

## Knowledge Base Search tips

### [www.fhaoutreach.gov/FHAFAQ](http://www.fhaoutreach.gov/FHAFAQ)

#### Begin Your Search:

To search the Knowledge Base, select “Search By Keyword” or “Search By Category”.

#### Keyword Search:

Select “**Search By Keyword**”, enter the keyword or words in search field and select “**Search**”. The number of returned answers and associated pages is shown for each search. Select the right/left arrows or the drop down arrow next to the page number to advance forward or backward through the available answers when multiple pages are returned.

#### Using Keywords:

Returns are based on a text match of the selected word or words identified by the user and typed into the keyword search field. The system will search for the keyword in the answer title or the body of the answer. When answers are returned, the keyword will be **highlighted** in the title and/or body of the answer making the keyword easily identifiable.

*Example:* “economic” returns 16 answers but only 1 has the keyword in the title.

The keyword search seeks an **exact** match of the keyword entered.

*Example:* “streamline” returns 67 answers; “streamlines” (plural) returns 1 answer.

Case is not a factor in the keyword search, however, other punctuation such as: periods, hyphens, spaces, etc., may impact the search (*See also: Word Combinations*).

*Example:* “coborrower” returns 0 answers; “co-borrower” (hyphenated) returns 25 answers; “streamline k” returns 12 answers (searching on both streamline and k), while streamlineK” (no space) returns 0 answers; “HERA” returns 6 answers while “H.E.R.A.” returns 0 answers.

#### Expanding or limiting the number of answers returned:

Many common industry and general terms and acronyms were selected as keywords to improve search function. To limit returns, avoid generic words like “FHA” or “loan” that are common in many responses.

*Example:* Using “rate and term” returns 13 answers; “refinance” returns 108 answers and “MIC” returns 4 answers.

#### Word Combinations:

When using **word combinations**, the search returns answers containing **both** words. For **hyphenated** words, the search returns the **first** word. Using word combinations may assist in reducing the number of answers returned.

*Example:* “streamline refinance” returns 51 answers; “streamline” returns 67 answers and “Refinance–streamline” returns 71 (searching on the word refinance).

#### Information Updates:

When changes are made to policy or procedures, the answer is removed during the revision process and may not be available on a subsequent search. Revisions and/or new answers are created to address changes and are published once available. If edited since publishing, the “last edit date” is shown next to the answer title.

## **Category Search:**

Select “Search by Category”, select the drop down arrow in the “Category” field to reveal the available categories and select a related topic. Select “Search” to reveal all answers associated with that topic. Select the right/left arrows or the drop down arrow next to the page number to advance forward or backward through the available answers when multiple pages are returned.

### **Using Category Search:**

Each answer is associated with a general topic category and sub-category relating to the subject.

### **Expanding or limiting the number of answers returned:**

To narrow your search, after selecting a category, select an associated sub-category.

**DISCLAIMER: All policy information contained in this Knowledge Base is based upon the referenced HUD policy document. Any lending or insuring decisions should adhere to the specific information contained in that underlying policy document.**