

### Is KnowUK case sensitive?

No, KnowUK is not case sensitive. eg. **Tony Blair** will find the same results as **tony blair**

### Do I need to type in the singular and plural form of a word?

No, KnowUK searches singulars and plurals automatically and also variant forms of a word. eg. **Child** will look for both child and children etc. and **Eastern** will also find east, easterly etc.

### Can I use truncation?

No, you don't need truncation in KnowUK (eg. employ\* to find employed and employment), as it searches variant forms automatically!

### If I type two or more words into the search box on the homepage, will KnowUK find all the words I type?

Yes. KnowUK automatically combines the terms you enter using the Boolean operator AND. It will only find records with ALL the terms you type in so do choose **your keywords** carefully.

### Will the words I type into the search box on the homepage be found in any order?

Yes. Gold medal will find gold AND medal as well as medal AND gold.

### Can I use OR to find, for example, hotel OR accommodation?

Yes. You need to use Advanced Search for this type of search. Select the option **Any of these terms** underneath the search box.

### What if I spell something incorrectly?

The search box on the homepage has a spell checker and if a word is not spelt correctly it will offer 3 alternative spellings. Choose the correct one and click search once again.

### How do I know which option to choose under the search box in Advanced Search?

By default, Advanced Search will search using **All of these terms** combining your terms with AND just like the search box on the homepage. You can control your search by choosing one of the other options.

<b>All of these terms</b>	Will retrieve results containing <u>all</u> of your keywords in <u>any</u> order	Eg. <b>scout headquarters</b> will retrieve articles containing: <ul style="list-style-type: none"> <li>○ <b>scout AND headquarters</b></li> <li>○ <b>headquarters AND scout</b></li> </ul>
<b>Any of these terms</b>	Will retrieve results containing <u>all</u> of your keywords, a <u>single</u> keyword or <u>any combination</u> of your keywords in <u>any order</u>	Eg. <b>oxford cambridge</b> will retrieve articles containing: <ul style="list-style-type: none"> <li>○ <b>oxford AND cambridge</b></li> <li>○ <b>cambridge</b></li> <li>○ <b>oxford</b></li> </ul>
<b>Exact phrase</b>	Will retrieve results containing <u>all</u> of your keywords, in the <u>specified order adjacent</u> to one another	Eg. <b>single european market</b> will retrieve articles containing: <ul style="list-style-type: none"> <li>○ <b>single european market</b> - only in this order</li> </ul>

### Where To Find Help

#### In North America:

- **Technical Support**  
Phone: 800-889-3358  
Email: [tsupport@proquest.com](mailto:tsupport@proquest.com)  
Web: <http://www.proquest.com/en-US/support>
- **Search Assistance**  
Phone: 800-889-3358  
Email: [technicalsupport@proquest.com](mailto:technicalsupport@proquest.com)  
Web: <http://proquest.com/techsupport>
- **Product Help**  
Product help and downloadable guides:  
<http://www.proquest.com/en-US/support/training/materials.shtml>

#### Outside of North America:

- **Technical Support**  
Email: [support@proquest.co.uk](mailto:support@proquest.co.uk)  
Freephone: 0880 220 710 (UK only)  
Telephone: +44 1223 271 496 (Outside of UK)  
Web: <http://www.proquest.co.uk/en-UK/support>
- **Product Help**  
Product help and downloadable guides:  
<http://www.proquest.co.uk/en-UK/support/training/materials.shtml>