## **QUICK TASK FOR JAWS:**

## WAC – Using SSN Search

### Introduction

The **SSN Search** in WAC is a handy tool to help you quickly search multiple PCOM queries and open WAC lists in a fraction of the time it would take you to search each query or list individually.

Another advantage of using the **SSN Search** is that once you execute a search, WAC copies and retains the SSN, which you can then easily paste into other applications.

### SSN Search

The **SSN Search** button is located on WAC **Toolbar 2**. The **SSN Search** is also available from the **WAC Navigator**, but we recommend you disable the **WAC Navigator** as it sits on top of other windows and interferes with JAWS reading portions of the screen.

Currently, the **SSN Search** button does not have a hotkey or access key that you can use to open the feature quickly. To move to the **SSN Search** button, press **F6** until you hear JAWS say, "**Toolbar 2**." The **SSN Search** is the last button on **Toolbar 2**, so press your **Left Arrow** key one time to move directly to the button. Press the **Spacebar** to activate the **SSN Search** button and open the **SSN Search & Query** dialog box.

If you select a case from the List View in WAC (JAWS calls it the “Data Grid View Table”) before activating the **SSN Search** button, WAC automatically propagates the SSN to the **SSN** edit field. When the **SSN Search & Query** dialog box opens, your cursor is on the **Search** (**Alt + S**) button and you simply press the **Spacebar** to activate the search. **Note**: If you have not selected a case in WAC, the cursor is in the **SSN** edit field (**ALT + N**) ready for you to enter an SSN.

If you want to search for a different SSN, you can manually type a Social Security Number in the **SSN** edit field (**ALT + N**). Press **Shift + Tab** to move to the **SSN** edit field. WAC does not select the SSN in the **SSN** edit field. Your cursor is at the end of any propagated SSN. Press **Backspace** until you delete the SSN and then type the new SSN. Alternatively, press **Control + A** (to select all contents in the **SSN** edit field) and then type the new SSN to replace the selected text. To commence the search, press **Alt + S** to activate the **Search** button or **Tab** to the **Search** button and press **Spacebar**.

By default, **SSN Search** automatically searches through 14 different PCOM queries and any WAC lists that you may already have open. The left pane of the **SSN Search & Query** dialog displays a list of the Mainframe Systems in PCOM. The right pane displays a list of your WAC Lists. Use **TAB** to move between the left and right panes.

As WAC executes the search, each item in each of the two lists will indicate whether a record “**Exists!**” is “**archived**,” or there is "**no record**" and JAWS automatically begins reading the results posted by WAC. Systems not searched by WAC are marked "**unknown**." Visually, WAC highlights in yellow any query or WAC list that contains a record for the SSN searched.

Users should note that when JAWS automatically begins reading the list, it does not reliably track the **SSN Search** as it progresses. For accurate information, allow time for WAC to complete the **Search** and then press the **HOME** key to move to the top of the list. Use your **UP** and **DOWN** **ARROW** keys to move through the list. You can also use first letter navigation to move directly to a specific system (e.g., press **M** to move to MBR).

As you arrow through the list, press **Enter** to open the selected item in PCOM or in your WAC list.

### Narrowing Your SSN Search

Two additional features of the **SSN Search & Query** dialog box allow you to narrow the parameters of your **SSN Search**. The **CSR Query** button (**ALT + C**) queries the Customer Service Record in PCOM for the selected SSN. The **CSR Query** button is located immediately after the **Search** button in the Tab order.

The **Select Systems to Search** button (**ALT + E**) opens a separate **Systems to Search** dialog box where you can narrow the **SSN Search** by unchecking systems you do not want included in the search. Use your **UP** and **DOWN Arrow** keys to move through the list. Press **spacebar** to check or uncheck each system in the list view. You can also select all systems with the **All** button (**Alt + A**) or deselect all systems by pressing **Spacebar** on the **None** button (**Alt + N**).

**Important!** WAC retains your selected systems until you return to the **Systems to Search** dialog box and change your selections.

**JAWS User Tip**:

For the best results with JAWS, we recommend selecting the **All** button (**alt + a**) in the **Systems to Search** dialog box. JAWS does not read the results list properly when some systems are not searched.

When you have narrowed your systems search, WAC moves systems that have been unchecked to the bottom of the list, preceded with the heading **Systems Not Searched**. When you **UP** and **DOWN ARROW** through the left pane to see which systems have records, JAWS does not read the **Systems Not Searched** line and incorrectly reads the unchecked systems.

After making your selection in the **Systems to Search** dialog box, **Tab** to the **OK** (**Alt + O**) button and press **Spacebar**. WAC will only perform the **SSN Search** on the selected systems.