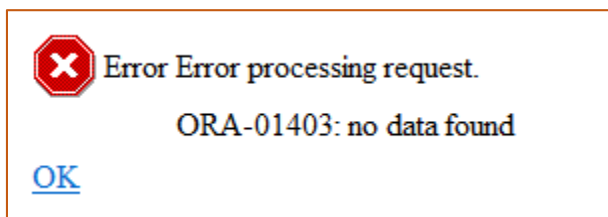## Can't Find a Document

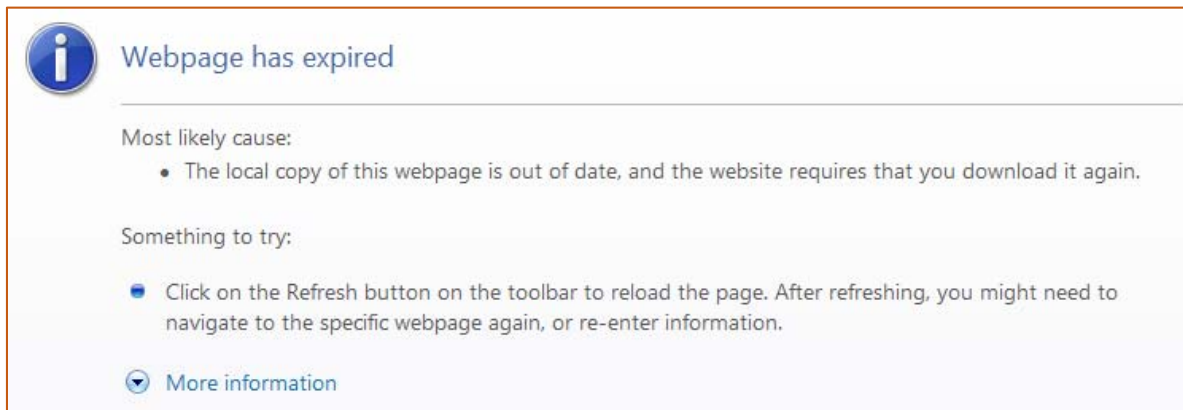Please see the *Quick Guide: Where's My Document?*

RADR Timeout: Error Upon Re-authentication

For security purposes access.caltech applications have built-in timeouts that, after inactivity, require re-authentication. Many IMSS applications have been developed using APEX (Oracle's **AP**plication **EX**press). We are currently experiencing issues with the timeout on these custom applications.
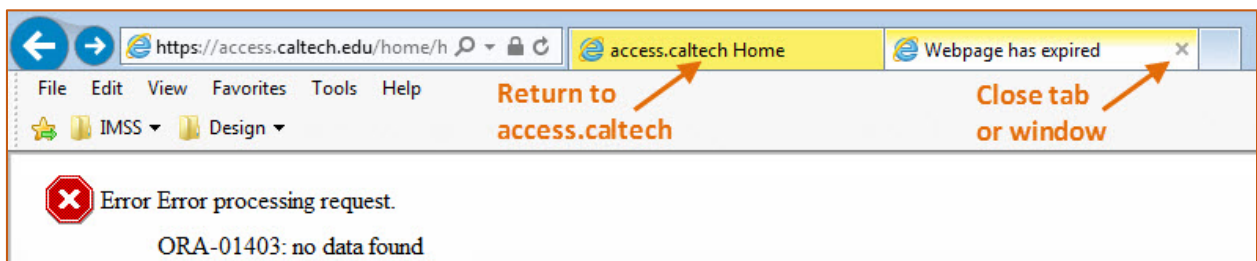
When you require a re-authentication of RADR due to inactivity, you will be prompted to enter your username and password. After this has completed, you may see this:

If you click on the OK you may see this:

In either case, return to the access.caltech homepage by closing the tab or browser window. You should still be authenticated in *access.caletch*, so just click on the RADR application link again. We are working to resolve this issue.

Tips

%Wild Card%

- RADR does not automatically include wildcard in searches. Unlike Google, for example, RADR includes several fields for fine-tuning your search. To automatically include a wildcard would require including a wildcard on every search field within a search form, and this would severely impact performance.

- The wild card for RADR is the percent sign (%). If you do not use a list of values to enter your search criteria it is a good idea to include the percent sign before and after your criteria.

  - ✓ For example, if you are searching for a document with the word *mitochondrial* in the document name, then enter *%mitochondrial%* in the search field.

  - ✓ Search fields are *not* case-specific.