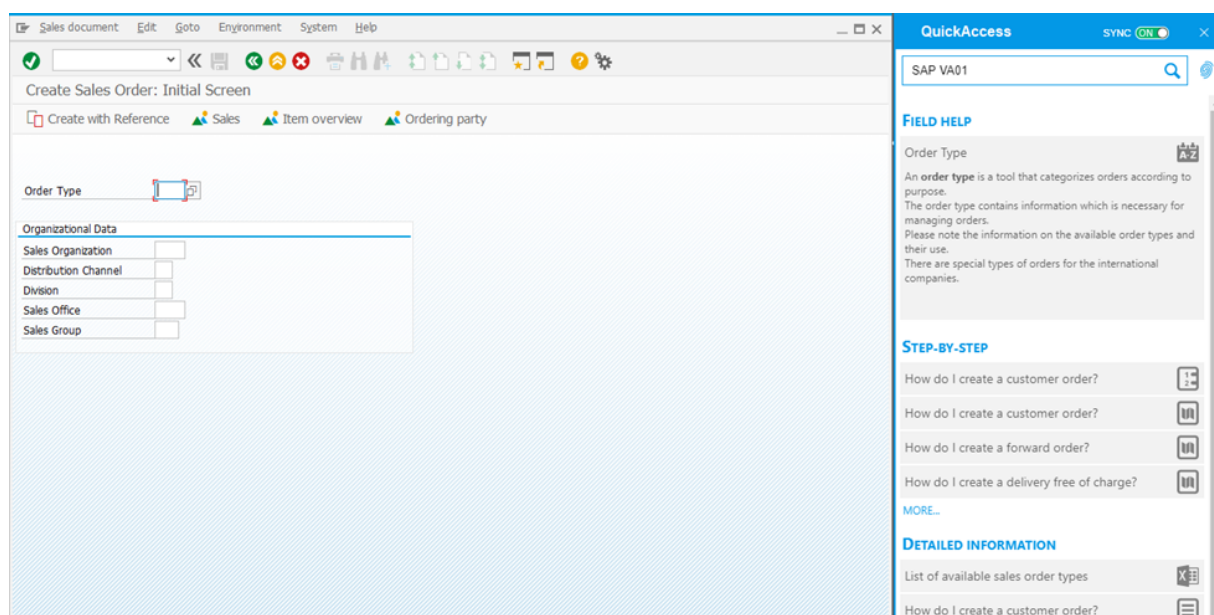# The context in QuickAccess

This documentation will reveal more about how the context works in QuickAccess.

To save users the trouble of having to carry out a long and tedious search for Help content during their regular workday, it's important to make content available in a **context-specific** manner. Ideally, the user will then be able to find the desired content really quickly with just a few clicks. This is crucial to ensuring the best possible level of user acceptance.

Content can be made available via QuickAccess. If dealing with an IT application, QuickAccess will recognize the application via the context (SAP VA01) and make available all the existing content involving this particular application and (for example) the respective transaction (in SAP) or respective tab (in the case of a web application).

Reserved context hashtags

Reserved context hashtags were developed to complement the SIOS feature (SIOS: Search In Other Sources). The Search In Other Sources function is designed to allow the display of additional, context-sensitive search sources and to pass on the various components of the QuickAccess search to these external search engines. Further information can be found under the SIOS search term.

The reserved **context hashtags** that are available for this scenario enable documents to always be displayed in certain search situations.

- #all: Documents with this context are ALWAYS displayed, i.e. in every QuickAccess search result, and are automatically assigned to the PSC with the technical name "sios-show-always".
- #hasUserSearchInput: Documents with this context are always displayed if a UserSearchInput exists, i.e. the technically determined context was either manually

overwritten or supplemented. These documents are also automatically assigned to the PSC with the technical name "sios-show-always".

- #pinned: This works in the same way as "all", meaning that it is always displayed, but assigned to the Performance Support Category with the technical name "pinned".
- #other: This can be added for defined contexts (e.g. Word 2019) to ensure that the document continues to be displayed even when restricted via a user search.

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