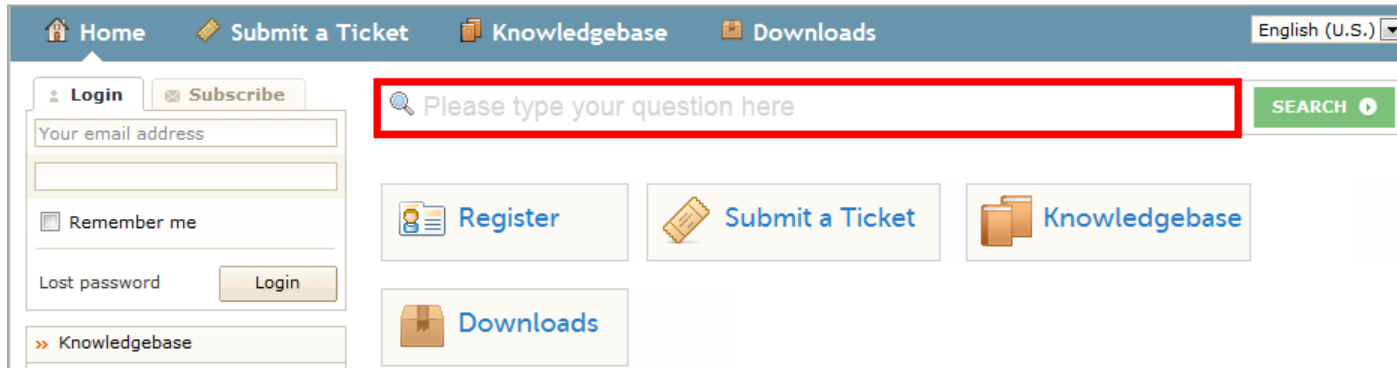


DRAFT- HOW TO SEARCH THE QUANTRAX KNOWLEDGEBASE

To access the Knowledgebase, in Internet Explorer type <http://www.quantrax.com/helpdesk>



TIPS FOR BETTER SEARCH RESULTS - Use the following *logic* :

Value	Description
Quotes (" ")	EXACT PHRASE , put quotes around multi-word items or phrases it: "smart code" (<i>Finds articles with this phrase</i>)
Plus Sign (+)	AND , use plus sign in front of word that <u>must be included</u> in article: +"smart code" +letters (<i>Finds articles must have both the phrase smart code and letters</i>) "smart code" +letters (<i>Finds articles that may have the phrase smart code but must have the word letters</i>)
Minus Sign (-)	NOT , use minus sign in front of word that <u>must not be included</u> : "smart code" – letters (<i>Finds articles that may have the phrase smart code but cannot have the word letters</i>) +"smart code" – letters (<i>Finds articles that must have the phrase smart code but cannot have the word letters</i>)

What You Want To Find	What To Type In Knowledgebase Search Box	Results For This Example
How do you stop sending letters from going to a certain states?	Weak: Stop sending letters from going to a certain states Strong: +stop +sent +letters +states	-many articles in result because system searched on <i>every</i> word that was type in search - 2 articles in results discussing the exact topic
How do I create a smart code?	Weak: Create a "smart code" Strong: "smart code" training Strong: "smart code" training audio	-many articles in result because system search on the words <i>create</i> and <i>a</i> -results in all articles with links to training -results in articles with links to audio-only training NOTE: Use <i>audio, video (web-based) or text .PDF</i> (documents) to search for links to types of training