

Working in Banner 9 – FAQ

The updated Banner system is now a web based system.


It is recommended that you use Google Chrome with an incognito window for best performance and reduction of errors. You can also use Edge or Firefox with a private browsing session. (*See below for instructions on how to do this*)

The recommended browsers reduce any log in errors and improve the systems performance. We do not recommend using Internet Explorer. This browser does not perform well when using Banner Administrative pages.

Why? Although Banner works in any browser testing has proven that Chrome in incognito and Firefox in a private session work best. These options stop the browser from caching information from your internet session. What this means is that the browser is not trying to save information while you are using it. These browsers are also more up to date than Internet Explorer and more stable than Microsoft Edge.


How to get to an incognito window in Chrome

Open Google Chrome

- Click on the 3 vertical dots  (called ellipsis icon) located in the upper right corner of your browser to open your Chrome menu
- Select the *New Incognito Window* option
- A new page will open indicating that you have gone incognito
- When you browse in an incognito window Chrome won't save the following information:
 - Your browsing history
 - Cookies and site data
 - Information entered in forms

How to get to a Private Browsing session in Firefox

Open Firefox

Click on the 3 horizontal lines  (called a hamburger icon) located in the upper right corner of your browser to open your Firefox menu

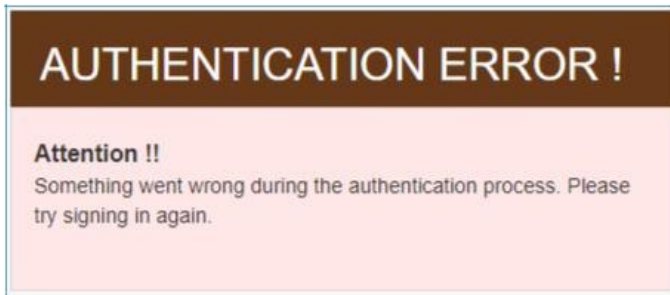
- Select the *New Private Window* option
- A new page will open indicating that you have started a private browsing session
- When you browse in a Private Window, Firefox does not save the following information:
 - visited pages
 - cookies
 - searches
 - temporary files

Common Errors You May See

Authentication Error

What is this error?

You may experience an error when you try to login. This can be caused by a typing error or by the login process not recognizing your password. The login error looks like this:



If this happens, open a new browsing tab, close the window that had the error and try again by selecting the Banner link. Most times you will be automatically logged into Banner.

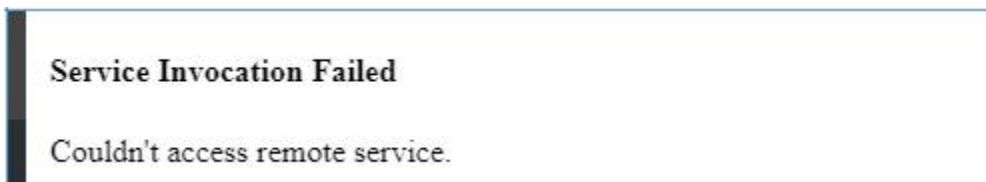
If this option does not work for you do the following:

1. Clear the cache on your browser
2. Close all the windows for that same browser
3. Relaunch the browser
4. Before you try to access Banner make sure you have selected **an incognito** or **private browsing** session. As outlined above.
5. Enter your user ID and password.
6. You should be logged in and see the main navigation page of Banner.

Service Invocation Failed

What is this error?

If you log into Banner, enter a page name that you want to access and get this error



You **must log out** before you will be able to access any Banner pages. This can occur periodically due to browser cache memory.

If you were not using one of the recommendations above follow these steps:

1. Log out of Banner
2. Clear your browser cache
3. Close your browser window
4. Start again using one of the following recommended browsers in an incognito or private browsing session:
 - Google Chrome
 - FireFox

Printing from Banner

Many pages in the updated Banner do not print as expected when you select the print option from the Banner menu. This is browser specific, again Internet Explorer *is not recommended*; this browser will print a blank page.

Depending on the Banner page you are trying to print and the browser you are using the options may vary:

1. Select *Print* from the **Tools** menu – a print preview will be displayed which will help you determine if the right information is showing for your desired print out (e.g. FGIJSUM will show you all the journal entry lines with accounting information)
 - a. Similar to when you print from a website, your preview will only show you what you can see on the screen in front of you
 2. Some pages also allow you to *Export* the information to excel. This option is available in the **Tools** menu on the Banner page. (e.g. FGIDOCR will extract all the document lines with accounting information)
 3. Use a Print screen or a Snipping tool to capture the information you wish to print.
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