

How to Search the Knowledge Base

This guide will walk you through a variety of ways to search for articles in the Experts Knowledge Base.

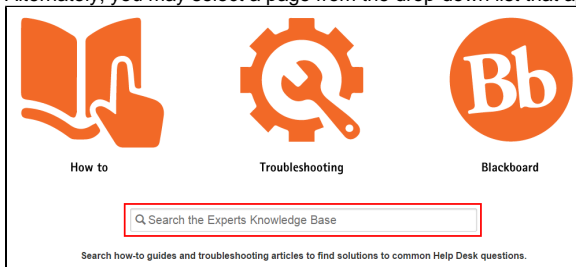
Step-by-step guides

- [Search from the Experts Homepage](#)
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Search from the Experts Homepage

Using the search bar

1. Go to <https://experts.missouristate.edu>.
2. Type in your search criteria into the search bar in the center of the page and press **ENTER**. Alternately, you may select a page from the drop-down list that appears while typing.



Searching by topic

1. Go to <https://experts.missouristate.edu>.
2. Scroll down to find an alphabetical list of links, which will direct you to pages about those topics. Click the one most related to your issue.

Browse by topic			
A	B	C-D	E-I
account	banner	calendars	email
adobe-connect	basics	chrome	eportfolio
android	bdms	clickers	ets
apple	bearmail	collaborate	experts
assessment	blackberry	communication	firefox
	blackboard	computers	grading
	blackboard-learn	content	greenwood
	bomgar	contentdesign	ie
	browsers	desktop	inb
		digital-badges	inqsit
		digital-measures	instructor

Search How-to, Reference, or Troubleshooting articles

1. Choose a Space Shortcut from the left-side navigation menu depending on what type of page you are looking for. This example will use **How-to articles**.
 - a. **How-to articles** provide step-by-step guides for common procedures (e.g. [How to Access Your Account](#)).
 - b. **Reference articles** provide general information about a topic (e.g. [Tips for Creating a Secure Password](#)).
 - c. **Troubleshooting articles** provide information about and steps to resolve common errors and problems you may come across (e.g. [Troubleshooting Login Errors on My Missouri State](#)).

Related articles:

- [Knowledge Base Style Guide](#)
- [Knowledge Base Page Structure Guidelines](#)
- [Accessibility Concerns in Experts](#)
- [How to Import and Export Word Documents](#)
- [How to Create Lists in a Page](#)



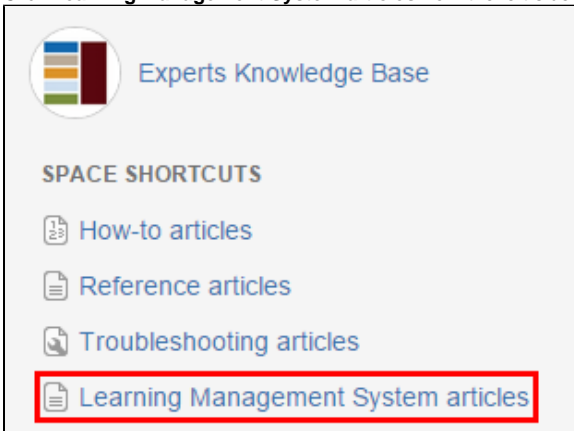
2. You will see a page that lists the most recently updated pages in the category you selected. You may either select one of those pages or type what you are looking for in the search bar at the top of the page.



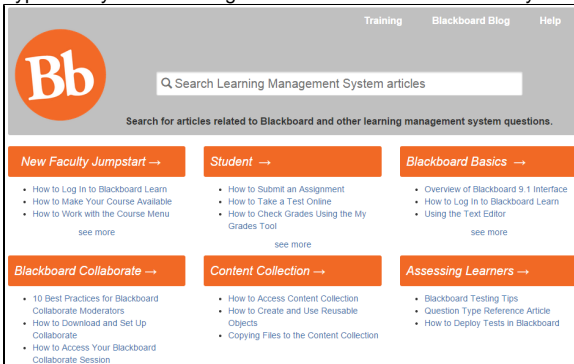
How to search for Learning Management System articles

Learning Management System articles include pages about Blackboard.

1. Click **Learning Management System articles** from the left-side menu.



2. Type what you are looking for in the search bar or search by category using the links below.



For questions or comments, contact the Computer Services Help Desk
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