

# Finding what you need in the Community

This is a transcript of a video on the Totara Academy

## **Welcome to this video on finding what you need in the community forums.**

0:20

There is so much information in the forums that we know it can be hard to find what you're looking for sometimes. In this video we'll show you how to make the most of the available search options.

0:31

If you're looking to make a new Post in a forum or browse existing posts the best place to start is within the individual Forum you're interested in.

For example if I've got a question about Totara Learn I can post it here. But first I want to know whether someone has already asked a similar question so I want to search the forums.

0:53

To do that you want to use the Forum search. Here you can enter a simple text search.

1:01

I want to know about the difference between multitenancy and audiences so I'll enter those as my search terms.

1:08

My search has returned all forum posts which contain my search terms.



Unfortunately this includes a large volume of release notes which aren't going to answer my question and make it hard to review my search results I can remove these using the advanced search.

1:28

Here you've got further options to refine your search. I can enter my Search terms to appear anywhere in the post or enter an exact phrase.

1:38

You can also enter words that you want to exclude from the results. To remove the release notes posts from my search results I'll enter release notes here.

1:49

If I search again now it's much easier to see the results with no release notes included.

If I want to continue to refine my search I can continue with the advanced search option.

2:03

You can also time limit posts for example to only see recent posts on this topic. Another useful option is to decide which forum you want to search in. This is another way to remove release notes which only appear in the release notes forum.

2:21

You can also look for posts by a particular user or with specific Tags.

I'm ready to run my search again. As a reminder I'm looking for posts about multi-tenancy and audiences which were posted in the last year in the Totara Learn open discussion forum.

2:37

I've narrowed my search down to one result which answers my question.



So that's using the advanced search feature in the community forums

Remember that there are other ways that you can find information in the community too.

In the academy catalogue you can search for courses, programs, webinars and other resources.

2:59

Here I can see resources and courses that will help me to deepen my understanding of this topic.

On the homepage you'll also find a site search this search looks at content on both the community and help sites although it can't search things like course content and workspaces.

3:17

In the results I can see forum posts and I can also see articles on the help site.

So that's some of the search options available to you here in the community.

If you still can't find what you're looking for don't hesitate to get in touch with us directly on [community@totara.com](mailto:community@totara.com)