Search Hints

**Search Bar in RT**

The quick-search bar (Search) at the top of the page has many hidden search features that some will find handy.

Beware the search is done only on tickets with **ActiveStatus**, unless a keyword contains a status, for example "resolved", "open stalled" or "any".

You can use id (any number) to jump right to the ticket, just type 10 and hit enter to jump to ticket #10. (note any raw number will be treated as a ticket number).

**Some examples**

You can use email address to search by requestor.
To see all new/open tickets requested by user jersmith@uoregon.edu
You can use duckID of a privileged user to search by owner.
To see new/open tickets owned by jersmith:jersmith

You can use queue name to search tickets in that queue, email helpdesk
You can use the search all tool to search in content of tickets. Don't overuse this feature as full text search can be very slow.

Everything else is searched in subject of tickets.

You can search by status (default status is new/open/WFR) to expand your search, or you can use the keyword 'any' to search all statuses.

To find resolved tickets about printers printers resolved
To find and ticket ever opened by jersmith jersmith@uoregon.edu any