

You need to find a document, but when you search for it in RADR, your search returns nothing. There are several reasons why this may happen. One very valid reason why your search returned no results is because a document matching your search criteria has not yet been uploaded. But before you contact somebody to ask them to upload the document, please first check the following.

## Invalid Search Criteria

### List of Values

Unlike many of the popular search engines RADR does not do a *fuzzy search*, i.e., a search that will find matches even when users misspell words or enter in only partial words for the search. Many of the search fields have associated list of values. Since the search criteria must be entered exactly as it is stored in RADR, it is best to use the *List of Values* to make sure you have the proper format and spelling of your search criteria.

- **TIP:** Clicking on the magnifying glass icon on the right side of a search field will open up another browser window with a search window. Use the % sign here to find the appropriate value.

### %Wildcards%

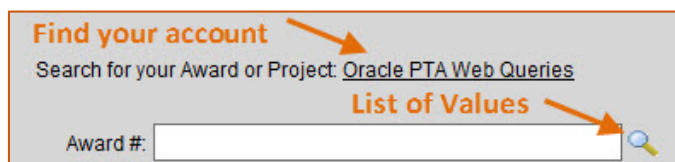
Since RADR does not do a *fuzzy search* a wildcard is not automatically included in the search. When you search the web there is typically a single search field. By design RADR incorporates several different search fields for fine-tuning your search. To automatically include a wildcard would require doing a wildcard search on every available field, even if no entry was made in the field. To do this would severely impact performance.

- The wild card for RADR is the percent sign (%). If you do not use a list of values to enter your search criteria it is a good idea to include the percent sign before and after your criteria.
  - ✓ For example, if you are searching for a document with the word *mitochondrial* in the document name, then enter *%mitochondrial%* in the search field.
  - ✓ Search fields are *not* case-specific.

## Too Specific Search

If you entered very specific criteria in several search fields, you may have a far too limiting search. To see if any documents exist for an account, search *only* by the Oracle Award or Project Number.

- **TIP 1:** Use the list of values to make sure that you have the exact Oracle Award or Project Number.
- **TIP 2:** The search page has a link to the *Oracle PTA Query*. If you are unsure of your account number, use this tool to find your account.

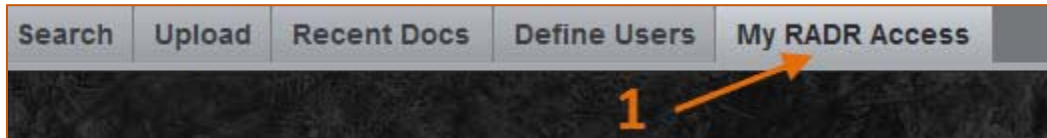


### No Access to the Account

If you have entered only the Oracle Award Number and still no documents have been found, then you may not have access to the award. If you do not have the account access that you expect, please contact IMSS Information Security.

To check your access:

1. Click on the *My RADR Access*.



2. In the *Award/Project Access* section is the list of awards and award - project combinations to which you have access. If you have access to an award, then you have access to all award - project combinations for that award.

**Tip:** Use the search field at the top to quickly find the award.

3. In the *My Roles Granted* section is the RADR Role(s) you have been granted.
4. The *My Repository Access* lists the repositories to which you have access, based on the role(s) you have been granted.

A screenshot of the 'My Award/Project Access' page. The page is divided into several sections:

- Search:** A search field with a magnifying glass icon, a 'Go' button, and an 'Actions' dropdown menu. An orange arrow labeled '1' points to the search field.
- My Access Table:** A table with two columns: 'User Name' and 'My Access'. The table contains eight rows, all with 'elindsay' as the user name and various award numbers as the access.
- My Roles Granted:** A table with three columns: 'Role Name', 'Role Description', and 'Grantor'. It contains one row: 'Campus', 'Role for general campus users', and 'No'. An orange arrow labeled '2' points to the 'Role Description' column.
- My Repository Access:** A table with two columns: 'Repository' and 'Can See Confidential Docs'. It contains three rows: 'Post-Award: Campus' (Yes), 'Post-Award: Controller's Office' (No), and 'Post-Award: Res Admin' (No). An orange arrow labeled '3' points to the 'Repository' column.

### Document Security

#### Confidential Flag

Your access to a document is controlled by both the account-level access and the confidentiality flag. If you do not have access to confidential documents the document may exist in RADR, but it has been flagged as confidential. There are close to 200,000 documents from the Controller's Office and Research Administration that have been brought into RADR. However, when many of these

documents were created and stored prior to RADR they were not necessarily meant to share with people outside of their offices. Because of that, during the conversion process we erred on the side of too many documents marked as confidential rather than releasing confidential documents in error.

### Account-Level Security

There are two types of account-level security in RADR:

- *Award*: Must have award-level access in Cognos and the access must include access to salary expenditures. If your access in Cognos is setup at the award - project level (or lower), then you do not have access to the document.
- *Award - Project*: Must have award - project level access in Cognos and the access must include access to salary expenditures. If your access in Cognos is setup at the Project (not including the award) then you do not have access to the document. If your access is setup at the Award (not including the project) then you do have access to the document.

### Still Cannot Find a Document

If you have checked your search criteria and your access yet you still do not find the expected documents (or if you find the document and the metadata entered about the document isn't correct), then contact the area responsible for the document:

- *Controller's Office*: At RADR implementation the Controller's Office has made available Agreements associated with Gifts & Endowment. If you have a question about a document please contact your usual division contact.
- *Development & Institute Relations (DIR)*:
  - ✓ Mike Conover, Development Records Supervisor, x1251 or [mconover@caltech.edu](mailto:mconover@caltech.edu)
  - ✓ Alternative: Laura Grissom
- *Research Administration*: Please contact Lydia McHam at [lydia.mcham@caltech.edu](mailto:lydia.mcham@caltech.edu)