



An enquirer can be searched for using various criteria. If they have made a previous enquiry, they might have an enquirer reference. If the enquirer is anonymous, an anonymous enquirer record must have already been created.

### Searching for an Enquirer

Menu: **Focus | Enquiries | Enquiry**

1. Select **Focus | Enquiries | Enquiry**.

To search for an anonymous enquirer:

- a. Select the **Anonymous Enquirer** check box to display a tick.
- b. If required, enter **Enquirer Reference**.
- c. If required, enter **Enquiry Date**.

The screenshot shows the 'Search for Enquirer' window. The 'Enquirer Search Criteria' section has the 'Anonymous Enquirer' checkbox checked. Other fields include Name, Age From, Age To, Gender (set to 'Not Specified'), Enquirer Reference, Postcode, Enquiry Reference, and Enquiry Date. Buttons for 'New', 'Open In New Window', 'Next', and 'Previous' are visible at the bottom.

To search for a named enquirer:

- a. Enter two or more characters of the **Name** or three or more characters of the **Postcode**.
- b. To search for enquirers with similar names, select the **Sounds Like Search** button to display a tick.
- c. If required, enter additional search criteria.

Flags	Surname	Forename	Date of Birth	Address	Post Code	Last Enquiry Date	Last Enquiry Reference
		Stephanie	12/04/1990	[Redacted]	[Redacted]		
		Steve	12/04/2002	[Redacted]	[Redacted]		
		Adam	28/05/1987	[Redacted]	[Redacted]		
		Adam	23/11/1986	[Redacted]	[Redacted]		
		Adam	23/04/1994	[Redacted]	[Redacted]		
		Adam	11/04/1987	[Redacted]	[Redacted]		
		Adam	11/12/2001	[Redacted]	[Redacted]		
		Adam	27/11/2001	[Redacted]	[Redacted]		
		Adam	07/12/1983	[Redacted]	[Redacted]		

- 2. Click the **Search** button to display matching enquirers.
- 3. Highlight the required record and click the **Open In New Window** button to display the **Enquirer Details** page.

The screenshot shows the 'Enquirer Details' page for Stephanie. Fields include Title, Surname, Forename (Stephanie), Gender (Male), Date of Birth (12/04/1990), Ethnicity Origin, Email Address, Enquirer Telephone Number, Mobile Number, Fax Number, Correspondence Address (5 High Lane), Post code, Telephone number, Family Structure, Communication Preference, Permission to pass/share data, Permission given to hold data, Advised of Child Tax Credit, Advised of Working Tax Credit, Notes, and Enquirer Reference. There are 'Match' and 'Matched' indicators. A '02.Previous Enquiry List' table is visible at the bottom.