[**Search/Match**](http://ctclinkreferencecenter.ctclink.us/m/79718/l/928150-9-2-performing-a-search-match) (including issues that arise)

**SOMETIMES THE PERSON IS IN THE SYSTEM BUT YOU STILL CANNOT ADD THEM AS A NEW EMPLOYEE INSTANCE OR CANNOT FIND THEM IN MODIFY A PERSON. SEE BELOW FOR SOME WAYS AROUND THIS.**

**Perform a Search/Match:** Nav > Workforce Administration > Personal Information > Search Match Internal/External

1. The **Search/Match Integrated** searchpage displays**.**
2. In the **Search Type** drop-down menu, select **Person**.
3. In the **Search Parameter** lookup field, select **PSCS\_TRADTIONAL**.
4. Select the **Search** button.



1. The **Search Criteria** page displays.
2. In the **Search Result Code** lookup field, select the **PSCS\_TRAD\_RESUL** option.

[](http://ctclinkreferencecenter.ctclink.us/m/79718/l/928150/show_image?image_id=2919428)

1. Enter values for the following fields: **MAKE SURE YOU TAB OUT OF THE FIELD**
	1. **First Name Search**
	2. **Last Name Search**
	3. **National ID**
	4. **Note:** You can search by entering the First Name and Last Name only **OR** the National ID only, but it is best to enter at least 2 Search Values in order to activate the **Search** button.
2. Select the **Search** button.

*Based on your Results you will have two options:* ***A or B THERE MAY BE OTHER ISSUES SO SEE BELOW FOR A FIX***

**A: If a potential match is not found** a Message box will appear stating that your Search Criteria did not return any results.

1. Select the **OK** button.Search Match is complete.



1. Navigate to the **Add A Person** page to begin new hire process. Refer to QRG titled [Adding a New Employee and a Job Instance](http://ctclinkreferencecenter.ctclink.us/m/79718/l/928122-9-2-add-a-new-employee-person-record-and-job-instance) .

**B: If a potential match is found** the Search Results Page will appear.

1. Select the **Results 2** tab to verify the National ID (SSN).
2. Copy the **Empl ID** (copy with cursor or manually record on paper).
3. Select **Return to Search Criteria.**
4. Search Match is complete.
5. Navigate to the **Add A Person** page to begin new hire process.



**You might see Import and or Carry ID. Try Import to see if it works (Carry ID does not work as of 9/26/21). If Import does not work go to Add Employment Instance and try to add an Employment instance.**

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If you had problems with Adding a Person or Modify a Person but were able to add an employment instance, **be sure to go to Modify a Person** and make sure the information is correct.

**If you cannot Add a Job Instance, go to Add a Person**



**IF YOU HAVE AN EMPL ID**, instead of clicking on Add Person (NEW), put in the Empl ID and click Add Person.



If none of this works, put in a ticket.

That’s it! 😊