Student Intranet:
User Guide

(For Freshmen Orientation)

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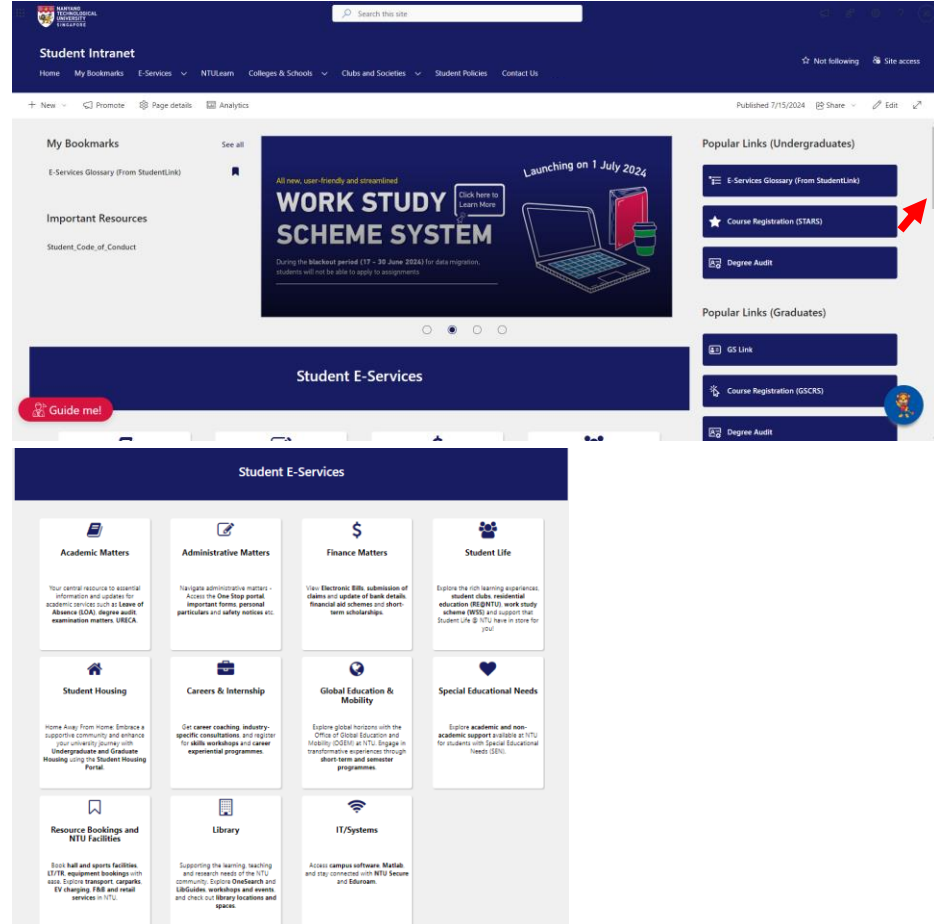   - For specific information not found on the Student Intranet, refer to the Contact Us page

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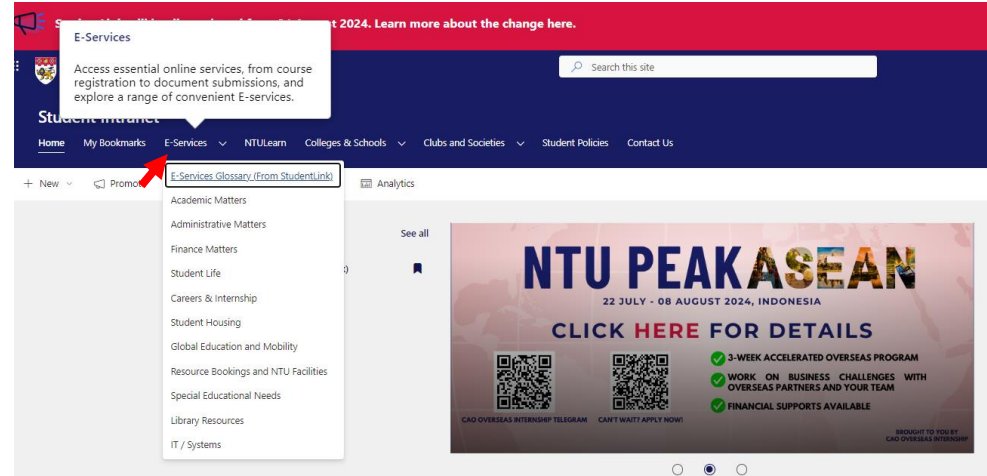# 1. HOW TO FIND INFORMATION AND SERVICES ON STUDENT INTRANET

Use the E-Services section on the Homepage

1. On the [homepage of Student Intranet](#), scroll down to the "Student E-Services" section.

2. Under the "Student E-Services" section, click on the category that you wish to find out more information.

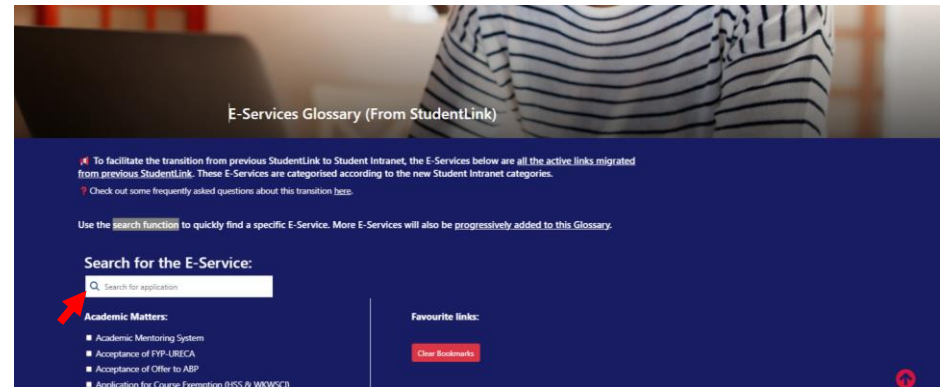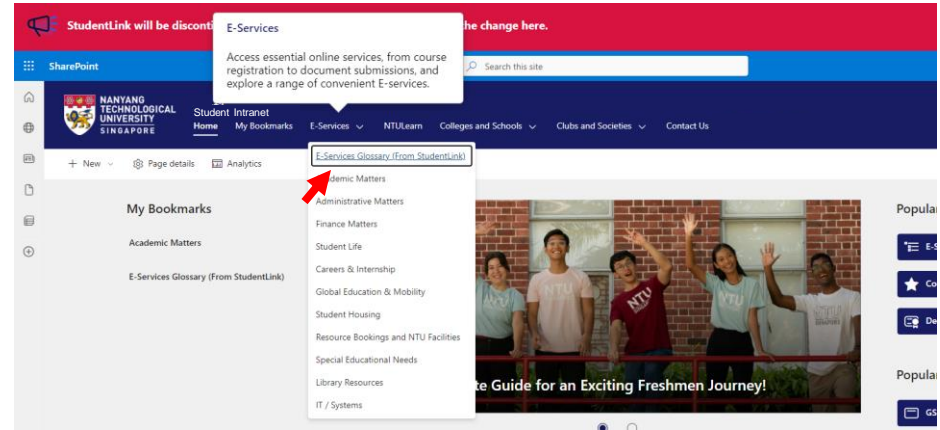# Access E-Services through the Top Bar

1. On the [homepage of Student Intranet](#), go to "E-Services" top bar menu.

2. On the dropdown menu, click on the category that you want to find out more information on.

Refer to the E-Services glossary (from previous StudentLink*)

1. On the [homepage of Student Intranet](#), go to "E-Services" top bar menu.

2. On the dropdown menu, click on "[E-Services Glossary (From StudentLink)](#)".

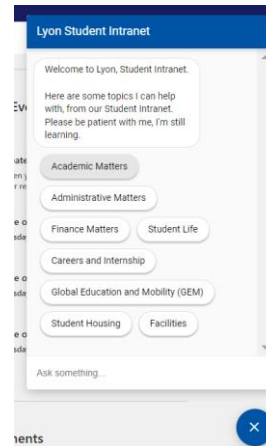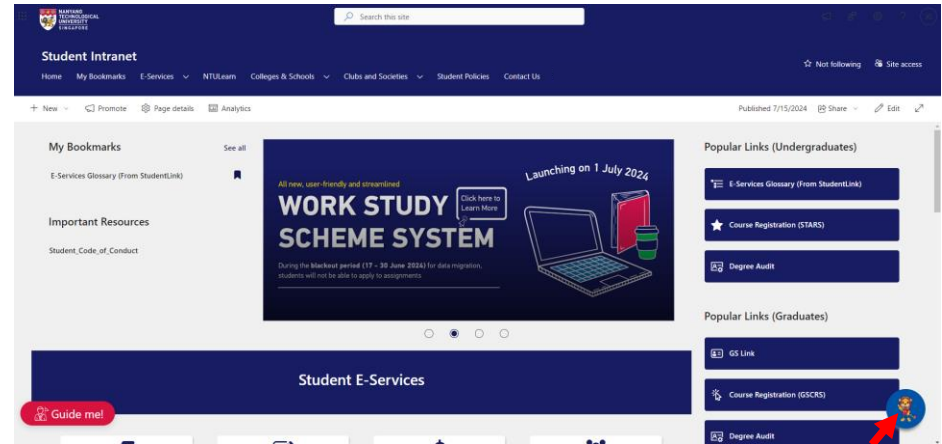3. Once you are on this page, type the specific E-Service that you are looking for under the Search bar.

Tip: You can bookmark the E-Service(s) for easy access. Note: these saved links will be removed if you clear your browser cache.

*StudentLink is a decommissioned student platform that was previously used by undergraduate students.

Utilise the Chatbot

1. On the [homepage of Student Intranet](#), click on the Lyon Chatbot icon on the bottom right of page.

2. Click on the button of some of the identified common topics, or alternatively, type a keyword under *'Ask something…'* bar
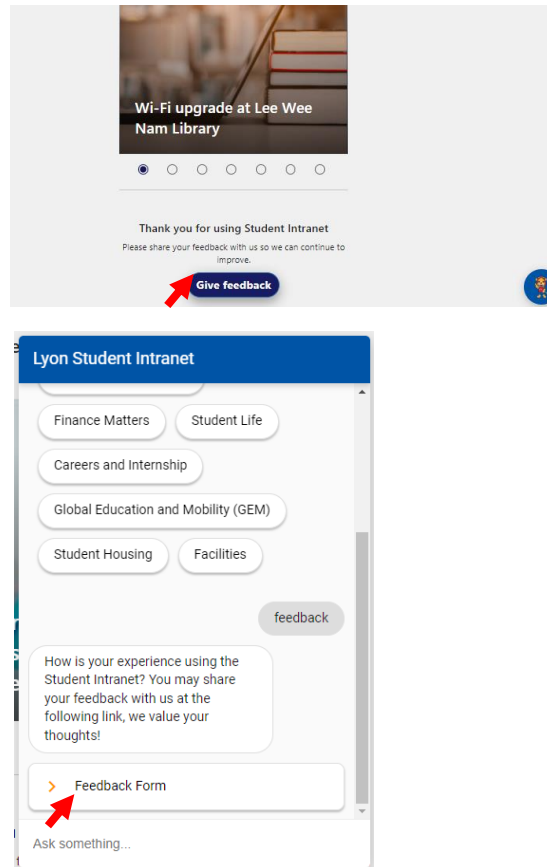
2. HOW TO REACH OUT

Provide Feedback on the Student Intranet via the Chatbot or the Homepage

1. On the [homepage of Student Intranet](#), scroll down to the bottom of the page. Click on "Give feedback" to launch the Microsoft form.

2. Alternatively, you can go to Chatbot and type "feedback". Then, click on the "Feedback Form" link to launch the Microsoft form.
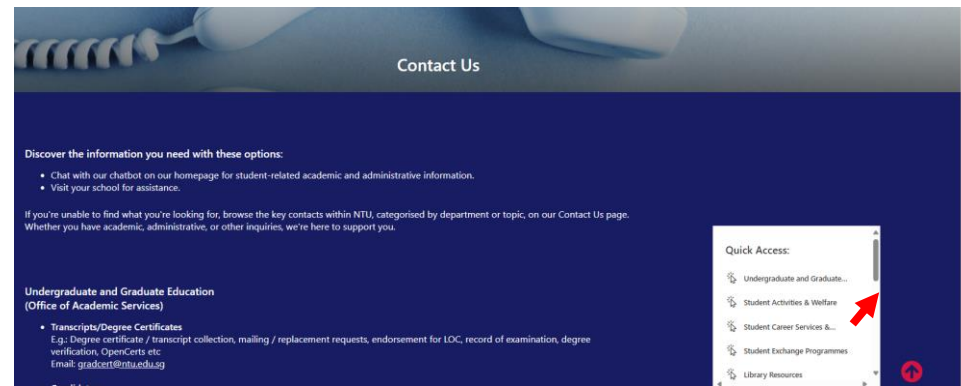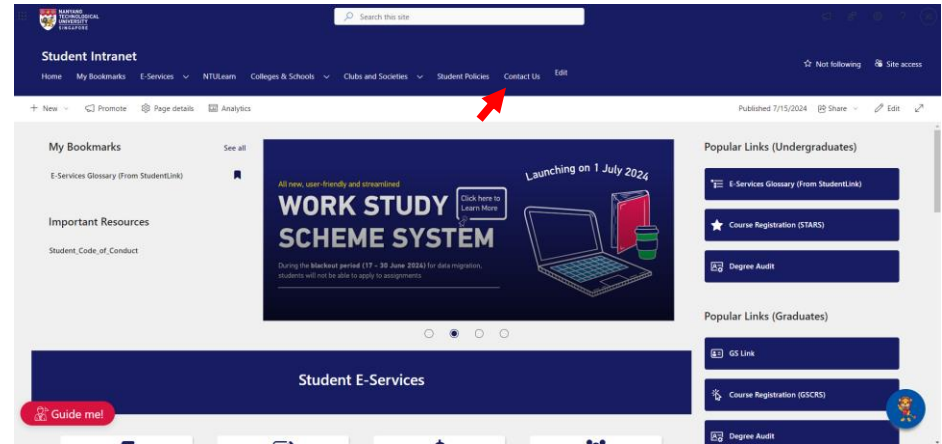
Tip: Use this form if you wish to **share your feedback on your experience/ suggestions or encounter any issue on the Student Intranet**. For IT issues related to student applications, please raise ticket via [One Stop Portal](#).

For Specific Information not found on the Student Intranet, refer to the Contact Us page
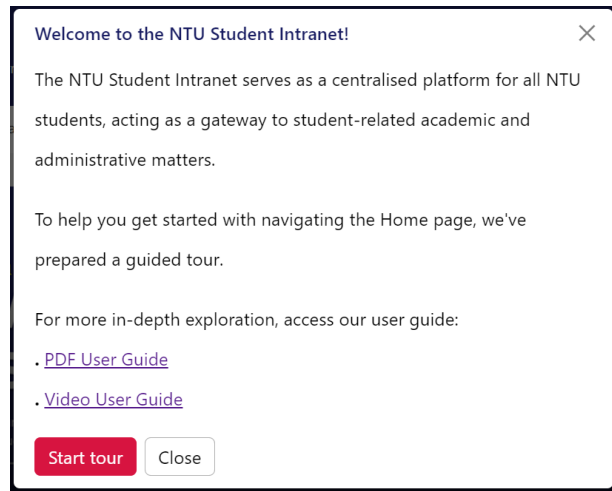
1. On the homepage of Student Intranet, click on "Contact Us" top bar menu.

2. Scroll down the "Contact Us" page using the page scroll bar. Alternatively, you could check out the key contacts section using the Quick Access scroll bar.
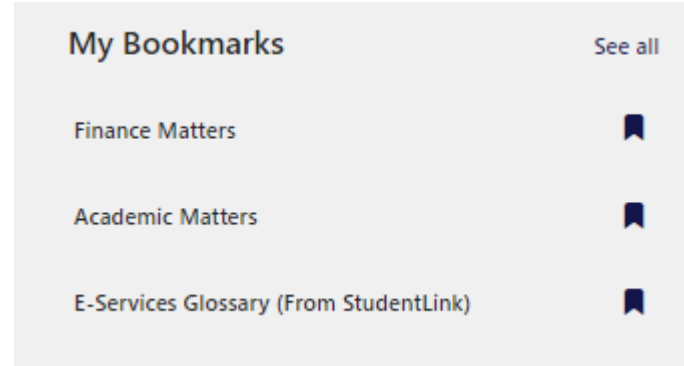
3. WHAT ARE THE FEATURES

Features on Student Intranet: Guided Tours and My Bookmarks

1. Orientate yourself with the Student Intranet's new functionalities.

2. You can find the Guided Tours on the homepage and on the E-Services Glossary (From StudentLink) page.
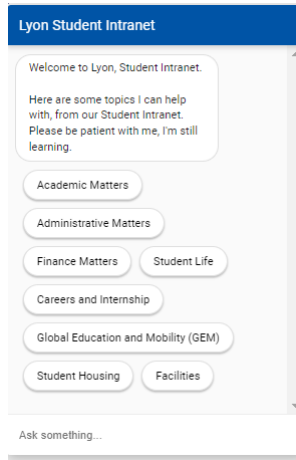

Guided Tours

1. You can now save important resources pages as Bookmarks for quicker access.

2. If you are unsure how-to, go to "My Bookmarks" top bar menu on how to save a documents/ pages/ news posts.
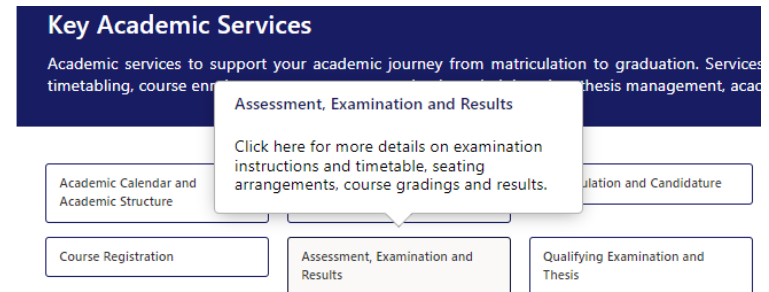

My Bookmarks

Features on Student Intranet: Chatbot and Mouseover Tooltips

1. If you are unsure where to find information on a particular topic, please use the Lyon Chatbot.

2. The Chatbot is available on the [Student Intranet](#)'s homepage.

Chatbot

1. Get a brief overview of each page when you hover your cursor over a box tile.

Mouseover Tooltips

User Guide on Video

1. You may also refer to the video for a quick know-how to navigate your way through the Student Intranet.

   - [Video user guide](#)