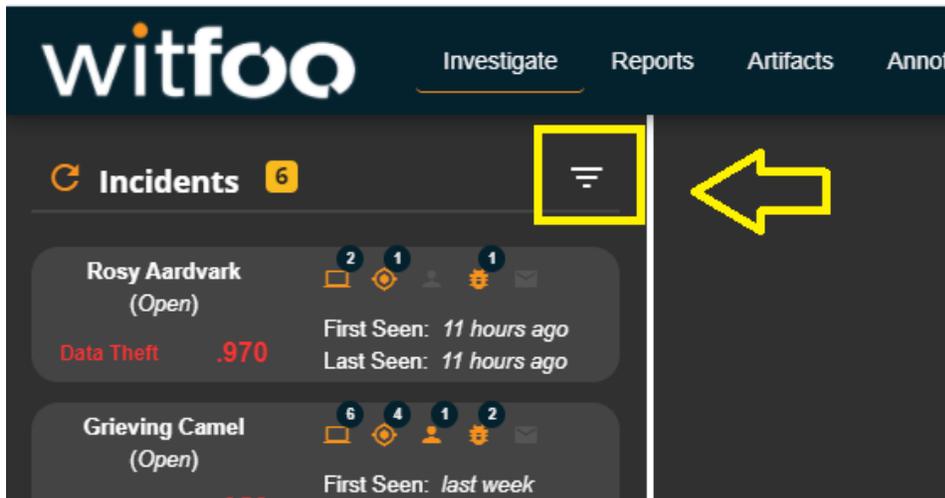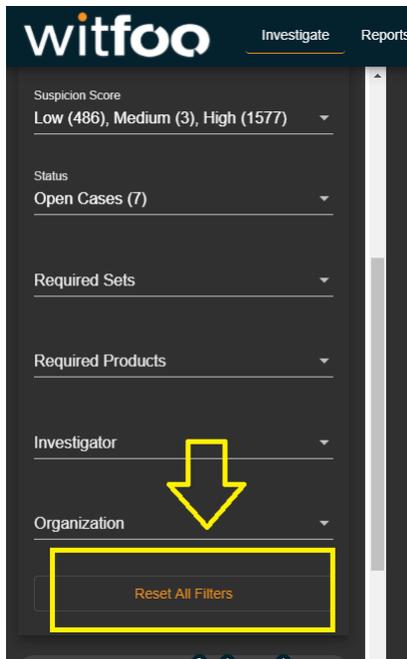# Searching Incidents

Step 1: Reset Filters

To ensure old filter settings are not in place reset the filters. Click on the Incident Filter Icon as seen below.

Scroll down and select "Reset All Filters"



Step 2: Search for keywords

In the keyword search bar enter a keyword to search for. This can be IP addresses, FQDN (host names), user names, product names, lead/alarm types. In the example below, incidents are searched for **user@acme.local**

Then hit the "Search" button.

Step 3: (Optional) Change the date range

By default, the date range is "Last 7 Days." If you want to search all records change "Date Range" to "All". This query may take a few minutes depending on number of incidents in the database.
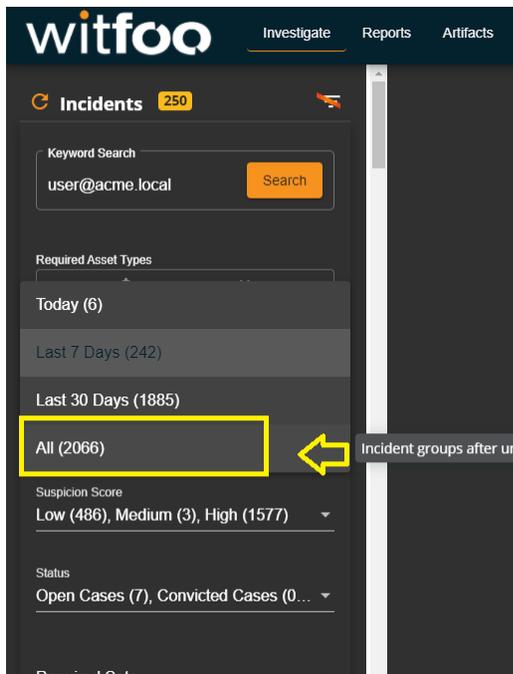
Step 4: Close the filters

To view the incidents matching the filters close the filter options by clicking the filter icon.

Step 5: Interact with the Incidents

The incidents matching the criteria are now listed and can be loaded by clicking on them.