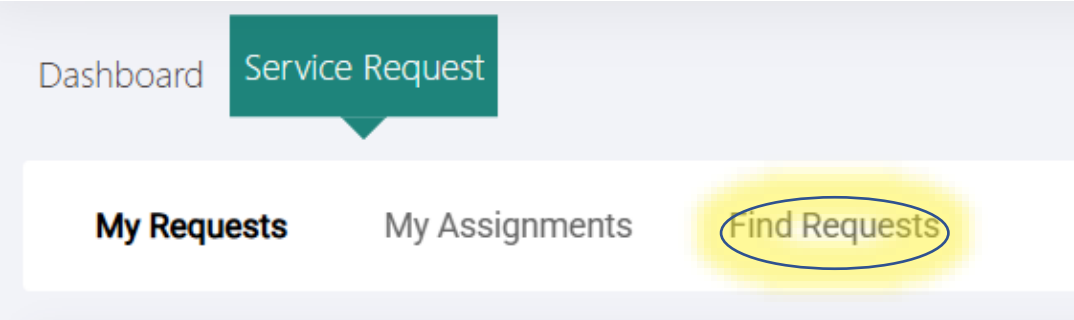
Searching and Filtering in RAM

Overview

RAM's search and filtering tools help users quickly locate service requests and narrow results using specific criteria. This Quick Reference Card explains how to use these features.

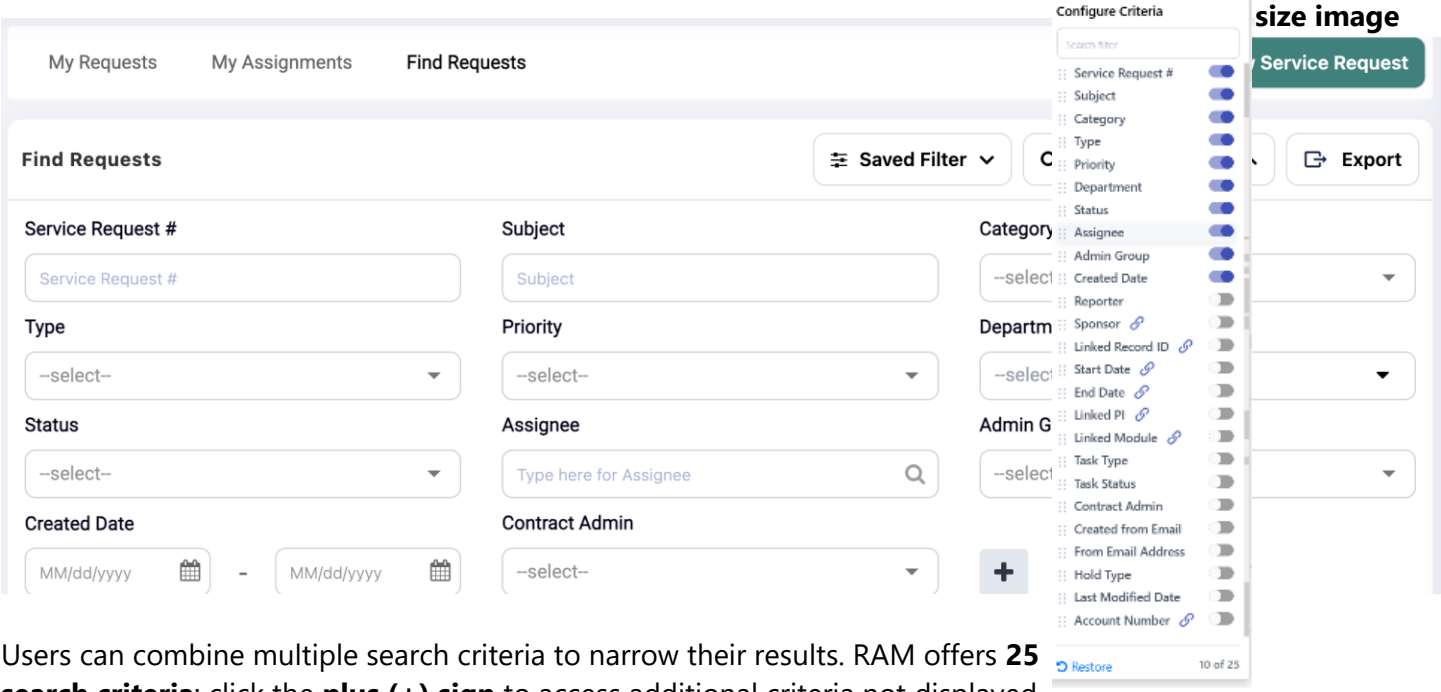
Procedure

To begin searching for tickets, select the **Service Request** tab at the top of the screen.



Depending on your role, three or four tabs will be available: **My Requests, My Assignments,** and **Find Requests**. The **Find Requests** tab is a good starting point for advanced searches; it allows users to search all tickets they are authorized to access.

Click for full size image

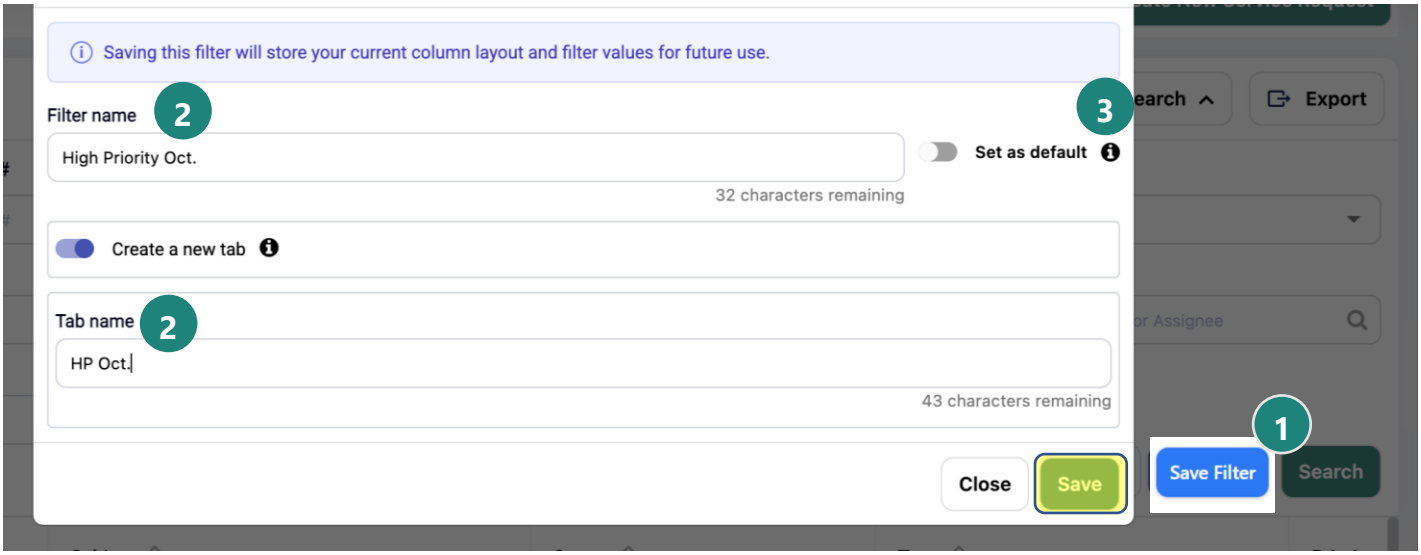


Users can combine multiple search criteria to narrow their results. RAM offers **25 search criteria**; click the **plus (+) sign** to access additional criteria not displayed by default.

To save a search for future use, select **Save Filter**. In the Save Filter dialog, users can also choose to display the saved filter as a **custom tab** alongside their existing Service Request tabs.

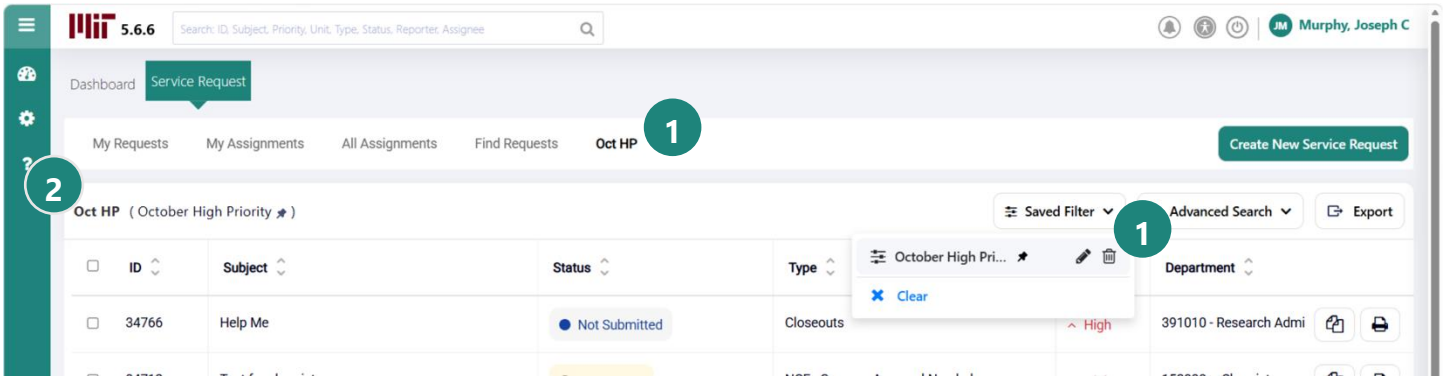
In the **Save Filter** window, enter a name for your filter. To display it as a custom tab, enable **Create a new tab** and enter a tab name.

You can also select **Set as default** to make this your default search view. Click **Save** to finish.



1. Once you've selected your search criteria, click Save Filter.
2. You can save the filter for future use or choose to display it as a custom tab at the top of the Service Request screen for easy access.
3. You can also choose to make a certain search the default.

Using Search and Filters

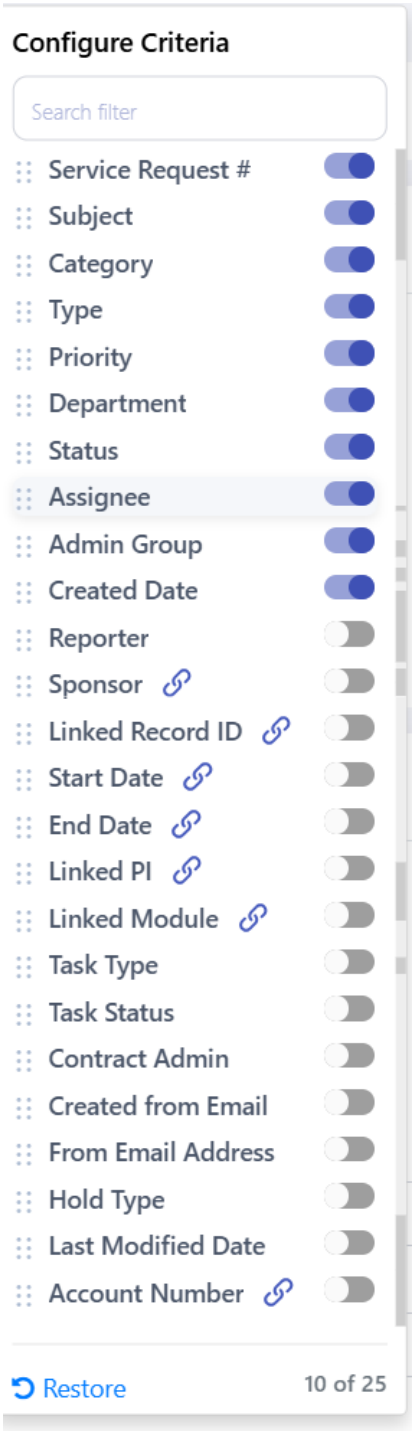


1. Custom tabs appear alongside the preconfigured tabs at the top of the Service Request screen. Previously saved searches can be accessed at any time using the Saved Filter dropdown menu.
2. Search results will be listed below.

Getting Help

Get Help with RAM | Contact your **RAS Contract Administrator** for request-specific questions.
For system or general **RA support**, email **ra-help@mit.edu**. Drop-In RA Support: Mondays, 1–2 p.m. **via Zoom**.

Appendix A



Back to document