

Filtering Multiple Records using Includes or Excludes

This method will allow you to include or exclude multiple records for a single criteria.

- 1. Open the **Search screen**. Refer to [Search](#).
- 2. Select a filter and Equals, Contains or Not Equal.
- 3. Then enter multiple records by separating the records with **|^|** and make sure there are no spaces between the data.

Search Tickets

Close

All Tickets

My Tickets

Open Tickets

Upgrade Tickets

Tickets Reported by Me

Not Closed

Open Selected

New

Export

Columns

View

Ticket No.

Contains

HDTN-24592|^|HDTN-23961

Add Filter

- a. This will return two records (HDTN-24592 and HDTN-23961)