

## **Banner FAQs**

### **What is Banner?**

- ◆ Banner is an internet-based Administrative System used by many universities to help manage many different aspects of secure university information, to include student information, financial reporting and budget information, staff and faculty records, etc.

### **Why do we use it?**

- ◆ Banner is the ODU's centralized academic and administrative records system. It is used at ODU to disseminate relevant information to various departments who are in need while remaining secure and maintaining confidentiality. We have strict standards for use, and access is only granted to those individuals for whom their job requires access to view, input, and/or edit Banner data. Those individuals will receive access to the forms necessary to perform their job functions.

### **What kinds of things can I access with Banner?**

- ◆ You are only able to see forms that are relevant to your department and daily job requirements. You will generally not have unlimited access to view all of the forms within Banner.

### **Who grants access to Banner?**

- ◆ You may request Banner access through the Universal Account Request Form, found on the ITS website: <https://www.odu.edu/ts/access/monarchkey/online-account>
- ◆ There are different levels of Banner access, some of which you will not be granted access to. Your Budget Unit Director must approve your request to gain access to these forms. More information may be found below:
  - Banner Finance access: <https://www.odu.edu/facultystaff/university-business/banner/finance>
  - Banner Financial Aid access: <https://www.odu.edu/facultystaff/university-business/banner/financialaid>
  - General Student Banner access: <https://www.odu.edu/facultystaff/university-business/banner/student>

### **How do I log into Banner from my computer in my office?**

- ◆ Head to [banner.odu.edu](http://banner.odu.edu) and enter your Midas ID and password to log into Banner. For further step-by-step explanation, consult the handout located on the Office of Finance website Banner Basics Training page: <http://odu.edu/facultystaff/training-development/banner-training/basics>

### **Can I access Banner off-campus? If so, how?**

- ◆ You must have VPN Service to access Banner outside of ODU's network, and you also must have the latest version of Java installed on your computer. For more information, contact ITS at: [itshelp@odu.edu](mailto:itshelp@odu.edu)

### **What internet browser should I use to access Banner?**

- ◆ Banner works with Internet Explorer, Mozilla Firefox, Chrome, and Safari!

### **Will Banner work on my iPad?**

- ◆ Now that we have upgraded to Banner XE, the interface will indeed work with you iPad! Contact ITS for assistance.

### **Who do I contact if my Midas ID and password do not seem to work?**

- ◆ You will contact Information Technology Services (ITS)...NOT me! ☺ Call them at 683-3192 or email them at [itshelp@odu.edu](mailto:itshelp@odu.edu)

### **Will I be able to see all of the forms I learn about in training today when I log onto my personal account?**

- ◆ NO! You will only be able to view forms relevant to your daily job requirements via Banner.

### **Where should I direct all of my Banner-related questions?**

- ◆ The Banner Hotline, of course! Email [bannerhotline@odu.edu](mailto:bannerhotline@odu.edu), and you will receive a response within 2 business days.

### **Where should I look for information about Banner before I contact the Banner Hotline?**

- ◆ The Office of Finance website is full of information. Most specifically, head to the Banner Training page and consult the many handouts available to try and work through your question.

### **Should I log out of Banner each time I am done using it, or can I simply close out of the internet browser?**

- ◆ You should ALWAYS properly log out of Banner when you are finished with a session. Logging out of a web-authenticated services is not guaranteed until you properly exit the browser window. To log out, please ensure your browser is fully closed!