

# Banner 9 FAQs

Updated 03/12/2019

**Q: In Banner 8 I was able to see the data behind a record in FGIBDST. How do I do that in Banner 9?**

A: Put your cursor on the record you want to view and hit F3.

**Q: I wanted to go back to the previous screen and I used the back button in my browser, but it logged me out. Why?**

A: Banner 9 is web-based, so hitting the back button will not take you back to a previous page in Banner. It will take you back to the login screen. Use the recently used pages functionality to return to a previous page.

**Q: Will Banner 9 work on a Mac?**

A: Yes.

**Q: Are the keyboard shortcuts on the PC the same for a Mac?**

A: Yes, the shortcuts are the same.

**Q: Will Banner 9 work with any browser?**

A: Yes, Banner 9 Admin Pages are designed to work in any modern browser, including MS Edge, Firefox, Chrome, and Safari. It is reported that Banner 9 does not work well with Internet Explorer.

**Q: Will we need Java to use Banner 9?**

A: No. Java is only needed in Banner 8. Keep in mind, if you will be using Banner 8 to supplement Banner 9 until all modified forms are delivered then you will need to keep Java on your computer and use a browser that is compatible with Banner 8.

**Q: Will we see a change to Self-service when we move to Admin Pages?**

A: No. Self-service will be upgraded to Banner 9 at a later date. The Self-service products are still supported by Ellucian through 2019.

**Q: Since Banner 9 is web-based, will I be able to access it from off-campus?**

A: Due to the high security risk in which the University would be left vulnerable, Banner 9 will not be available for off-campus use unless it is accessed via a VPN account. If you wish to use Banner off-campus, contact the Helpdesk and request a VPN account.

**Q: How do I get to Banner 9?**

A: PROD Banner 9 (login uses your email password):  
<https://appnav-prod.hartford.edu/applicationNavigator/>

**Q: Will all my data be moved to Banner 9?**

A: The data in the database will remain the same as it is in Banner 8.

**Q: If we will be using Banner 8 for modified forms, can we get to Banner 8 from Banner 9?**

A: Unfortunately, we were informed that the support for seamless navigation (the ability to switch from Banner 9 to Banner 8 automatically and in the same session) will no longer be supported on our Banner 8 platform beginning January 1, 2019. You will, however, be able to have two browsers open at the same time, with one pointing to Banner 8 and the other to Banner 9.

NOTE: It has been suggested that users have one of each session open in the beginning of Banner 9 usage in order to help guide you in learning the new layout of each page. Comparing the two is very helpful when familiarizing yourself with Banner 9.

**Q: How do we get training for Banner 9?**

A: Training for Banner 9 was offered in the Fall of 2018. Currently, there are no plans to offer any further official training classes. We do recommend you take advantage of the resources offered on the OTS website in the Banner section, which include videos, tutorials, and cheat sheets.

**Q: In Banner 9 I can't change the colors like I could in Banner 8. What am I doing wrong?**

A: Unfortunately, Banner 9 does not currently offer the ability to change the colors in your browser like you did in Banner 8. Ellucian has addressed this concern with the following: "Individual users cannot choose a personal color in the Banner 9 applications at this time. Personal color choices is on the backlog, but not yet scheduled for a particular release."

**Q: Where did the scrollbar go?**

A: On many of the Banner 9 pages you will notice the scrollbar has been replaced by two functionalities: the ability to set how many records you would like to view at a time, and the ability to page forward and backward through the resulting records on the page.

**Q: Where's my lightbulb?**

A: The lightbulb, also known as the Supplemental Data Engine (SDE), has been replaced by a button labelled "More Information". You will find this button on any section of any page which has an SDE attached to it. The blank page icon on the button signifies that the individual you have queried does not have anything in the SDE, but the SDE does exist on that section. A completed page icon indicates this individual has data in the SDE in that section.

**Q: Will my SDEs be moved to Banner 9 automatically, or will we have to recreate them?**

A: As with the other data in the database, your SDE information will be moved to Banner 9.

**Q: Will I be able to run more than one instance of Banner 9 at the same time?**

A: Yes, you will be able to use the same browser or different browsers to open multiple sessions at one time.

**Q: Banner 9 isn't working correctly (e.g. spinning, not showing pages, service invocation error, etc). What do I do?**

A: First, the problem may be in your browser. Clear your cache and see if that helps. To learn how to clear your cache, click on the appropriate link for your browser below.

(Please note: if you do not sign out of your Banner sessions, then attempt to login again, you may be encountering a conflict with your orphaned session that is hanging. It is highly encouraged that you be sure to sign out of each and every session.)

If clearing your cache does not resolve the issue, contact the Help Desk at [HelpDesk@hartford.edu](mailto:HelpDesk@hartford.edu) for further assistance.

Clearing my cache:

[Mozilla Firefox](#)

[Google Chrome](#)

[Internet Explorer](#)

[MS Edge](#)

[Apple Safari](#)

**Q: How do I zoom in, zoom out, and return to the default setting with my browser window?**

A: To zoom in, use Ctrl with +. To zoom out, use Ctrl with -. To return to the default size, use Ctrl with 0.

**Q: What is happening with HIST? How long will we have access to HIST?**

A: The HIST database will remain Banner 8 but will be migrated to the new server it will share with Banner 9. Since HIST is static data in an environment which requires no updates, it is not urgent that it be changed or dismantled for this upgrade. There are no plans at this time to discontinue its availability.

**Q: Is there a way to find a keyboard shortcut while working in Banner 9 instead of memorizing the cheatsheets?**

A: If you hover your mouse over a button or function you will see a tooltip for the shortcut on that function.

**Q: I've been trying to login to Banner 9 and I know my Banner password is correct. Why won't it work?**

A: In Banner 9 we have switched to a Single-Sign On method of access. For this reason, you will need to use your Network username and password (what you use to get into your computer and your email). Banner 8 access will continue to use your Banner username and password.

**Q: How do I get help with Banner 8 and Banner 9?**

A: You may get help with either Banner version by emailing [HelpDesk@hartford.edu](mailto:HelpDesk@hartford.edu), or calling the Help Desk at 1-860-768-4357. You may also check back on the Banner website as we will be posting additional information as it becomes available.

**Q: I log out of my Banner 9 session, but it seems as though I am still logged in. How do I actually log out completely?**

A: Because Banner 9 is web-based your session will remain active as long as your internet browser remains open for that session. Once you close your browser you will be completely logged out.  
NOTE: Closing your browser does not log you out of Banner, it clears your login credentials from the session. When you wish to close out of Banner 9, please use the log out functionality in Banner 9 as well

as closing your browser. If you do not close Banner you may introduce some issues to your next Banner session.

**Q: How do I get the headers to extract with my data when I use the Data Extract utility?**

A: Go to the page GUAUPRF, then to the Data Extract section. Make sure the "Include Header Row in Data Extract" check box is checked.

**Q: I'm typing my keyword or page name in the Search box, but Banner keeps bringing up the wrong screen. Why is it doing that?**

A: If you type in the Search box too quickly and hit enter you may not notice that your keyword brought up more than one option. When you hit enter, Banner will go to the first in the list as that is what is highlighted by default.

If you type in a known, seven letter page name you may not notice that Banner has started interpreting your entry early and incorrectly.

The way to avoid going to the wrong page is to type your keyword or page name then wait for the matching options to appear in the Menu Panel to the left, then choose one.

**Q: I'm trying to use Data Extract to extract a large number of records but it won't finish and I can't get out of Banner. Why is this happening?**

A: There is a known issue with Data Extract where it has a problem with large volumes to extract (e.g. 106000 records). It is recommended to extract the data in smaller batches using filters.

**Q: In Banner 8 I could duplicate a row and then insert it. How do I do that in Banner 9?**

A: In Banner 9, you highlight the row you want to duplicate, then hit 'F4'. This will copy the row you highlighted and insert it in the page.

**Q: Where is the Options menu?**

A: The Options menu has been replaced by two new menus: Tools and Related in the upper right-hand side of the page. 'Related' will show you various pages related to the page you are currently in, and 'Tools' will give you the other actions and options you are used to seeing in Options for that page.

