I am searching Usernames in ILLiad from the home screen and I am getting no results

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Symptom

• When searching for a Username, you are not seeing any results. Even when you put in an A and search, you are not getting any results.

Applies to

• ILLiad

Resolution

When you are searching by username and you have it wide open by putting in one letter such as “a,” and you are not getting any results, you need to check for any limiters at the bottom of the screen. If you have a limiter which looks like a box which is checked and there is an x left of it. To the right, your limiter shows what you are limiting your results. Remove the limiter by clicking on the X to the left of the box. You should now get better results.

This can also happen with any search results. For instance, if you searched for a user, then look at the requests tab. If you do not see any requests, check the Limiter field on the bottom of the screen. If there is one, remove it and you will see the results you expect to see.