

Mirus™ «online

intelligent data search

System Usage Guide for Search Users

Revision 1.02 – February 2010

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All personal information used in the examples of this training document is purely fictional.



System Overview

The Mirus Online system is specifically designed for skip tracing and people location industries. This guide covers the basic day to day usage of the Mirus Online system. Administrative functions are discussed in a separate Administrative Usage guide.

Requirements

The Mirus Online system runs as a web interface and will work in any modern web browser. Access to the Internet is required in order to use the system.

Supported Web Browsers

- Internet Explorer Version 6 (Partial support only)
- Internet Explorer Version 7 or greater
- Google Chrome
- Safari version 3 or greater
- Firefox 3.5 or greater

Screen Resolution

A screen resolution of at least 1024 x 768 is required to make best use of the system.

Cookies

Cookies are used to keep login information and search parameters. The cookies are removed when the session expires or if the user logs out of the system.

JavaScript

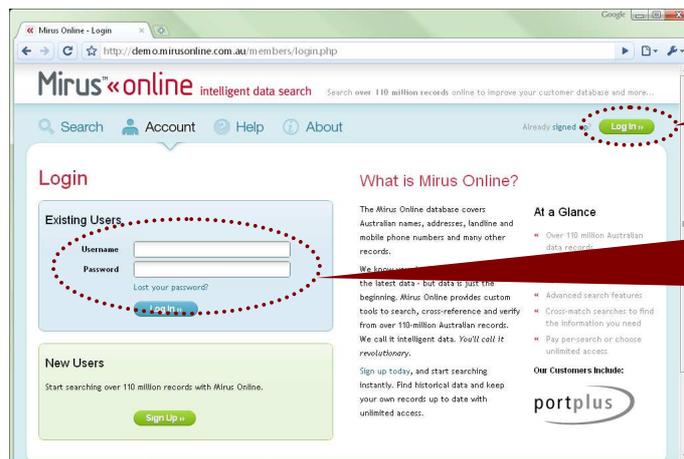
JavaScript is used on some parts of the website to enhance functionality.



System Usage Guide

Logging In

Your system administrator will provide you with a username and password for logging into the Mirus Online system. Your username and password are case sensitive. Please ensure that you enter them exactly as they are supplied. Incorrect capitalisation is the most common problem when you are unable to log in.



Click the login button to bring up this login screen.

Then on the login screen, enter your Username and Password and click the Log In button.

Initial Password Change

When you log in for the first time, you may be requested to change your password. In this case choose a new password which you will be able to remember. If you ever forget your password, then contact your system administrator and they will be able to recover your password.



If you are asked to change your password, then first enter your original password (the one which you used to log in).

Then enter your new password (and again to confirm it) and click Change Password.



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Login Timeout

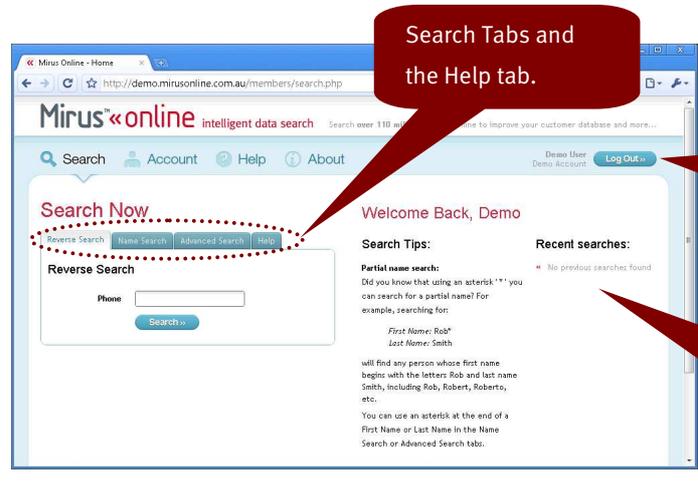
If you have left the system idle for a certain period of time, then you will automatically be logged out. This will become apparent when you see the Timeout screen and are requested to log in again.



System Usage Guide

Logged In

Once logged in, the default search screen is displayed. Searches can be conducted on any of the search tabs. The Advanced search tab includes all of the functionality of the other tabs and is the best tab to use for normal searching.



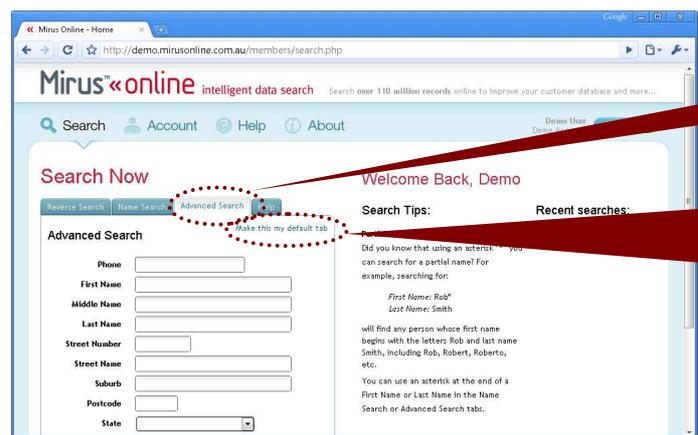
Search Tabs and the Help tab.

Every screen displays the Logout button. When you have finished using the system it is important to log out.

Any recent searches you have performed will be listed here. Click on the search to perform the same search again

Selecting the preferred search tab

Click on the **Advanced Search** tab to select that tab, then click on **Make this my default tab** to always have this tab defaulted when the search screen is displayed. Once you have clicked the **Make this my default tab** link will disappear, showing that this is now the default tab. To make another tab the default, just click on that tab, then click on **Make this my default tab**.



Click the **Advanced Search** tab

Then click on the **Make this my default tab** link to select the Advanced Search tab as the default search.



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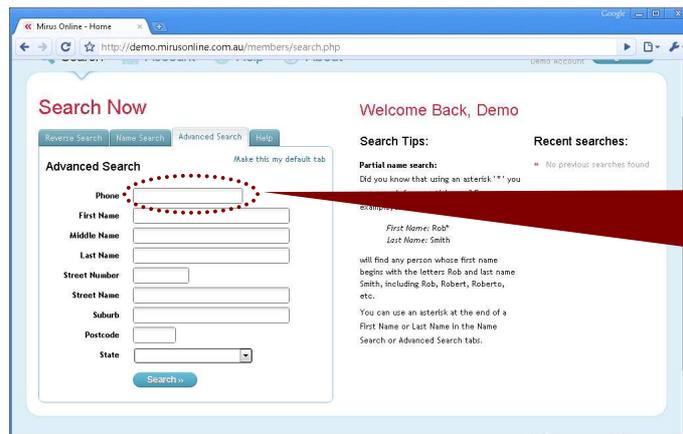


Searching

You can search the Mirus Database for information using a number of different parameters such as name, address, phone number, etc. These can be used independently or in combination.

Phone number search

Both landline and mobile telephone numbers can be searched. For a landline phone number, the area code can be omitted. The format of the number is not important, it can contain spaces or other separating marks, the system will just ignore these.



Enter the phone number to be searched into the Phone search box, then click Search to perform the search.

Example searches

Mobile Phone: 0419 570 110
0419-570-110
0419570110
0419 57 01 10

All of these numbers are equivalent. The system ignores any spacing or formatting marks in phone numbers.

Landline: 03 7010 1234
(03) 7010-1234
0370101234

Again, these numbers are all equivalent and will show the same search results.

Landline with no area code

Landline phone numbers can also have the two digit area code omitted, making it a 8 digit number. If such a number is entered, the Mirus system will search each area code for a valid match.

Searching for: 7010 1234

Is equivalent to searching for all of the following, and will match any of:

02 7010 1234 07 7010 1234
03 7010 1234 08 7010 1234



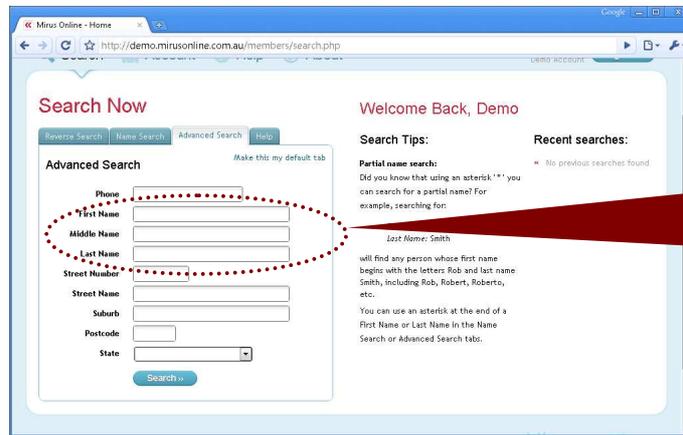
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Name Search

The Mirus system can search First, Middle and Last names in any combination. There are also a number of special search codes used to find partial name matches.



Name searches can include any combination of :

First Name

Middle Name

Last Name

Basic name search

A basic name search can include any combination of the first, middle and last name of a person. For example if you are searching for “Harry Jones”, then an appropriate search might be:

First Name: **Harry**

Last Name: **Jones**

Partial name search

The system can search for names beginning with a letter or series of letters. To perform a partial search, just use an asterisk (*) character after the letter, for example:

First Name: **H***

Last Name: **Jones**

Will match any person whose first name begins with the letter H and whose last name is Jones.

Partial name matching can also be performed on the Middle and Last names, for example:

First Name: **Ha***

Middle Name: **B***

Last Name: **Jones***

This search will locate any person whose first name begins with “Ha” (such as Harry, or Hamish etc), and whose middle name begins with “B” and whose last name begins with “Jones” (such as Jones, Jonesy, Jones-smith, etc).



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Similar name search

Sometimes it is necessary to search for a name that is similar to, or sounds like another name. The Mirus system can perform similar name searches on the Last name field. For example, if you are searching for “Harry Johansen”, but are unsure of the spelling of the last name, then you can perform a similar name search by putting a question mark (?) at the end of the last name:

First Name: Harry

Last Name: Johansen?

This search will match any person with a last name which sounds like, or is similar in spelling to “Johansen” (for example: Yohansen, Johansan, Johansehen, etc).

These name search methods can be used in any combination, so to find a person whose first name begins with “H”, whose middle name is “Jim” and whose last name sounds like “Barrs”, the search would be:

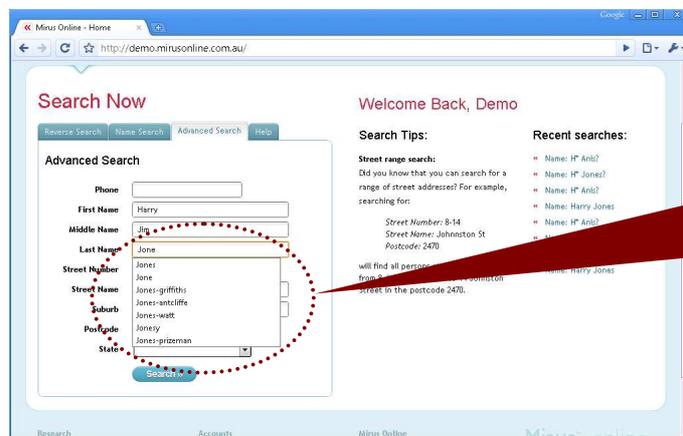
First Name: H*

Middle Name: Jim

Last Name: Barrs?

Name Auto-complete

As you begin typing a First, Middle or Last name, the system will search the database for all matching names and produce a drop-down list for you to select from. This can be very useful for checking the spelling of a name.



As the name “Jones” is typed into the search box, a dropdown list of possible matches begins to appear.



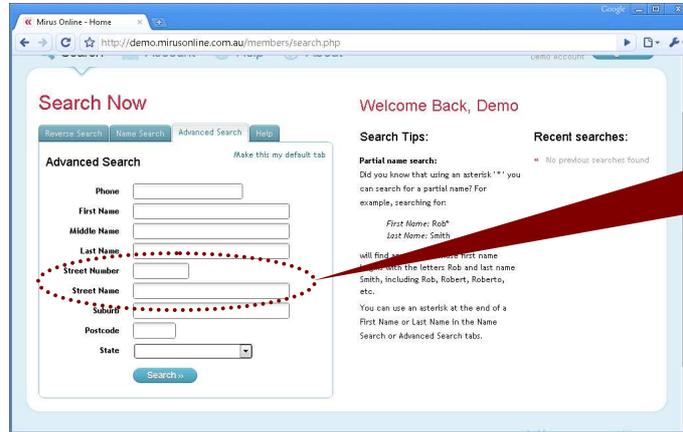
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Street search

Searches can match street addresses using just the street name or street name and number.



Searches can be based on the street number and name, or just the street name.

Street Number

The street number can include a range of numbers, and optionally a flat or unit number:

- Street Number: 34* ← Search for number 34
- Street Number: 34B* ← Search for number 34B
- Street Number: 34 - 45* ← Search for any numbers between 34 and 45, or the number "34-45"
- Street Number: 1 / 34* ← Search for Unit/Flat 1 at number 34
- Street Number: 1 / 34 - 45* ← Search for Unit/Flat 1 between 34 and 45, or the number "1/34-45"

Street Name

The street name can be searched for just the street name or the street name and street type. For example:

- Street Name: Smith St* ← Will search for just "Smith St" or "Smith Street"
- Street Name: Smith* ← Will search for "Smith St" or "Smith Ave" or "Smith Blvd", etc



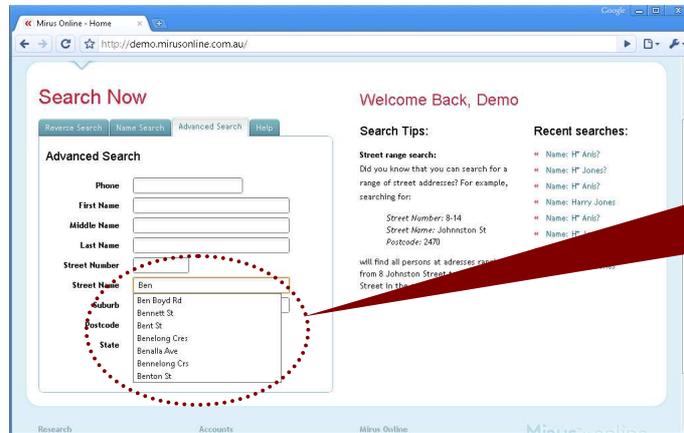
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Street Name Auto-Complete

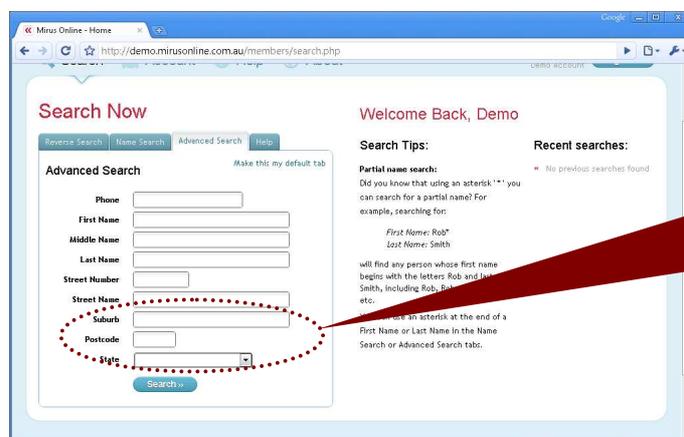
As you type the street name into the search box, the system will bring up drop-down box of all matching streets. This can be very useful to ensure that the street is spelled correctly.



As the street name "Ben" is typed into the search box, a dropdown list of possible matches begins to appear.

Suburb, Postcode and State search

Searches can be limited by the Suburb, Postcode and State or any combination of these. In most cases if entering a postcode, it is not necessary to enter the suburb or state, as each postcode can only be in one state and only covers a few suburbs at most.



In most cases entering a postcode or suburb is sufficient, but entering a State only allows for a wider search.

Example search

Suburb: Camberwell

Postcode: 3124

State: Victoria

In this example it is not necessary to enter the state or suburb if you already have the postcode.



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Real life searches

In real scenarios, you will likely be searching for a person with incomplete details, or a person who can not be located at their last known address. In these cases, searching for a combination of fields is necessary.

If you are looking for a “Harry Jones” in Collaroy NSW, an appropriate search would be:

First Name: Harry

Last Name: Jones

Suburb: Collaroy

If that combinations does not produce the desired match, then try loosening the search criteria slightly:

First Name: H*

Last Name: Jones

State: New South Wales

Or even looking for people with similar last names:

First Name: H*

Last Name: Jones?

Remember that you can always search on any combination of search fields. Use the known information about a person to restrict the search parameters and produce more accurate results. The more loose the search criteria, the more results will be matched.

Search Results

Search results are displayed on the results screen and include the Name, Phone, Address, Recency and DOB records.

Sub-searching can be used to find a match within this result set. But in most instances it is better to use the Refine Search button.

The Refine box displays the criteria for this search.

The Recency columns (From and To) show when this record was last observed to be active.

Result Count shows the number of results and pages in this result set.

Result Navigation

Name	Phone	Street Address	Suburb	Postcode	State	From	To
Heather S Jones	ABR 0416 135 325			0000		2009	2009
Mr Hamish Stanley Jones	ABR	530 Lawrence St	Map Alexandria	2015	NSW	1997	2000
Ms Heather David Jones	ABR	1 / 19 Chewings St	Map Alice Springs	0870	NT	1998	1999
Ms Heather Ann Jones	ABR 08 8957 1581	66 Crowswell Dr	Map Alice Springs	0870	NT	2004	2009
Ms Helen May Jones	ABR 02 9458 2193	17 / 181 Allambie Rd	Map Allambie Heights	2100	NSW	2009	2009
H Ann Jones	ABR 08 8982 7962	3038 Smith St	Map Albany	0885	NT	2009	2009
Ms Helen M Jones	ABR	168 Nelson St	Map Annandale	2038	NSW	1999	2000
H Stuart Jones	ABR 02 9513 1274	36 Taylor St	Map Annandale	2038	NSW	2009	2009
Ms Heather Joy Jones	ABR 02 9668 8172	186 Trafalgar St	Map Annandale	2038	NSW	2009	2009
Ms Ithe Anne Jones	ABR	1 / 6 Francis Rd	Map Artarmon	2064	NSW	1997	2000



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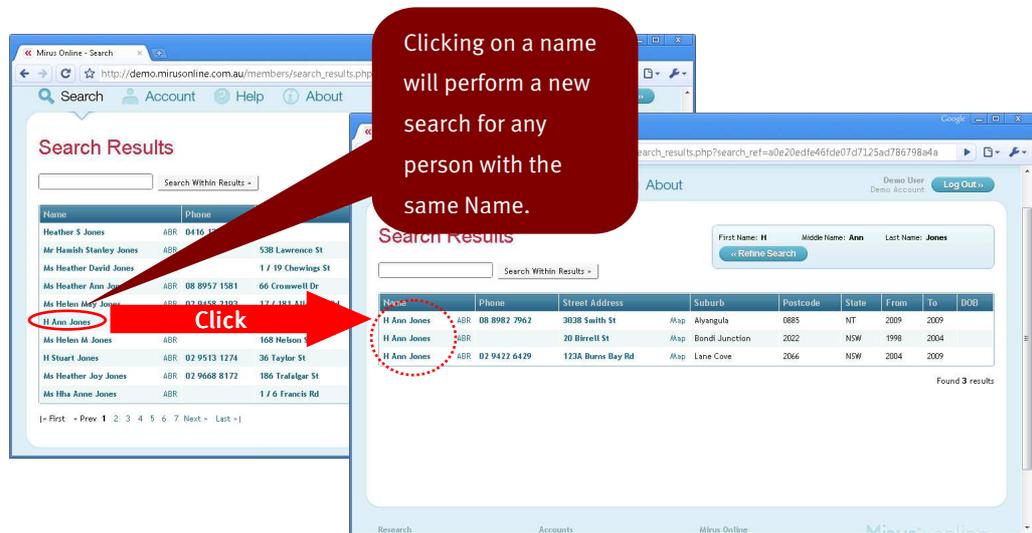


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Related Name search

The Name, Phone and Street Address fields of each row are clickable and will bring up related matches.

Clicking on a name will perform a new search for anyone with the same name.



Related Phone Number Search

Clicking on a phone number will perform a new search for any other people who share that phone.



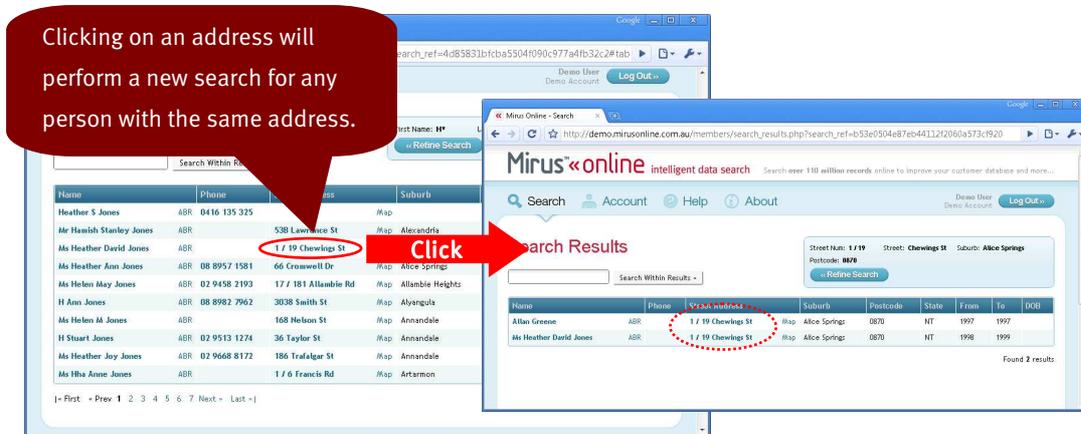
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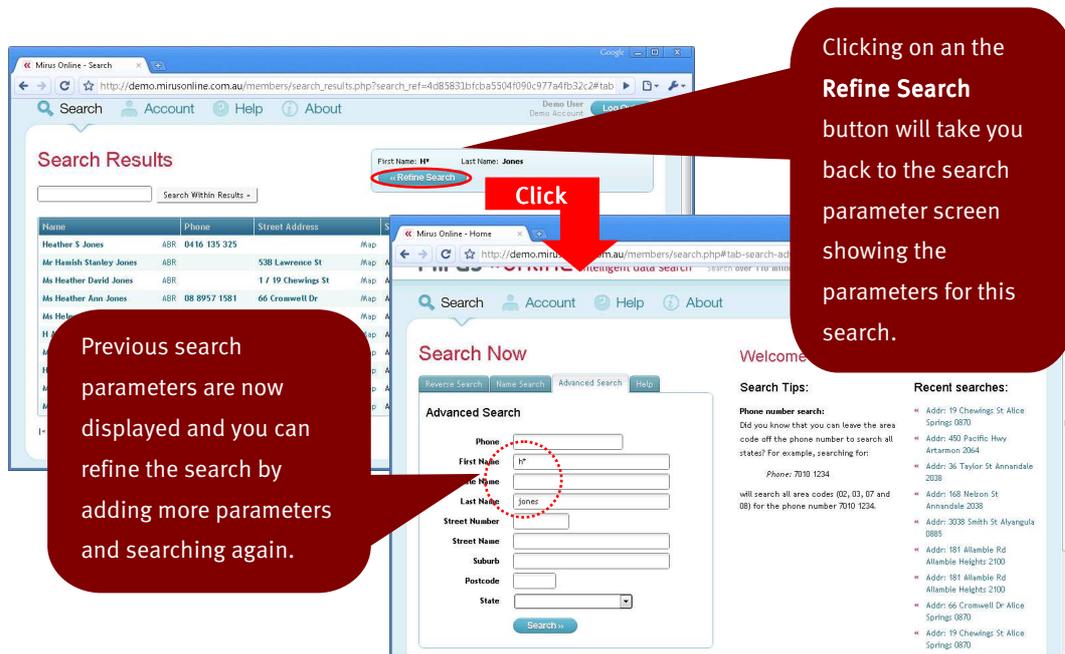
Related Address Search

Clicking on an address will perform a new search showing any other people who share that address.



Refining a search

If your search produces too many results, then the best solution is to go back and refine the search by adding additional search parameters.



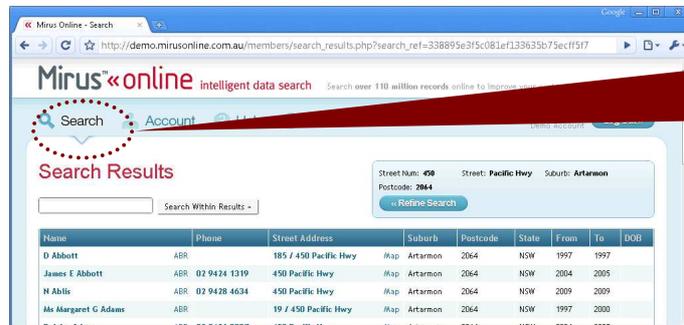
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Performing a new search

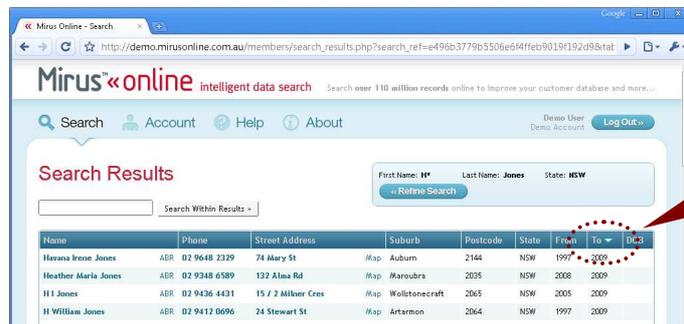
At any time you can clear the current search and perform a new search by clicking on the search button on the top menu. This will return you to the search screen with your preferred search tab displayed.



Click the Search menu item to clear the current search and begin a new search at any time.

Sorting Results

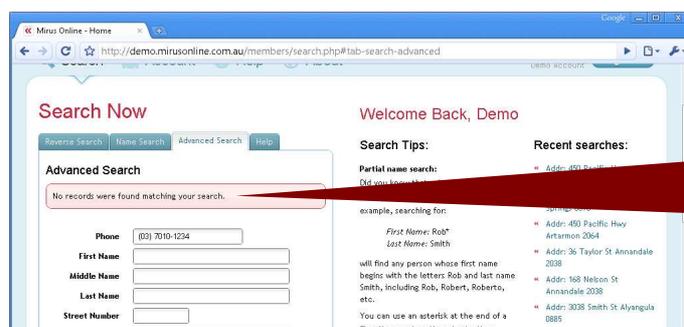
On the search results screen, clicking any of the column headers will sort the search results by that column in ascending order. Clicking the same column header again will sort the search results in descending order by that column. This is especially useful for sorting a large search result by the "To" column, to bring the most recently updated records to the top.



Clicking on any column header will cause the results to be sorted by that column.

No results found

If no results are found for a particular search, then the system will indicate this by displaying an error box at the top of the search parameter screen.



If no matches for a search are found then the system will return you to the search screen.



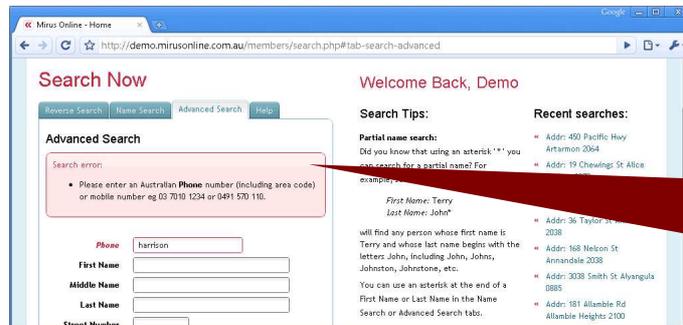
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Search Errors

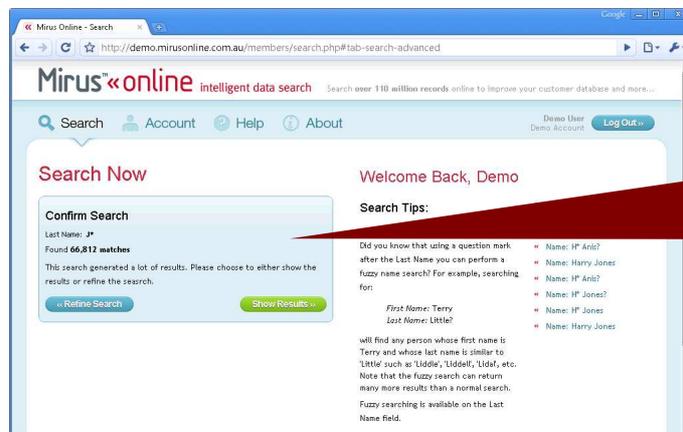
If there has been an error with your search, then the system will indicate this by highlighting the search field which contains the error and displaying an error box with further information at the top of the search parameter screen.



If there is a search error, the error message will be displayed at the top of the search screen.

Too many results

If you conduct a search which produces too many matches, then the system will display a warning message before showing you the results. From here you can choose to refine your search or go ahead and view all of the results. Note that viewing a large set of results can take some time.



If a search produces too many results, then the system will warn you and ask before continuing.

Changing details

It is possible to change your password and default session timeout from the Account menu. Click on the **Account** menu then select **Change My Details** from the submenu. On this screen you can change your password and default timeout parameters.



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