

How to Find an Answer

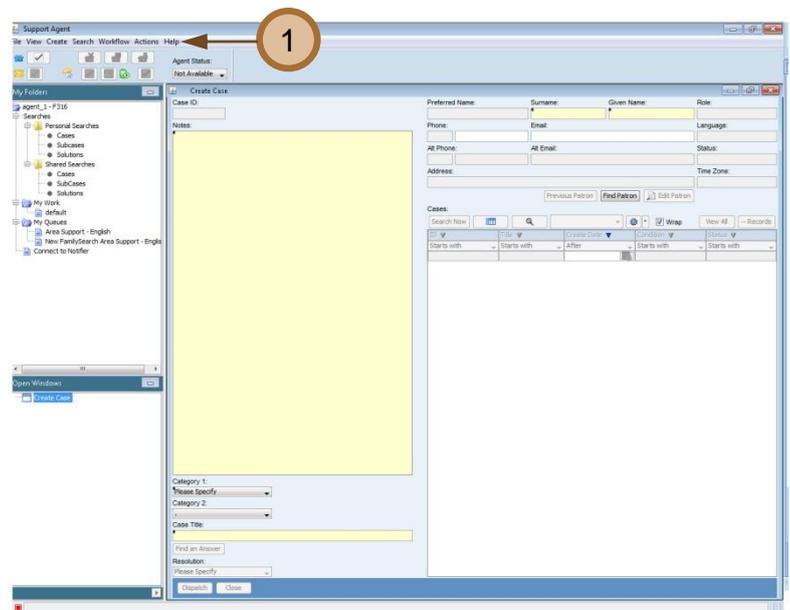
FamilySearch Support System



The knowledge base can be opened from the Create a Case view in Amdocs. **Note:** The steps below can also be used in the FamilySearch Support Training system.

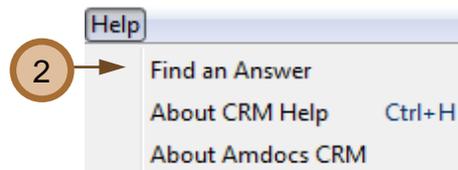
Step 1:

On the menu bar, click **Help**.



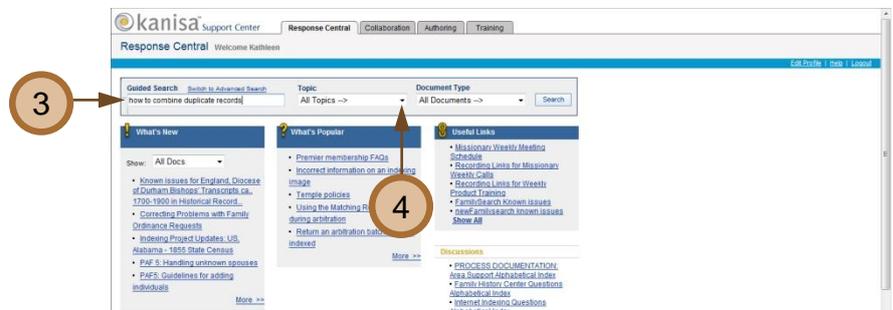
Step 2:

On the drop-down menu, click **Find an Answer**.



Step 3:

In the **Guided Search** box, type your search words.



Step 4:

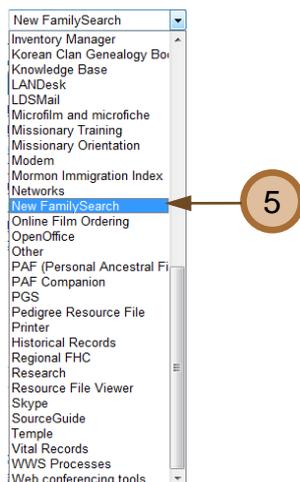
Click the **Topic** drop-down arrow.

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Step 5:

Select a topic name from the drop-down list.

Tip: On your keyboard, press the first character of the topic name to quickly move to that topic. You may need to press the character more than once to locate the right topic. **Click the topic name.**



Step 6:

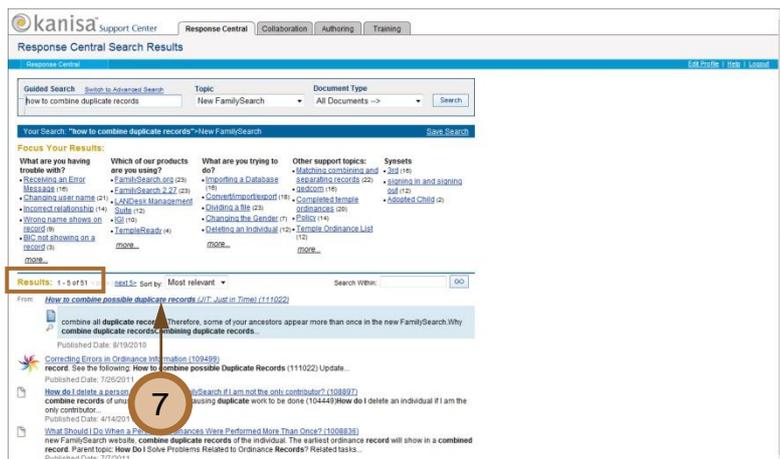
Click **Search**.



Step 7:

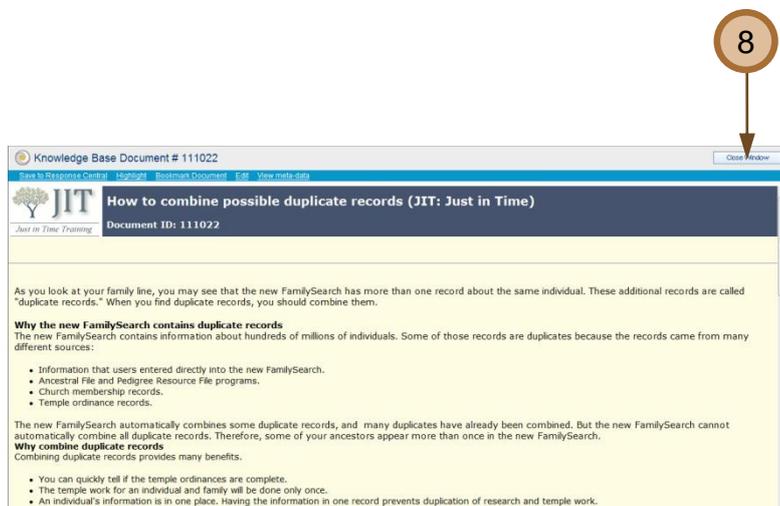
To view a document in the search results list, click the document title.

Notice that the search returned 51 documents.



Step 8:

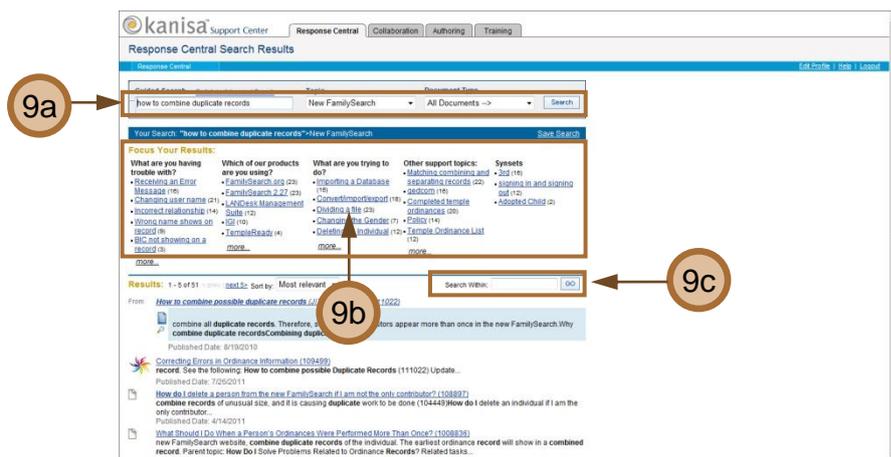
To return to the search results list, click **Close Window**.



Step 9:

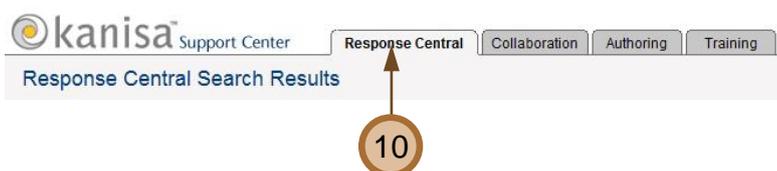
To refine a search, do one of the following:

- Add to or change the search words, and click **Search**.
- Click an item under **Focus Your Results**.
- In the Search Within field, type another search word, and click **Go**.



Step 10:

Click the **Response Central** tab to refresh the screen and return to a blank search box.



Step 11:

Click Logout (upper right) to leave the knowledge base.



Step 12:

Close the knowledge base login window.

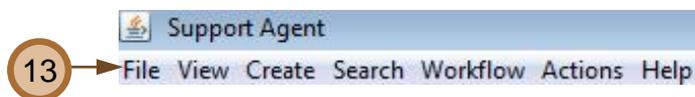


Tip: If necessary, click the Support Agent icon on your Windows taskbar to reopen Amdocs.



Step 13:

On the menu bar, click **File**.



Step 14:

On the drop-down menu, click **Exit** to close Amdocs.

