Searching for Issues using Filters

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Quick Searching

The Quick Search box is located at the top right of your screen. If you type in the **key** of an issue, you will jump straight to that issue. For example, if you type in 'ABC-107' (or 'abc-107'), and press the **Enter** you will be redirected to the Orange Tracker issue 'ABC-107'. In many cases, you do not even need to type in the full key, but just the numerical part. If you are currently working on the 'ABC' project, and you type in '123', you will be redirected to 'ABC-123'.

The quick search field can also be used to search for issues by a word found in the:

- summary
- description
- comments

You cannot search for issues with a specific reporter or assignee by just entering the netID in the quick search box. You can search for issues by reporter using r:netID (see Smart Querying below). To search by assignee, use the "Search for Issues" screen (see below).

Smart Querying

The quick search box recognizes some special search terms as well (searching by these terms is called smart querying):

| Quick Search Term	Results
my	issues assigned to you.
r:	use r: with the username (ex: r:dmhavill) to find issues with that user as the reporter
<project key>	find issues in the project with the specified project key (ex: HELP)
created:	issues with the specified created date. Ex: created:today, created:yesterday, created:-2d (in past 2 days), created:-1w (created within past week)
updated:	issues with the specified updated date. Ex: updated:today, updated:yesterday, updated:-2d (updated in past 2 days), updated:-1w (updated in past week)
overdue	find issues that were due at a past date or today.
c:	issues with a specified component (ex: c:jira). Components may differ by project, so you'll need to use the appropriate component for the project(s) in which you wish to search
<priority>	find issues with that priority (ex: critical)

Note that smart querying with "due:" does not work correctly as a result of a bug.   To search by due date, use the "issue navigator" found under "search for issues." The "overdue" smart term does work with smart querying.

Basic Search

The basic search is more precise than the quick search, but easier to use than the advanced search. It provides a user-friendly interface that lets you define complex queries, without needing to know how to use JQL (advanced searching).

To use the basic search: Navigate to **Issues** (in header) > **Search for issues**, then enter your search criteria.

*Tip: If the advanced search is shown instead of the basic search, click **Basic** next to the* 🔍 *icon.*

| Project: All ▾ | Type: All ▾ | Status: All ▾ | Assignee: All ▾ | Contains text | More ▾ | 🔍 | Advanced |
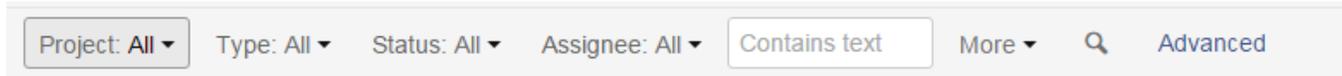
If you select multiple fields in the filter list, all of those criteria will apply. For example, I could select:

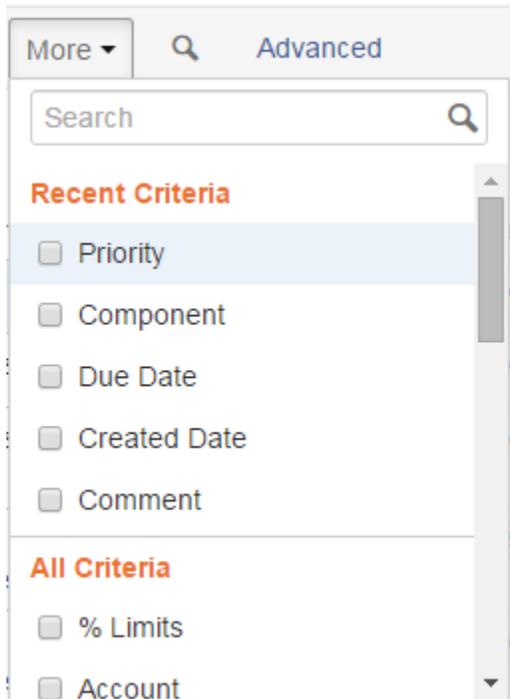| Jira - Orange ... ▾ | Type: All ▾ | Open ▾ | Unassigned ▾ | Contains text | More ▾ | 🔍 |

Project: Jira

Assignee: Unassigned

Status: Open

This search will find only unassigned issues that are open in the JIRA project.

You can narrow search results in the issue navigator by selecting fields to filter the results. If you select "More," other fields by which to filter the results will appear (scroll through the list to see all the additional fields you can filter the results by):

More ▾   🔍   Advanced

Search 🔍

Recent Criteria

☐ Priority

☐ Component

☐ Due Date

☐ Created Date

☐ Comment

All Criteria

☐ % Limits

☐ Account

For example, you could select one or more projects, issue type, current status of the issue, assignee, created date, reporter (not shown in screen shots), component, and more. Use the "search" box that appears under more to find a specific field (ex: reporter).
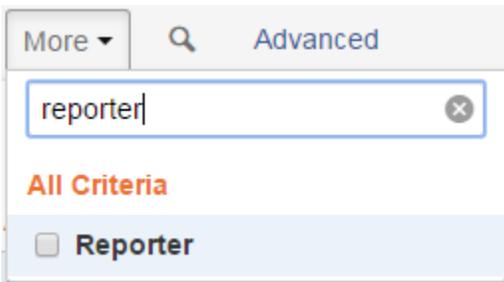
If you select one of the fields under "More," it will default to a value of "All" and appear on a second line in the menu bar. Use the drop-down screen for that field to define one or more specific search values for that field.
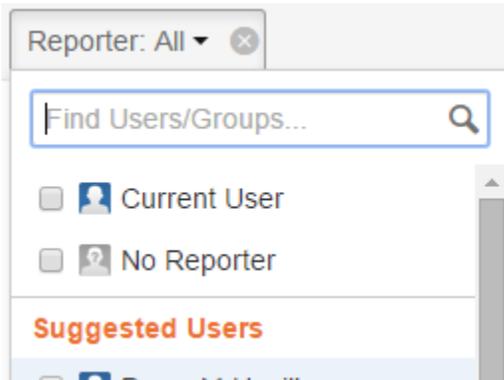
You can also enter text in the box marked "Contains Text" to search the summary, description, and comments for that word.

Removing a search criteria

To remove a criteria from the search, select the drop-down arrow for that criteria and uncheck the selected value/field:
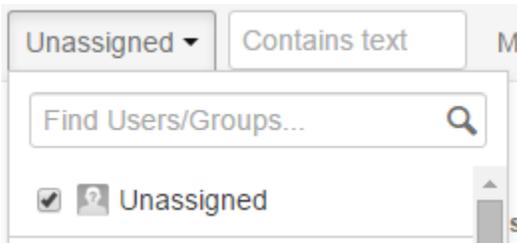
If the filter field was listed under the "More" area of the filter bar, removing the criteria works a little different. To remove the field, select the "X" next to the search field.

Advanced Search

The advanced search is the most powerful of the three search methods. You can specify criteria that cannot be defined in the other searches (e.g. `ORDER BY` clause). However, you need to know how to construct structured queries using the Jira Query Language (JQL) to use this feature.

To use the advanced search: Navigate to **Issues** (in header) > **Search for issues**, then enter your search criteria.

*Tip: If the basic search is shown instead of the advanced search, click **Advanced** next to the 🔍 icon.*

Common Search Strings

Here are a few common search strings that are used across the system:

All issues in the HELP project

project = HELP

All Open and High priority issues in the JIRA project

project = JIRA AND status = Open AND priority = High

All Unassigned issues in the JIRA or HELP project that are not Closed or Resolved, sorted by Created Date

project in (JIRA, HELP) AND assignee is EMPTY AND status not in (Closed, Resolved) ORDER BY createdDate DESC

All your own Closed or Resolved issues within the last 12 weeks, sorted by Updated Date

(assignee = currentuser() OR creator = currentuser()) AND resolutiondate >= -12w ORDER BY updatedDate DESC

To learn more on advanced searching, please see Advanced Searching

If you have any issues building filters, please contact aascsys@syr.edu

Recently Viewed Issues and Saved Filters

When you select "Issues" from the top menu. a list of the five most recently viewed issues appears at the top of the drop-down menu.
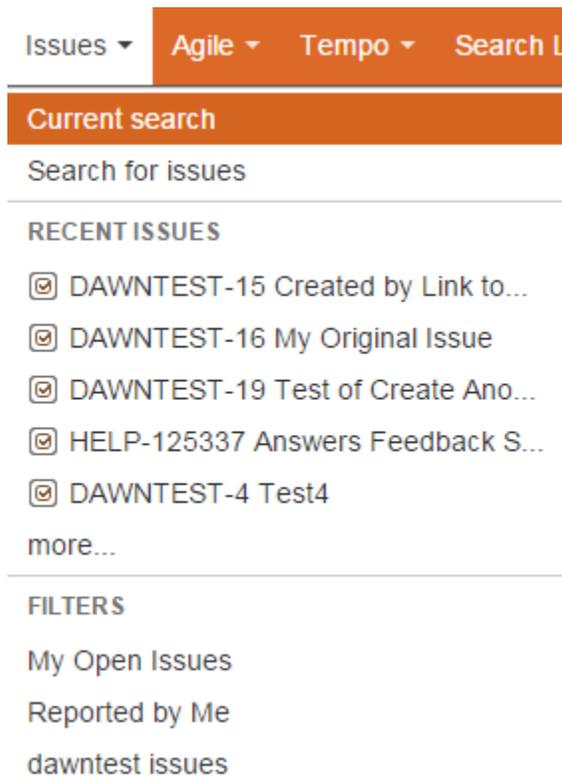
If you want to see even more recently viewed issues, select the "More" button. The results of a search for the 50 most recently viewed issues will be displayed:

Below the "Recent Issues" section in this drop-down menu is a list of your favorite filters. You can select one of these filters to retrieve issues.

Issue Navigator (Search for Issues)

The results of a quick search (if more than one issue is returned) will be displayed in the issue navigator. You can also access the issue navigator by selecting "Issues" and then "search for issues" from the top menu.

Changing the default view of Issue Navigator

You select one of two views as the default view for issue navigator:

- **Detail View:** displays a list of issues retrieved (issue key and summary only), and a full view of the currently highlighted issue in the list. Change the selected issue in the list to see the full details of a different issue.
- **List View:** displays only a list of the issues retrieved, including multiple columns of information on each item in the list. For example, the key, summary, assignee, reporter, priority, status, resolution, created date, and updated date may be displayed. You can change what columns of information are displayed in the list view by selecting the "columns" button and putting a check mark in the specific columns you want to view.

To change the default view for issue navigator, select the "change view" button (which displays as three stacked lines at the far right of the search criteria menu). You can then change the default view from this menu.

Saving Filters

You may want to re-use a search that you have set up in either basic search or advanced search mode.

1. create the query
2. Select "Save As" (next to "Search" title on the screen)
3. Give the filter a name (use a name that will let you determine what issues will be retrieved by the filter) and select "submit"
4. Once you have saved the filter, the filter name will appear as the title instead of the word "search"
5. The filter will automatically be made a favorite filter. Select the star button to change the filter's favorite status.
6. Select the "Details" button to see the permissions for the filter and subscriptions for the filter.

Using Quick and Favorite Filters

Quick Filters

The Filters column on the left-hand side of the issue navigator screen contains some pre-defined quick filters that you can use to search for issues.

Quick Filter	Description
My Open Issues	Issues assigned to the currently logged on user that have not been closed/resolved

Reported by Me	Issues that have the currently logged on user as the reporter (for any issue status)
Recently Viewed	The 50 most recently viewed issues by the currently logged on user
All Issues	All issues the currently logged on user has rights to view (this search can take a while)

Favorite Filters

The Filters column also has a list of filters that you have marked as favorite filters (select the Star ⭐ icon next to a saved filter to make it a favorite). You can use these filter to quickly search for issues.

Finding Filters

Other users can share filters with you. To find a filter that are not listed in your favorites section, select the "Find Filters" link at the top of the filters column.

Use the left-hand column of the "Search for filters" screen that appears to quickly narrow down the range of filters to be searched.

- My – search only filters created by you
- Popular - search only filters that have been marked as a favorite by users
- Search - search all filters that have been created by you or shared with you.

In the right-hand column are fields you can use to search for filters:

- Search - find a filter using words in the filter's name and filter description (you can add a description when you edit the permissions of a filter).
- Owners - find a filter by entering the user name of the person who created the filter (select the appropriate user from the drop down list of matches that appears)
- Shared With - find a filter by who can see it. If you leave the default of "Anyone," filters are searched irregardless of permissions.

You can select the relevant filter from the list and the filter will run and show you the results

Hiding and Unhiding the Filters Column

By default, the Filters column containing quick and favorite filters displays when you open the issue navigator. If you want to hide this column to have more room for display of issues returned by a search, select the two left brackets to the right of the "Filters" title at the top of the column.
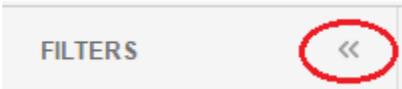
To unhide the Filters column, select the two right brackets that display at the top of the column.