## How can I find a category without digging through the category tree?

How can I find a category without digging through the category tree?

1. Go to the knowledge base.

Welcome back	, Heather Anne Harrison · Log Out · Knowledge Base Handbook
The Knowledge Ba	Create Article
	Search
Get answers. Share expertise	e. Collaborate. Formerly known as
The Knowledge Base welcom	formation Services & Technology, nes participation from all members of ore
System Status	Most Popular
General Services	Mobile Device Ninja
Academic Services	MIT Alert emergency notifications
Network	Campus Network Security FAQ
🖌 Email	Certificates at MIT
Telephone Services	How can I forward my email to another address?
	Get answers. Share expertise 'Hermes' and facilitated by In The Knowledge Base welcon the MIT community. Learn m System Status General Services Academic Services Network Email

2. If you know the title of the category or the name of the software (which is often in the category name), search on those terms in the Knowledge Base search box. In this example we're searching for Email Forwarding by entering "Email" in the search box.

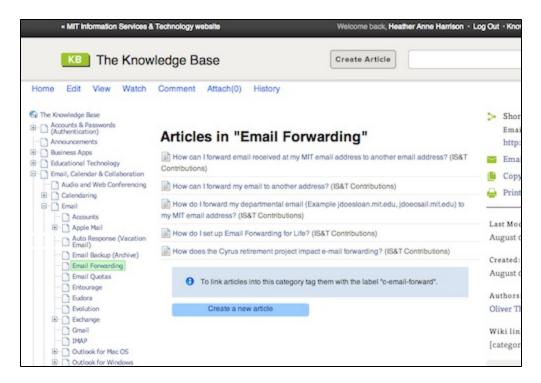
Result: You are taken to the Knowledge Base search results page.

hboard > Search	Browse - Heather Anne Hamson - Q-Search	
email	Search	
wing 1-10 of 2,984 for email		
Email Email Category Mar 11, 2012 Limit on email recipients Limit on email recipients Limit on email recipients Sat Contributions Aor 29, 2013	Central Admin P	
Email Email help: Bil Brids bbrids Jacob Morzinski jmorzins Mark Van Dyke Mvan Help Desk Internal Oct 20, 2008	Glossary HD Archive Help Desk Intern Hermes Handbou Home	HD Archive Help Desk Internal Hermes Handbook
What is a phishing email? Image Preview (2)   Vew AI (2) What is a phishing email? C: Answer Almost everyone has gotten an email message disguised with the subject or message, "Your account has been suspended trying to determine if email is authentic or not, remember one very important detail: no leadimate company will ever send you email requesting your username	or not, remember one very	
IS&T Contributions Apr 30, 2013 Email Forwarding - prefab email	imap exchange outlook	

3. In the upper-right hand column there are drop down menus that allow you to filter the results. In the **Where** menu select **category**. *Result:* You are shown results only from the Category space.

ashboard > Search	Browse - Heather Anne Harrison - Qr Search
🔁 email	Search
howing 1-9 of 9 for email	
2 Freed	Where
Email Email	Category #
Category Mar 11, 2012	What
company man equation	All Content #
Email Quotas	
Email Quotas	When
Category Aug 06, 2008	Any date :
Email Forwarding	Who
Email Forwarding	
Category Aug 06, 2008	Content the user has created or edited.
	Filter Clear Filter
Email Security	
Email Security Category Aug 06, 2008	Browse Labels
Category Aug 06, 2006	email
Email Lists	mail
Email Lists	e-mail imap
Category Mar 11, 2012	exchange outlook
Email Backup (Archive)	userum.
Email Backup (Archive)	
Category Jan 09, 2012	

4. Look for the category you desire and click on it. In this example, we selected "Email Forwarding". *Result:* You are taken to the category tree open to your selected category.



## Tips:

- Use as few words as possible to maximize the chances your search is successful.
- If the full name of a product/service doesn't work, try an acronym or any common nicknames
- If all else fails, contact kb-help@mit.edu for help. Let them know as many as you can of: the article url, what category you're seeking, where you expected to find it, and what you thought it should be named. The KB Team can help you get the article into the right space and update the tree to make it easier to find in the future.