User Search

> The User Search feature provides administrators with a powerful tool to quickly locate and access specific user accounts within the system. Its primary purpose is to enable efficient viewing and editing of user information, supporting various administrative tasks such as profile updates, violation management, and permit assignment. This article is intended for OPS-COM administrators.

Setup and Configuration

This feature is a core administrative tool and does not require extensive initial configuration to function.

Admin Side: Administrators must have the appropriate system role permissions enabled to view and search for user profiles within the administrative portal.

Using this Feature

Administrators can use the following instructions to input various criteria, refine search results, and quickly navigate to specific user records.

Accessing User Search

1. Hover over **User Management** and click **User Search**.

Entering Search Criteria

1. Click the **Toggle More Options** button to see all available search fields.
2. Refine your search results by selecting one of the following radio button options:
   - **Any Users**: Displays both enabled and disabled user accounts.
   - **Enabled Only**: Displays only active user accounts.
   - **Disabled Only**: Displays only disabled user accounts.
3. Enter your parameters into the relevant fields and click the **Search** button.
4. Review the search results that appear in the table below the criteria box.

> There is a strict limit to how many records will return at once. If you see the message "The search has returned more records than allowed and has been truncated. Please refine your search.", you will need to narrow down your search criteria.

Available Actions from Search Results

From the search results table, you can perform various actions by interacting with the column headers or associated icons:

- Click any column header to sort the results alphabetically or numerically.
- Click the user's **Username** to access the comprehensive *User Profile Overview* page.
- Click the **Envelope** icon to start drafting an email to that specific user.

- Click the **Clock** icon to shortcut directly to the user's incident and action history.

> Although no dedicated export button is available on this screen, you can highlight and copy the search results directly into Excel or Google Sheets for external review.

Best Practices and Considerations

- **Combine search criteria: Combine multiple search criteria, such as first name and last name, or username and User Type, for more precise results.** This strategy is especially critical in systems with a massive volume of users to avoid hitting the record return limit.
- **Utilize expanded options: Don't hesitate to use the expanded search options when you need to find users based on less common data points.** Clicking the toggle button reveals highly specific fields that can narrow down broad searches.
- **Include disabled accounts when necessary: Remember to select the Any Users or Disabled Only radio buttons if you are looking for accounts that may have been deactivated.** By default, you may be filtering out historical records if you only search for active users.
- **Maintain data integrity: Accurate and up-to-date user information in the system will yield more reliable search results.** Regularly auditing and cleaning up user profiles ensures your searches remain fast and effective.

- **Establish a workflow baseline: Use the User Search as your primary tool for quickly navigating to a user's comprehensive profile for any administrative task.** Starting your workflows here ensures you have the correct user context before issuing violations or selling permits.

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