

NewsUK - Frequently Asked Questions (FAQs)

Is NewsUK case sensitive?

No, NewsUK is not case sensitive. eg. **Tony Blair** will find the same results as **tony blair**

Do I need to type in the singular and plural form of a word?

No, NewsUK searches singulars and plurals automatically and also variant forms of a word. eg. **Child** will look for both child and children etc. and **Eastern** will also find east, easterly etc.

Can I use truncation?

No, you don't need truncation in NewsUK (eg. employ* to find employed and employment), as it searches variant forms automatically!

If I type two or more words into the search box on the homepage, will NewsUK find all the words I type?

Yes. NewsUK automatically combines the terms you enter using the Boolean operator AND. It will only find records with ALL the terms you type in so do choose **your keywords** carefully.

Will the words I type into the search box on the homepage be found in any order?

Yes. Gold medal will find gold AND medal as well as medal AND gold.

Can I use OR to find, for example, hotel OR accommodation?

Yes. You need to use Advanced Search for this type of search. Select the option **Any of these words** underneath the search box.

What if I spell something incorrectly?

The search box on the homepage has a spell checker and if a word is not spelt correctly it will offer 3 alternative spellings. Choose the correct one and click search once again.

How do I know which option to choose under the search box in Advanced Search?

By default, Advanced Search will search using All of the words, combining your terms with AND just like the search box on the homepage. You can control your search by choosing one of the other options.

| | | |
|--------------------------------|--|---|
| All of the words | Will retrieve results containing <u>all</u> of your keywords in <u>any</u> order | Eg. scout headquarters will retrieve articles containing: <ul style="list-style-type: none"> ○ scout AND headquarters ○ headquarters AND scout |
| Any of these words | Will retrieve results containing <u>all</u> of your keywords, a <u>single</u> keyword or <u>any combination</u> of your keywords in <u>any order</u> | Eg. oxford cambridge will retrieve articles containing: <ul style="list-style-type: none"> ○ oxford AND cambridge ○ cambridge ○ oxford |
| These words as a phrase | Will retrieve results containing <u>all</u> of your keywords, in the <u>specified order adjacent</u> to one another | Eg. single european market will retrieve articles containing: <ul style="list-style-type: none"> ○ single european market - only in this order |

Where To Find Help

In North America:

- **Technical Support**
Phone: 800-889-3358
Email: tsupport@proquest.com
Web: <http://www.proquest.com/en-US/support>
- **Search Assistance**
Phone: 800-889-3358
Email: technicalsupport@proquest.com
Web: <http://proquest.com/techsupport>
- **Product Help**
Product help and downloadable guides:
<http://www.proquest.com/en-US/support/training/materials.shtml>

Outside of North America:

- **Technical Support**
Email: support@proquest.co.uk
Freephone: 0880 220 710 (UK only)
Telephone: +44 1223 271 496 (Outside of UK)
Web: <http://www.proquest.co.uk/en-UK/support>
- **Product Help**
Product help and downloadable guides:
<http://www.proquest.co.uk/en-UK/support/training/materials.shtml>