Mobius Person Search Quick Reference

Successful Search Methods

Internal Search

In order to get the **best** return on a search, enter the individual's:
* Full First Name **AND** Full Last Name **AND** Date of Birth
* **OR** Reference Number (e.g. SIN or EIIID)

External Search

In order to get the **best** return on a search, enter the individual's:
* Full First Name **AND** Full Last Name **AND** Date of Birth **AND** Reference Number (e.g. SIN or EIIID)

Search for a Person

Anchor Point – User Home Page in Mobius

Select **Search for a Person** using the **Quick Links** on the **Home Page.** (**Note**: you may also use the **Search** function from the **Shortcuts** panel in the **Workspace Tab**.)

Enter the Search Criteria and select **Search**. Search results will be displayed.
If a match is found, select the hyperlink for the matching record. A new Tab will open displaying the **Person Home** page for the individual.

How to Choose the Right Record

These additional tips will help:

* Start your review from the top of the list.
* Check spelling of name.
* Is there an alternative name? (Nickname? Remarried? Divorced?)
* Double check date of birth.

Use the Toggle ▶ next to the persons name for additional information on that individual.

Try adding the following if you do not see the client near the top of the search Results:
Middle Name (add to Full First Name) **AND/OR** Address Line 1

* If your results show two records with the same EIIID, it does not matter which one you choose, they will both go to the same Mobius record.

What do these icon's mean?

Duplicate Person: When one individual has been registered more than once in Mobius.

Prospect Person: A limited information person record stored in Mobius that is intended to be temporary until it is either not needed or converted to a full Person record. It is normally created when an application is submitted online.

Search Rules

The following will be ignored by the system when searching:
* Spaces and other special characters such as hyphens and apostrophes. For example "O'Tool" can also be search by entering "O Tool" or "OTool"
* Invalid values such as:
    ⇒ SINs of consecutive or sequential numbers (e.g.. 888 888 888)
    ⇒ Unrealistic birthdates such as Jan-01-1900
    ⇒ "Undeclared" gender
    ⇒ Names predefined as invalid such as Duplicate, Unknown, Boy, Girl, etc.

How to get Help

Contact a co-worker, supervisor or Mobius Support (CSS.MobiusRequests@gov.ab.ca)