

## Banner Basics: Helpful Tips & Tricks

Refer to the Office of Finance website for further explanation and instruction at:

<http://odu.edu/finance>

Contact the Banner Hotline with every Banner-related question at:

[bannerhotline@odu.edu](mailto:bannerhotline@odu.edu)

Contact ITS with any system difficulties or password issues at:

[itshelp@odu.edu](mailto:itshelp@odu.edu) OR 683 3192

For XE Navigation Assistance, check the ITS website at:

<http://odu.edu/facultystaff/university-business/banner/inb/banner-xe-forms>

- ◆ Banner organizes its data into Forms. All data is entered, maintained, edited, and queried within forms. Generally each form contains a window or Key Information Area in which you must enter your search criteria before the form will populate.
  - Forms are named by their 7-Letter Form Names:
    - ☞ The **1<sup>st</sup> letter** tells you which module the form is in (*S = Student; F = Finance; etc*)
    - ☞ The **2<sup>nd</sup> letter** is irrelevant.
    - ☞ The **3<sup>rd</sup> letter** tells you which of the 5 major categories the form is divided into, and therefore what you may do in that particular form.
    - ☞ The **final 4 letters** are a brief shortcut for the Descriptive Form Name (*SPAIDEN = Student **IDENT**ification Form*)
  - Forms are divided into 5 major categories:
    - ☞ **A – Application Forms:** used to enter, update, and query information (*i.e.: SFASLST = Student Roster **Application** Form*)
    - ☞ **M – Maintenance Forms:** used to establish criteria crucial to processing information entered on application forms, or to look up information already entered in Banner. (*i.e.: FTMCOAS = Chart of Accounts Code **Maintenance** Form*)
    - ☞ **V – Validation Forms:** used to see values that are defined on maintenance form. (*i.e.: FTVSDAT = System Data **Validation** Form*)
    - ☞ **Q – Query Forms:** used to look up existing information, often returning to the original form – you cannot access Query forms from the main menu, rather only by linking to one via a Related Form.
    - ☞ **I – Inquiry Forms:** similar to a Query form – used to look up existing information, often returning information to the original form. You may, however, access Inquiry forms directly from the main menu. (*i.e.: FGIBDST = Organization Budget Status **Inquiry** Form*)
- ◆ CAPS is the Banner Standard! Even in student forms, CAPS is the way to go.
  - Some forms allow you to search for data with Case Insensitive searches...but generally, CAPS is actually required.
- ◆ Banner XE is more flexible than INB used to be. However, you should get used to using the numbers at the TOP of your keyboard and NOT the ones to the right.
- ◆ Remember to save your work frequently when in Banner! Banner is an internet-based system and accidents happen...Tabbed Browsing is not recommended when using Banner.
- ◆ Banner will time you out after a certain amount of inactivity (close out = 2 hours or so). It is a good idea to get into the habit of Logging Out of Banner when you are away from your computer or have finished up a particular task.
- ◆ Don't forget to click the HELP Icon in a particular form – Banner XE will explain what information that form contains!
- ◆ Always keep an eye out for scrollbars - all the data will not necessarily be in view on your computer screen, so to ensure you are capturing the complete data check for scrollbars on every Form!
- ◆ You may still use wildcards in Banner, though with the XE Interface Filter option, you no longer need to. However when using student forms, you may indeed need to use them.
  - The % may be used to take the place of multiple characters
  - The \_ may be used in place of a single character
    - ☞ For example, if you are searching a Student Form for a student named Kathryn Smith, you may not know how to spell her full name. Wildcards may be combined.
      - \_ATHRYN – will yield everyone named Cathryn or Kathryn
      - \_ATH% - will yield everyone who has ATH as the 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> characters of their first name (*i.e.: Kathy, Kathryn, Nathan, Nathaniel, etc.*)
      - KATH% - will yield everyone whose name starts with KATH (*i.e.: Kathy, Kathie, Kathryn, Katherine, etc.*)

## Banner Basics: How to Log Into Banner

Banner XE is a web-based system which requires an active internet connection. Below will offer step-by-step instructions for how to log in and out of Banner. And as always, contact the Banner Hotline with any banner-related questions at [bannerhotline@odu.edu](mailto:bannerhotline@odu.edu).

**Helpful Tip:** If you have trouble with your MIDAS credentials, contact ITS at 683.3192 or [itshelp@odu.edu](mailto:itshelp@odu.edu).

Head to <https://banner.odu.edu> to log in. You will be directed to the page on the left below (*ITS – Banner XE Forms Page*). Click **Banner XE Login** and you will then be redirected to the MIDAS Login page on the right below. Enter your MIDAS Credentials and click **Login**.

The image shows two side-by-side screenshots from the Banner XE Forms page. The left screenshot shows the 'Banner XE Forms' section with a 'Banner XE LOGIN' button and a 'Click Here to LOGIN' callout. The right screenshot shows the 'MIDAS ID' and 'Password' login fields with a 'Login' button and a 'Enter your MIDAS credentials to log in.' callout. Below the login fields are links for 'Create an Account' and 'Forgot Password?'. The right side of the image shows a 'Support' section with links for 'Test Your Credentials' and 'ITS Help Desk', and an 'Integrated Services' section with links for Blackboard, CareerLink, Center for Learning and Teaching, Distance Learning, Google Mail, LeoOnline, myODU Portal, PAPERS, and Virtual Library of Virginia.

### Welcome to Banner!

You are now free to utilize the many forms within Banner (at least the ones you have been granted access to view). You are now ready to navigate through Banner! See handout entitled: **Basic Banner Navigation** for more tips and further instruction. ***\*If this is your first time logging in, review next step!\****

The image shows the 'Welcome' screen of the Banner system. It features a search bar with 'Search' and 'Direct Navigation' tabs. A red arrow points to the 'Direct Navigation' tab. A text box explains the difference between 'Search' and 'Direct Navigation'. A starburst graphic says 'WELCOME TO BANNER!'. The background shows a fountain and a statue. At the bottom, there is a copyright notice for Ellucian.

\*If this is your first time logging into Banner, you will notice a **Response Window** pop-up upon entering your MIDAS Credentials and clicking Login. This is ODU's Privacy Policy. Please read this thoroughly, as the information contained within Banner is SECURE and should remain confidential at all times. It may only be used for purposes related to your daily job requirements. Before being granted access to Banner for the first time, you must click **I Agree**. You will then be redirected to the **Old Dominion University Banner Home Screen**.

**Helpful Tips:** Remember, you will only see this Response Window upon entering into Banner for the **FIRST TIME**.

The screenshot shows a web browser window titled "Oracle Developer Forms Runtime - Web". The browser's address bar shows "General System Global Establishment Form". The main content area displays the "Old Dominion University Privacy Policy" form. The form contains three paragraphs of text: the first paragraph states that logging into the Banner System grants access to student records and that disclosure is prohibited; the second paragraph lists authorized persons (deans, professors, advisors, etc.); the third paragraph states that by logging in, the user accepts full responsibility for complying with the regulations. Below the text are two buttons: "I Agree" and "I Disagree". A red arrow points to the "I Agree" button. The bottom of the window shows a status bar with "Record: 1/1" and a taskbar with various open applications.

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### **HELPFUL TIPS & TRICKS:**

☞ To log out of Banner, simply select the SIGN OUT Button in the top right corner of the screen and close the internet page.

Have problems with your MIDAS Credentials or your Password?

**ITS can help!** Email: [itshelp@odu.edu](mailto:itshelp@odu.edu)

- Phone: 683 3129
- Website: <https://midas.odu.edu/Help>

Have questions about Banner Functions? **The Banner Hotline can help!**

Please send all Banner-related questions to the hotline.

- Email: [bannerhotline@odu.edu](mailto:bannerhotline@odu.edu)

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For more information on Banner-specific trainings, head to the Office of Finance Website and Banner Training Page: <http://odu.edu/facultystaff/training-development/banner-training>



## Searching for Forms

In Banner INB, we categorized and search for forms by their 7-letter Form Name. We are now able to search for the forms for both the Student and the Finance modules by their descriptive name as well. Below will explain the step-by-step instructions of how to do so in the XE Interface. The latter half of this handout will provide further instruction on how to navigate the INB interface for the student forms module. See the steps below, and as always contact the Banner Hotline with any banner-related questions at [bannerhotline@odu.edu](mailto:bannerhotline@odu.edu).

- ◆ From the Banner XE Homepage, type your search criteria into the search block in the middle of the screen.
  - You may search for forms by Key Word, Descriptive Title of the Form, or the 7-Letter Form Name.

The screenshot shows the Banner XE Homepage with a search interface. A red arrow points from a callout box to the search input field. The callout box contains the following text:

**Begin your search here!**  
You may search by:  
**Key Words** (i.e.: *preferences*)  
**Form Descriptive Title** (i.e.: *General User Preferences Maintenance*)  
**OR**  
**the 7-Letter Form Name** (i.e.: *GUAUPRF*)


The search interface includes a "Welcome" header, a "Search" button, a "Direct Navigation" button, and a search input field with the placeholder text "Pages, Menus, Jobs and Quickflows". A magnifying glass icon is next to the input field.

A starburst callout box contains the following text:

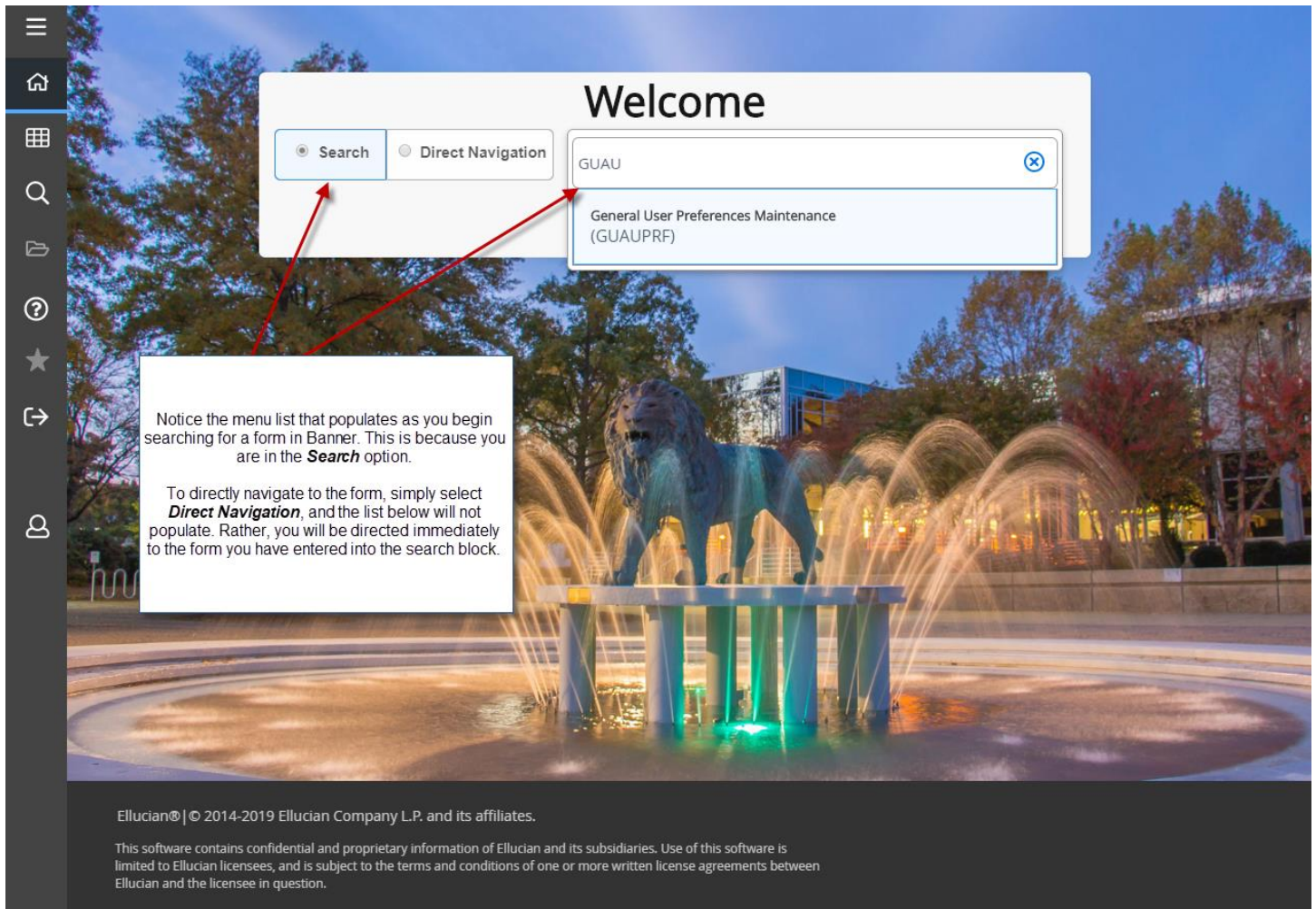
**HELPFUL TIPS & TRICKS:**  
You may use the **Search** option to help narrow down your searches, or the **Direct Navigation** option to navigate directly to your entered search criteria.

At the bottom of the page, there is a copyright notice: "Ellucian® | © 2014-2019 Ellucian Company L.P. and its affiliates. This software contains confidential and proprietary information of Ellucian and its subsidiaries. Use of this software is limited to Ellucian licensees, and is subject to the terms and conditions of one or more written license agreements between Ellucian and the licensee in question."

**HELPFUL TIPS & TRICKS:** You may also use the magnifying glass *Search Button* in the top left-side of the screen to search for forms! The same search criteria may be used as mentioned above.

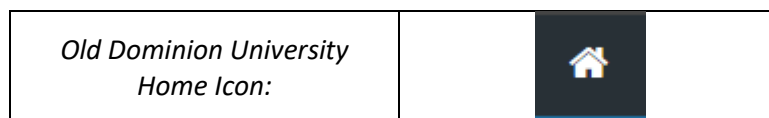
Search Button	
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- Once you begin your search, a menu list will pop up below the Search Block with all forms that meet your search criteria. Simply select the appropriate form from the menu and you will be redirected to that form.



#### **HELPFUL TIPS & TRICKS:**

- It is not necessary to search for these forms in **ALL CAPS**, though CAPS is the standard in Banner.
  - You may also press ENTER to proceed to the form.
- Upon completing your work within your originally selected form, simply click the *Home* Icon at the top of the screen to be redirected to the home screen so you may search for another form.

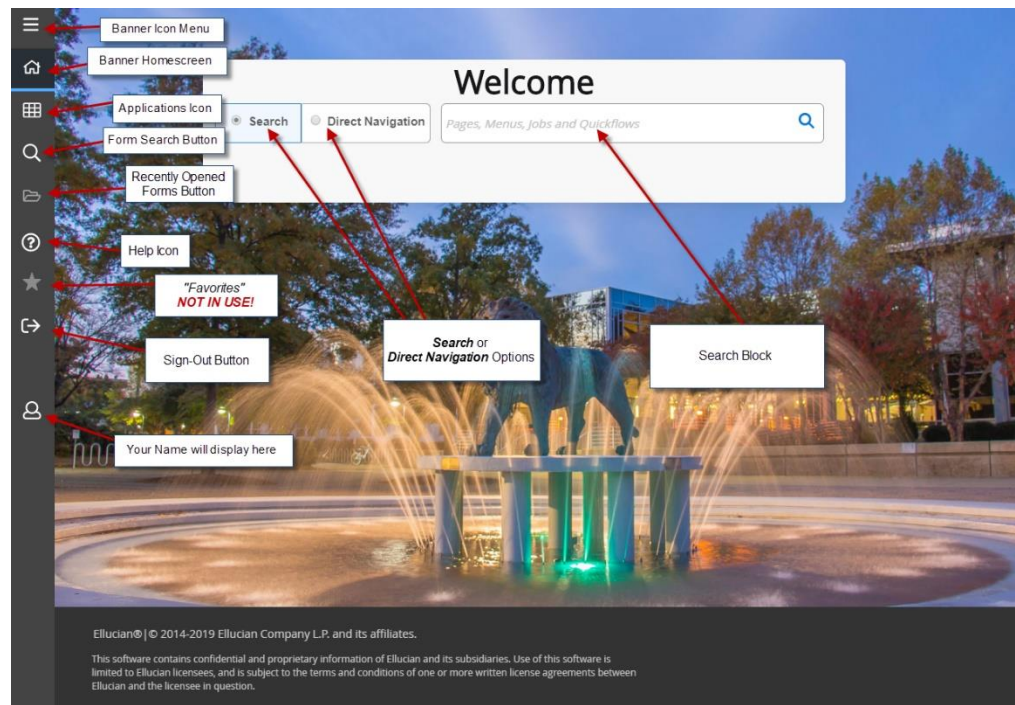









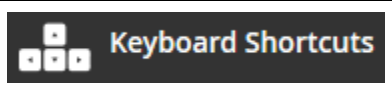



## Basic Banner Navigation

Below is a screenshot of the Banner XE Home Screen, as well as a “cheat-sheet” of sorts to provide a thorough reference guide for navigating through Banner. As always contact the Banner Hotline with any banner-related questions at [bannerhotline@odu.edu](mailto:bannerhotline@odu.edu).

### Banner XE Homepage:









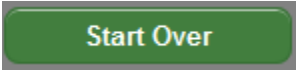


<u>Button Name</u>	<u>Button Image</u>	<u>Function</u>
Banner Icon Key Menu		Pulls up the icon menu list – icon specifics noted below. This is available on every form you view within Banner XE.
Applications Icon		Allows you to search through Banner and also view your <b>My Banner</b> personal menu.
Form Search Button		Allows you to <b>search</b> for a particular form by either Descriptive Name or 7-Letter Form Name.
Recently Opened Forms Button		<b>ONLY shows up after you have searched for your first form.</b> This allows you to see and select forms you have viewed during your login session.
Old Dominion University Home Icon		Acts as a “Home” button – may be selected anytime to return to the <b>Banner Home Screen</b> .
Sign Out Button		Allows you to <b>sign out</b> of Banner.
Search Block		Located in the center of the Home Screen page, this block allows you to <b>search</b> for a particular form by either Descriptive or 7-Letter Form Name.
Keyboard Shortcuts Key		By clicking on this button, you will be shown the <b>Keyboard Shortcuts</b> which may be used on any Form in Banner.
Help Button		<b>ONLY shows up on particular forms</b> , but will allow for <b>further explanation</b> of the form you are viewing and its contents when not grayed out.








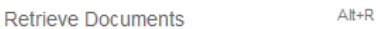



## Keyboard Shortcuts:

Keyboard Shortcuts		✕
Display Applications	CTRL+M	
Display Recently Opened	CTRL+Y	
Display Dashboard	CTRL+SHIFT+X	
Help	CTRL+SHIFT+L	
Search	CTRL+SHIFT+Y	
Sign Out	CTRL+SHIFT+F	

Upon entering into a **Form** within Banner, there are more **menu** and **button** options to help you further navigate. For further explanation, see the table below.

Button Name	Button Image	Function
X Button		This will take you back either to a previously viewed form or to the ODU Home Screen if there is no previously viewed form. You may also select the Old Dominion University "Home Screen" Button referenced above.
GO Button		After entering in search criteria in the Key Informational Area at the top of the screen, this allows you to proceed with your search on a particular form. Also will allow you to proceed to next areas of information within a Form (like "Next Block").
Tools Menu Button		Allows you to manipulate, print, export, etc. the contents of a particular form. These Tool items may change depending on the form you are viewing. Please Note: the Tools Menu and its contents will be further explained in the table below.
Error Message Notification Window		Like an Auto Hint and Status Par – notifies you of the status of your search, any tips and tricks, or any errors that may be present. To get the message to go away, simply click on this Notification Window Button and the message will minimize.
Related Menu Button		This menu allows you to link to other forms that may be relevant to the form you are currently viewing – by clicking on the Related tab and selecting a form from the provided list, you will proceed to that new form and may be able to do further research.
Add Menu Button		Most users to not use this feature – only used by individuals responsible for processing BDM Documents.
Retrieve Menu Button		Used to view Banner Document Management files attached to particular line items in Finance Forms. ONLY available for those who have BDM installed and setup on their personal computers!
Next Record or Block/Former Record or Block Buttons		Allows you to proceed to a Previous or Former Screen, Data Block, or Record.
Start Over Button		Allows you to roll back to the Key Information Area in a form to input new data and start a new search with new search criteria.

Upon selecting the **Tools Menu Button**, there are further menu item options you may select to help you navigate through forms. For further explanation, see the table below.

<u>Button Name</u>	<u>Button Image</u>	<u>Function</u>
<b>Search Block</b>		You may use this block to search for a function housed within the Tools menu (i.e.: Print, Export, etc.).
<b>Refresh</b>		Acts the same as the Start Over button listed above. Will take you back to the Key Information Area to input new search criteria within the same form and perform a new search.
<b>Export</b>		Allows you to export the data in the Banner Form to an Excel Spreadsheet. NOTE: You MUST setup your user preferences in XE properly before being able to download! <a href="#">See Banner Finance training page!</a>
<b>Print</b>		Allows you to print a <b>SCREENSHOT</b> of what is viewable on your computer screen for various Banner XE Forms. Remember – this is NOT the same as ePrint, and will NOT print the total data within a form!
<b>Clear Record</b>		Will clear the selected record
<b>Clear Data</b>		Will clear the selected data, but leaves total.
<b>Item Properties</b>		Provides a brief description of the Document Type Properties (not used frequently)
<b>Retrieve Document</b>		Used to view Banner Document Management files attached to particular line items in Finance Forms. ONLY available for those who have BDM installed and setup on their personal computers! Similar to <b>RETRIEVE Menu Button</b> listed above.
<b>Add Documents</b>		Used by departments with scanning/Document Management capabilities – allows users with appropriate access to add an attached document to a record within Banner XE through BDM.
<b>View Status Indicators</b>		<b>ONLY VIEWABLE ON SOME FORMS</b> – allows you to view the key for codes within a particular form in Banner (i.e.: In FOIDDOCH, the Status Indicators tell you whether an invoice was paid, approved, voided, etc.)
<b>About Banner</b>		Provides an update on the current version, Release, and Release Date for the particular form you are viewing within Banner XE.

#### **HELPFUL TIPS & TRICKS:**

- ☞ You will also notice keyboard shortcuts (i.e.: F5, Ctrl-P, etc.) listed next to some **Tool** menu items. You may use these keyboard shortcuts in place of the relevant Tool menu items when working within Banner Forms.
- ☞ The **Tool** menu items may change depending on the form you are viewing and/or working in, however those mentioned in the table above are seen within most forms.
- ☞ A reference video is available online for Basic Navigation and Features: <http://odu.edu/facultystaff/university-business/banner/inb/banner-xe-forms>



## Sample Form Screenshot:

**Organization Budget Status FGIBDST 9.3.6 (PPRD2\_DB)**

Chart: \* U Old Dominion University Fiscal Year: \* 18

Index: ... Query Specific: ☐ Account

Commit Type: Both

Organization: 1CL00 Fund: ...

Program: ... Account: ...

Account Type: ... Activity: ...

Location: ...

Get Started: Complete the fields above and click Go. To search by name, press TAB from an ID field, enter your search criteria, and then press ENTER.

**Callouts:**

- X Button** (takes you back to the previous)
- Tools Menu Button** (allows you to manipulate, print, export, etc. the contents of the form)
- Key Information Area** (where you type in your search criteria within a form)
- Go Button** (allows you to populate the search based on your criteria)
- Related Menu Button** (allows you to link to other relevant forms)
- Root Path Indicator** (shows you which form you are on or linked to)
- Next/Former Record or Block Button** (allows you to proceed to new or former area on form)

EDIT Record: 1/1 KEY\_BLOCK-KEYBLOC\_ORGN\_CODE [1] ellucian

## Sample Tool Menu Screenshot:

**TOOLS**

Search

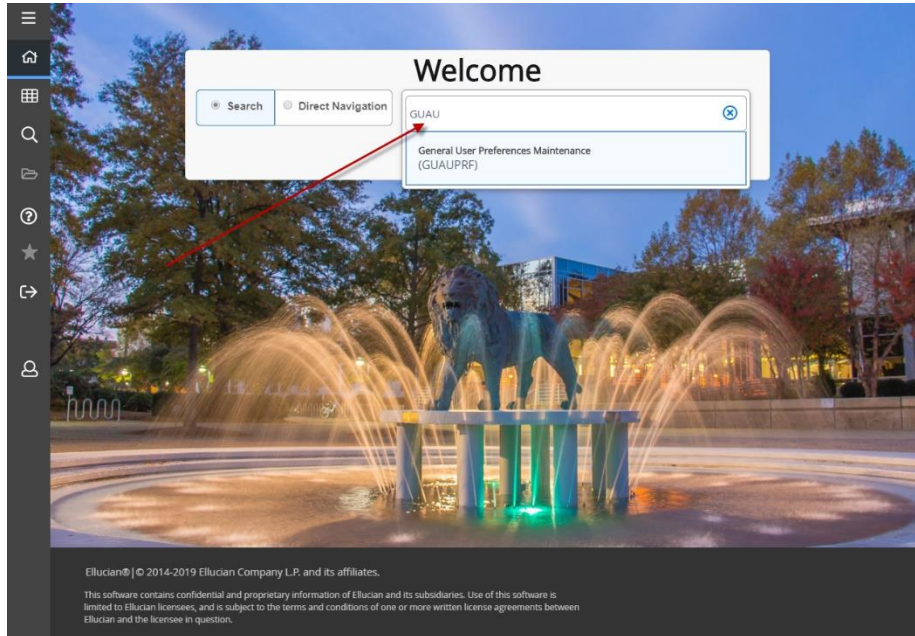
**ACTIONS**

Refresh	F5
Export	Shift+F1
Print	Ctrl+P
Clear Record	Shift+F4
Clear Data	Shift+F5
Item Properties	
Display ID Image	
Exit Quickflow	
About Banner	
<b>OPTIONS</b>	
View Status Indicators	
<b>BANNER DOCUMENT MANAGEMENT</b>	
Retrieve Documents	Alt+R
Count Matched Documents	
Add Documents	>

## Displaying the 7-Letter Form Name

In Banner INB, we categorized forms by a 7-letter Form Name. It is good practice to display those 7-Letter Form Names throughout Banner, but you must adjust your User Preferences before you may do so. Below will explain the step-by-step instructions of how to do so. As always contact the Banner Hotline with any banner-related questions at [bannerhotline@odu.edu](mailto:bannerhotline@odu.edu).

- From the Old Dominion Home Screen in Banner XE, search for the **General User Preferences Maintenance [GUAUPRF] Form**. Proceed into the Form.



- After arriving at the **General User Preferences Maintenance [GUAUPRF] Form**, click and select the **Display Form Name on Menu** checkbox and click **SAVE**. You're done! 😊

Description	Default Value	User Value
Enter the RGB color code for non iconic buttons.	r204g204b153	r204g204b153
Enter the RGB color code for the canvas.		r255g255b255
Enter the RGB color code for code/description prompts.		r0g0b0
Enter the RGB color code for the menu links canvas.		r255g255b255
Enter the RGB color code for the menu broadcast mess.		r255g255b255
Enter the RGB color code for the record highlighting.	r227g193b149	r227g193b149
Enter the RGB color code for the scroll bar.	r153g153b153	r153g153b153
Enter the RGB color code for the separator line.	r75g32b94	r75g32b94
Enter the RGB color code for the menu tree canvas.	r255g255b255	r255g255b255

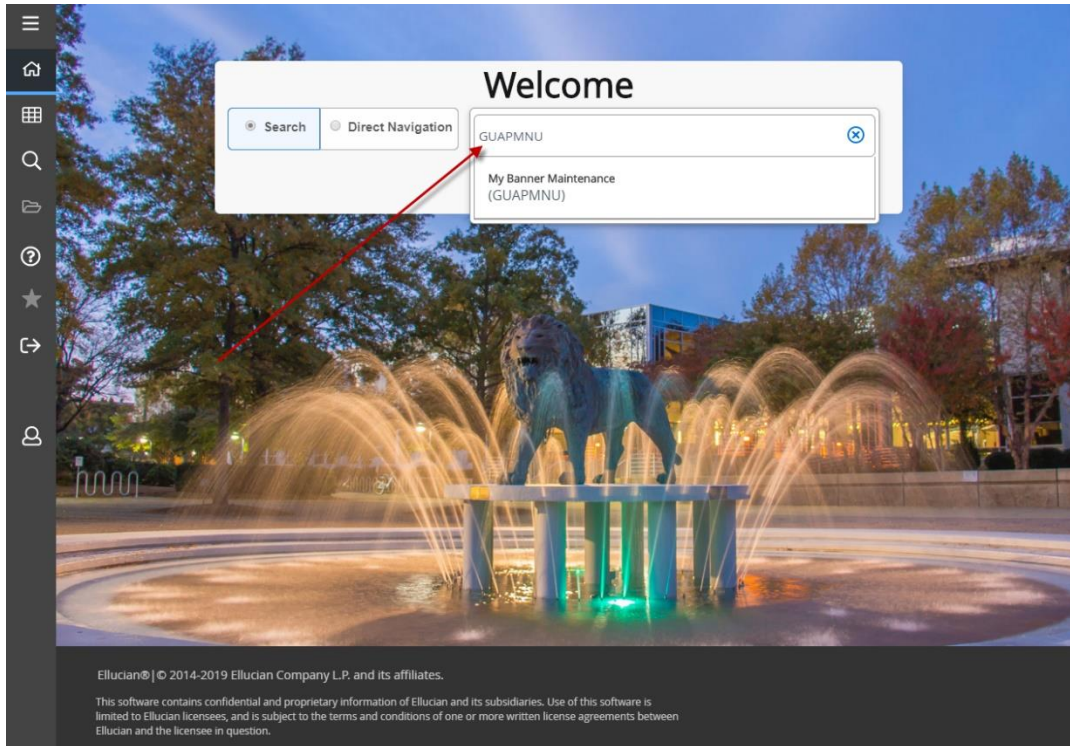
### HELPFUL TIPS & TRICKS:

- You will NOT be able to see the 7-Letter Form Name display in Banner until then next time you login!

## Creating a Personal Menu in Banner

Banner has many useful tools to allow navigation to become as easy as possible. One of these tools is the My Banner Personal Menu, which is a personalized menu containing forms which you use most frequently. You may add or delete forms for your Personal Menu anytime. As always contact the Banner Hotline with any banner-related questions at [bannerhotline@odu.edu](mailto:bannerhotline@odu.edu).

In the Search Block on the ODU Home Screen, type “My Banner Maintenance [GUAPMNU]” and hit Enter.



You will then be redirected to the **GUAPMNU** Form where you may add (or delete) forms you use most frequently to your Personal Menu:

The screenshot shows the GUAPMNU Form interface. The main menu on the left lists various forms, including GUABOT, STVAST, STVACT, FTMACCT, FTMACCT, TOIACCT, FTIAREV, TSAREV, FGQACTH, FTIACCT, FTMACCI, FTMACCI, TOADEST, FTMATYP, FTMATYP, TOQMNU, FTMACCTV, FTMACCTV, and SGASADD. The right side of the form displays the "Object Selection" table, which lists various forms and their descriptions. A red arrow points to the "Main Menu of all Forms contained within Banner" label. Another red arrow points to the "Personal Menu list you may edit at any time" label. A third red arrow points to the "Always notice the number of records/pages within a given form. In GUAPMNU, scroll through the pages to find the forms you use most frequently." label.

Object	Description
SPASLST	Class Rosters
FBIBUDG	Budget Query
FBIBUDG	Organization Budget Summary
FBIBUDG	Budget Query
FBIBUDG	Organization Budget Summary
FBIBUDG	Budget Query
SPAIDEN	Person ID and Contact Info
FGIBAVL	Budget Availability Status

To add a form to your Personal Menu, locate the form on the list and double-click it. Then select the **Insert Selection** button to add it to your Personal Menu.

Hit the **SAVE** Button at the bottom left of the screen and return to the ODU Home Screen to view your Personal Menu.

**HELPFUL TIPS & TRICKS:** You may highlight any item in the *Object Type* box and then click the **Filter** Button to search for forms by *Object* or *Description*.

To begin the query, click the **GO** Button or press **F8**.

If you would like to delete a form from your Personal Menu, double-click that form in the *Object Selection* list and then click **Remove Selection**.

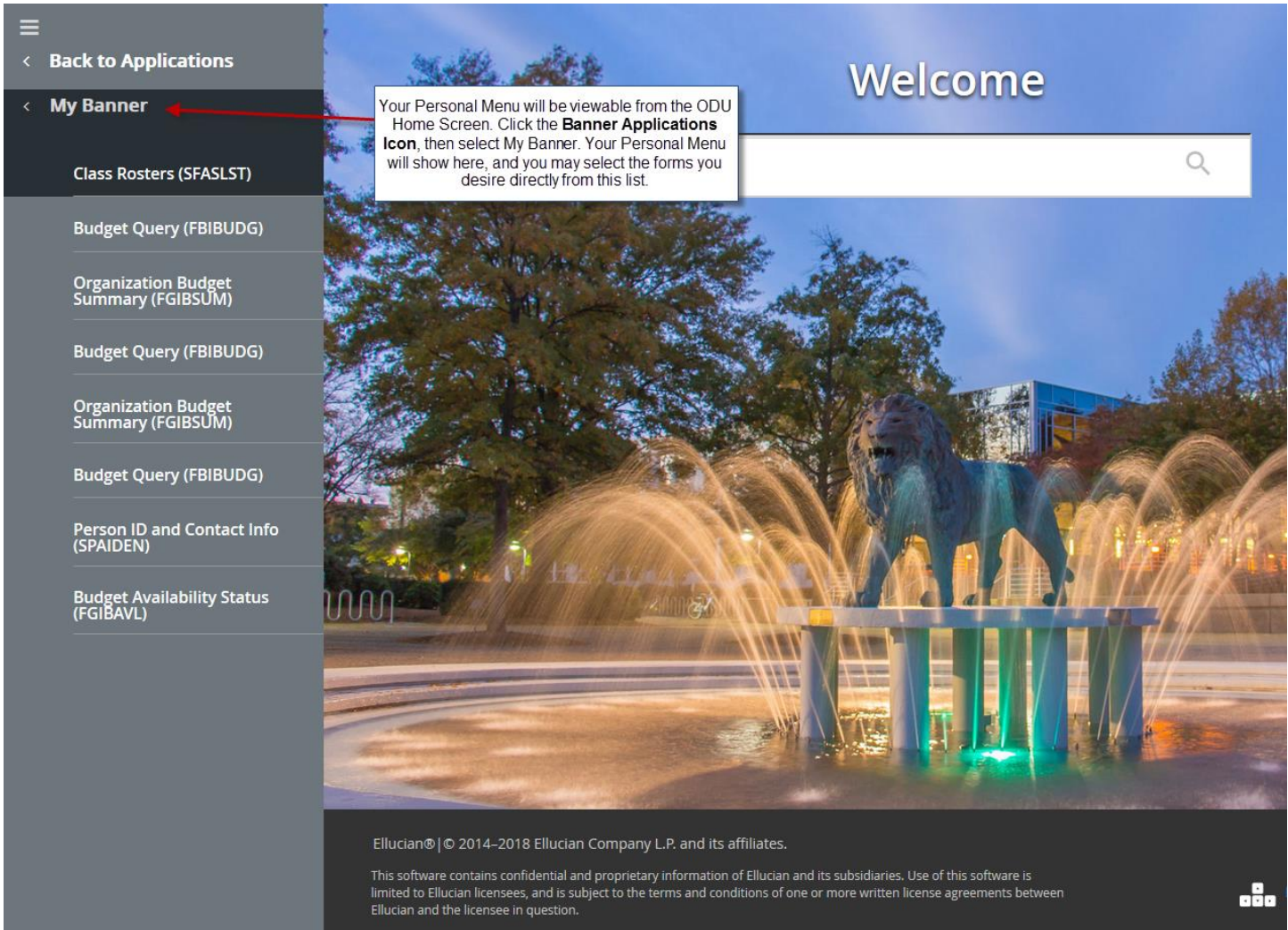
Hit the **SAVE** Button at the bottom left of the screen and return to the ODU Home Screen to view your Personal Menu.

Double-click on the form you wish to remove from your Personal Menu and click **Remove Selection**.



Your Personal Menu will appear on the ODU Home Screen. Click the **Banner Applications Icon** and then select My Banner. Your list will be viewable, and you may click a form from this list and be redirected automatically.

<b>Banner Applications Icon</b>		Allows you to search through Banner and also view your <b>My Banner</b> personal menu.
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**Welcome**

Your Personal Menu will be viewable from the ODU Home Screen. Click the **Banner Applications Icon**, then select My Banner. Your Personal Menu will show here, and you may select the forms you desire directly from this list.

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### **HELPFUL TIPS & TRICKS:**

- ☞ Only use the **Insert Selection** and **Remove Selection** buttons on the GUAPMNU Form. **NEVER** use the **Insert All Menu Button** because you will freeze yourself out of Banner. The **Remove All** button should only be used if you highlight the items in your Personal Menu (*Object Selection field*) and wish to remove every item.
- ☞ You MUST save your work! After you have completed your personal menu, always click the SAVE Button. You will receive a pop-up green message that reads, “Your work has successfully been saved!” – only after doing so should you X out of the Form and return to the ODU Home Screen.
- ☞ **You will NOT see any updates to your Personal Menu after completing the steps listed above. Any changes to your personal menu will not be viewable until the next time you log into Banner and henceforth!**

## **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 your 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!