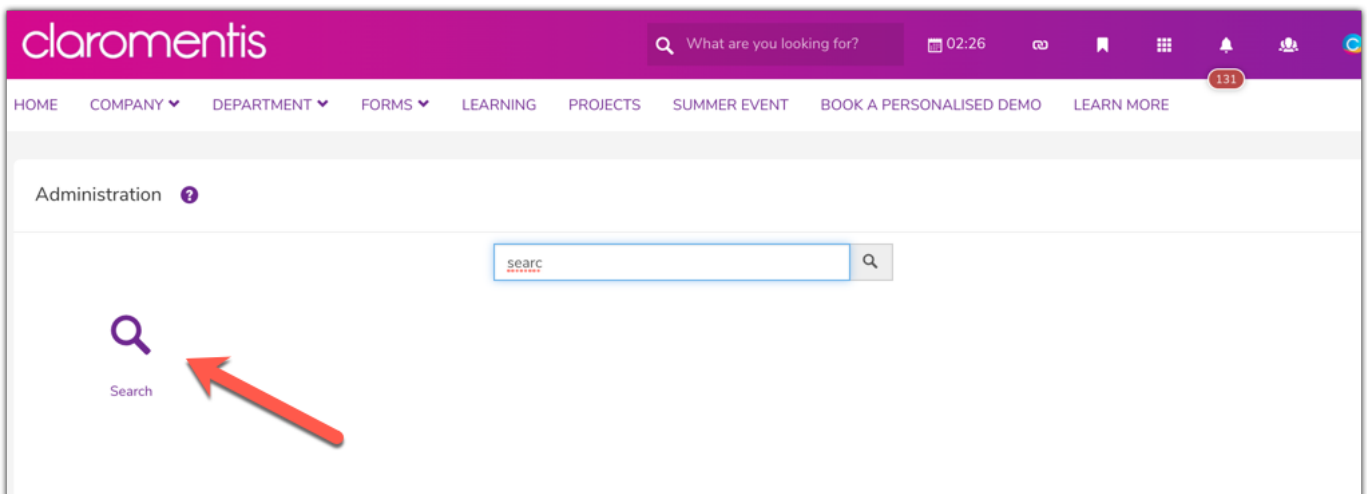
When a search is run, you will see a screen similar to the below image. The most relevant results are listed first, and you can use the application headings to narrow your search to within these areas.

You will also see a box on the right for when users are unable to find what they are looking for, this is to alert admins of this.



The search results will show the most relevant results containing that word or search terms.

Search also has a dedicated application so site admins can adjust and configure search to be more effective.



[Indexing/Searching service](#)

This tab gives an overview of your current search status, if you notice any areas here looking odd or a large index queue, please have read of this article.

Admin / Search Admin

Indexing/Searching Service

Status OK

Requests in queue 0

Reindex data [Reindex...](#)

Index name demo-millie89plus-demo.myintranet.com

Index size 18.51 Mb

Number of records 3,736 (69 deleted)

Search Recommendations

Applications

Search Options

Reindexing

Empty Search Results

Search recommendations

Creating search recommendations help users to find content within the intranet. You are able to set up key phrases and words that, when users type these in, will return certain content.

There is a full guide on adding recommendations here.

Admin / Search Admin / Search Recommendations

Indexing/Searching Service

Search Recommendations [User Requests](#)

[+ Add Search Recommendation](#)

Group Name	Search Terms	Suggestions	Best Bets	
Pricing Information	price, cost, pricing, quote	price, cost, pricing, quote	Need Pricing Information?, Quote Template	
Training	training, train the trainer	training, train the trainer	Training Brochure	

Search Recommendations

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Empty Search Results

Here is an example search recommendation:

Admin / Search Admin / Search Recommendations / Add/Edit Recommendation

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Empty Search Results

Add/Edit Recommendation

Group Name

Search Terms

price	
cost	
pricing	
quote	

Suggestions

price	
cost	
pricing	
quote	

Best Bets

Name	Description	URL	
☰ Need Pricing Information?		/intranet/news/view.php?id=7	
☰ Quote Template		/intranet/documents/16/99	

Applications

This determines which applications appear here and in what order:

Search

All Documents People News Knowledge Base Pages InfoCapture Courses2 More ▾

530 results (0.163 seconds)

This is a **test.ppsx**

Drop Zone

This is a **test** This is also a **test** This is also a **test** End of test

Essentials Test

E-Learning Module

This 5 question test will determine whether or not you have understood the fundamentals of the Claromentis software. Each question is worth 20 points. You must gain a minimum of 60 points to pass the test.

Can't find what you're looking for?

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Search Tabs Order

These applications will be displayed as tabs on the Search page in the order you set below.

Documents	X
People	X
News	X
Knowledge Base	X
Pages	X
InfoCapture	X
Courses2	X
More...	
Policy Manager	X
Forum	X
Publish	X
Blog	X
Events	X
Discuss	X

Note
Any apps below the 'More' separator appear in a drop-down menu to the right of the main tab list.

Hidden Applications

Applications in this list are not shown on the Search results page.

Add an application into search:

You

can prioritise apps you know are used more than others.

Search Options

Determine how many results are shown per page and if you would like users to submit search suggestions.

Admin / Search Admin / Search Options

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Recent Searches

Display recent similar searches by other users

Results per Page

User Search Suggestions

Allow Users to submit search suggestions

Reindexing

Reindexing means deleting your current search database and recreate a new one. If you want to do this, pleas first review this article again.

Admin / Search Admin / Reindexing

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Empty Search Results

Reindexing

Select areas to reindex

Warning: Be careful with this feature

Recreate the index and all mappings

Note

Reindexing your data needs careful consideration and planning as your store size can vary the time it takes to complete.

If you wish to clear all your indexes then select 'Recreate the index and all mappings'. This will delete all indexes from the database so that the entire system would then need reindexing.

If you wish to reindex a specific application then select the appropriate option and press 'Start'.

Once you receive a message saying that reindexing is in progress, navigate to the Indexing Service page to monitor progress.

Check all
 Uncheck all

Document	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex
Folder	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex
User	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex
News	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex
Blog	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex
Forum_message	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex
IC_issue	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex
IC_project	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex
Comms_message	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex
Gallery_gallery	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex
Gallery_image	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex
KB_article	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex
KB_category	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex
KB_question	<input type="checkbox"/> Recreate mapping	<input type="checkbox"/> Reindex

Empty search results

Here you can get a feel for what people are searching and if it is producing no results.

Admin / Search Admin / Empty Search Results

Indexing/Searching Service

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Empty Search Results

Search terms that have returned no results in the last 90 days.

10 entries per page

1

Search term	User	Date	
cabbage	Claromentis Administrator	20-08-2020 02:28	<input type="checkbox"/>

Refresh
Delete Selected

If users are regularly using search to find the same sort of items, for example a specific documents folder or certain key policies, you could set up fast access buttons to these areas on the homepage instead - instructions on this can be found here.