SEARCHING THE EBS PORTAL

A search box at the top of the EBS Portal is a new feature that came with the summer 2016 portal refresh. Understanding how this search box works and how to use it will help use it more effectively.

What the Search Box does

The EBS Portal’s search box only searches for application links within the portal. It searches links by the wording in the link tile, as well as keywords associated with the link tile.

It does not search for individual employee records, help sites, or more broadly like a website search engine (e.g. Google).

Searching for Information: An Analogy

Think of navigating through the EBS Portal like finding information in your local library.

1. **Library** = Portal. Entering the portal is like going to the library.
2. **Bookshelf** = System. The card catalog (EBS Portal) will direct you to the proper bookshelf (a system like Finance, BI, etc.).
3. **Book** = Link/Transaction. Once at the bookshelf/system, you then locate the book (a link or application, like “Earnings Statements” or “Disbursement Voucher”).
4. **Page** = Record. Having located the book/link, you find the proper page (a record, like “December” or “MSXX987654”).
5. **Detail.** Then from that page/record you will find the information you need.

At each step of the way, a search feature often exists that can help find the next step.

[Note, that the portal is part of the HR/Payroll System, so you don’t need to find the bookshelf of HR/Payroll transactions; they are right inside the door as soon as you enter.]

**Common error:**

Searching for items that are not available in the EBS Portal, like “Linen Services.”

If an item cannot be managed through the various systems linked from the EBS Portal, then it won’t be found through the search feature at any level, either. Start your search at msu.edu.

Past editions of EBS Portal Tips & Tricks can be found on the EBS Portal help website at: [https://hr.msu.edu/ebshelp/tipsntricks/](https://hr.msu.edu/ebshelp/tipsntricks/).
Common error: Searching for a record from the portal itself, such as a department (e.g. “Human Resources”), person (e.g. “Sally Spartan”), course (e.g. “Beginning D2L”) or catalog entry (e.g. “diapers”).

To find a particular record, you need to first navigate your way into the proper transaction using keywords like “purchase” or “take a class.”

Common error: Searching for a complete sentence, like “How do I...”

A few simple words or title of the transaction will get you to the transaction without “How do I.”

Common error: Searching for help documentation “pop-up blocker” or “reset password”

In the EBS Portal and on all pages of the HR/Payroll System, there is a link to the hr.msu.edu/ebshelp website.

If you want to search help documentation without leaving the portal, open the Guide Me tab on the landing page. This page searches both the Guide Me recordings, as well as the hr.msu.edu website.

Other Search Errors to Avoid

Common error: Misspellings

Be careful to spell carefully since the search feature does not guess at what a misspelling might mean.

Common error: Use of “*” as wild card and punctuation in general.

The use of punctuation and symbols can limit your search results and it is not recommended.

Also Notable, the search in the portal is NOT case-sensitive, so your search for SPARTAN and Spartan and Spartan should yield the same results.