

Banner 9

Frequently Asked Questions

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What is Banner Application Navigator?

The Application Navigator is a new feature within Banner 9. It provides a single web page to access both the forms (now pages) and self-service menus. Clicking the menu icon in the upper left or pressing Ctrl + M (Windows) or Control + M (Macintosh) will bring up links to all the Banner menus.

What are some of the new Features of Banner 9?

- New Application Navigator
- Modern web look-and-feel
- Improved usability and navigation
- Improved accessibility
- Compatible with all browsers
- Tablet Friendly
- No Java prompts or issues
- No more Banner password changes

What web browsers are supported?

Any modern browser can be used for Banner 9 (Chrome, Firefox, Edge, Safari, etc). Internet Explorer is not recommended.

How do I get to Banner 9?

You can access Banner9 by using this URL: <https://banner.drexel.edu/BanAppNav/>. You will log in using your user id (i.e., abc123) plus your DrexelOne password.

What do I do if I get a Logon Error?

If you get an error message like one of these when trying to log into Banner 9, close any other open tabs in your browser, clear the cache (see instructions below). You may also need to close any other open browsers. After you clear the cache, try using <https://banner.drexel.edu/BanAppNav> (removing the '/seamless' from the link) and hit

enter to reenter the session. If that doesn't work, close the browser, reopen it and try logging in again.



How Do I Clear My Browser Cache?

Chrome -

1. Click the ellipsis found at the far-right end of the line that contains the web site (URL).
2. From the menu that appears, click **Settings**.
3. Click **Advanced** which appears at the bottom of the page
4. In the **Privacy and Security** section, click Clear browsing data.
5. Make sure that **Cached images and files** and **Cookies and other data** are checked then click **Clear data**.

Firefox -

1. Click the Open menu icon (3 vertical lines) found at the far-right end of the line that contains the web site (URL).
2. Click **Options** from the menu that appears.
3. Click **Privacy & Security** from the left column, then click **Clear Now** in the Cached Web Content section.

Edge -

1. Click the ellipsis found at the far-right end of the line that contains the web site (URL).
2. From the menu that appears, click **Settings**.
3. Under **Clear Browsing Data**, click **Choose what to clear**.
4. Make sure that **Cached data and files** is checked then click Clear.

Safari -

1. Click the **Safari** menu, then **Preferences**.
2. Click **Privacy** at the top of the window that appears.
3. Click **Manage Website Data** then click **Remove All**.
- 4.

What are the Keyboard Shortcuts?

You can find the Banner 9 keyboard shortcuts [here](#).

How can I build a custom menu of frequently used pages?

My Banner Maintenance (GUAPMNU) is available for users to build a custom menu of their most used pages. This can be done on the GUAPMNU form. Note that My Banner will not appear on the Applications menu until it has been set up on the GUAPMNU.

A personal menu contains the pages, jobs, menus, and QuickFlows that are most important in your daily work.

The **My Banner Maintenance (GUAPMNU)** page contains three parts:

- The left pane lists the available pages, jobs, menus, or QuickFlows that can be added to a personal menu. When you select an object type from the pull-down list above this pane, a list of associated objects appears in the left pane.
- The middle of the page contains buttons used to insert your selections, remove selections, insert all items listed from the left pane, and remove all items from the right pane.
- The right pane lists the contents of the personal menu. The field above the right pane shows the Oracle user ID associated with the person logged on to the system.

You can filter the list of items to choose from. With your cursor in the left side panel, click on **Filter** (the top right). Type in the description of the form you are looking for. You can use the % wild card. You can also use the Advanced Filter for more options.

To add objects to a personal menu, select names in the left pane by double-clicking them, and then use the Insert or Insert All button. To remove objects from a personal menu, select names in the right pane by double-clicking them, and then use the Delete or Delete All button.

NOTE: After updating your 'My Banner' options, the update will not appear until after you log out and log in again. When the personal menu is created, you can access it from the main menu.

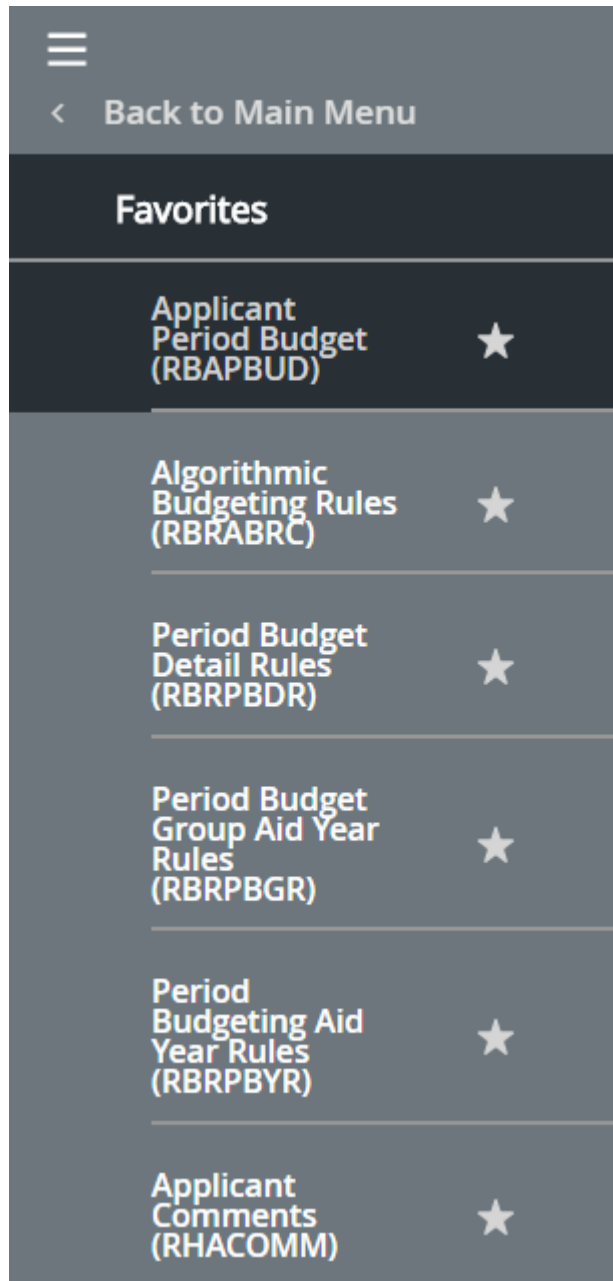
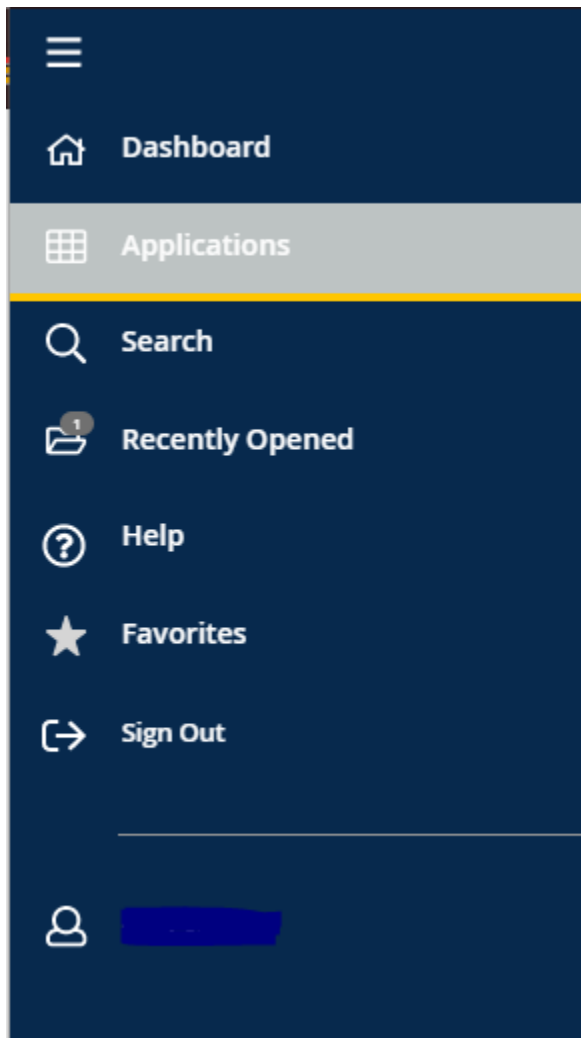
What is the "My Banner" link on the Application Navigator menu?

This is where you can quickly access the Banner pages you use most often. You can use My Banner Maintenance (GUAPMNU) to create these favorites.



Favorites

The Favorites icon, indicated by a star on the left side menu, is used to add frequently accessed pages to a list for easy access. Click the star icon to see the list of favorites. You can add any of the pages or objects listed under the applications menu as a favorite by clicking on the star icon alongside that object. To remove the object from the list of favorites, click the star icon alongside it in the favorites list.

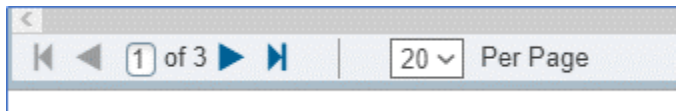


Where can I find the items that were available under the Banner 8 Options dropdown menu?

Banner 9 has separated these items out into two separate dropdown menus: **Related** and **Tools**. The **Related** menu contains the related pages that were previously listed under options and the **Tools** menu contains the actions that were listed there.

How do I get more records to display on a page in Banner 9?

Banner 9 gives you the option of displaying fewer or more records on the screen for certain pages. Click on the **Per Page** dropdown at the bottom of the list of records on these screens to control the number of records displayed. Please note that your choice is not retained upon exiting the page.



Where can I find the items that were available under the Banner 8 Options dropdown menu?

Banner 9 has separated these items out into two separate dropdown menus: **Related** and **Tools**. The **Related** menu contains the related pages that were previously listed under options and the **Tools** menu contains the actions that were listed there.

Will Banner 9 work on mobile devices?

Yes! Banner 9 works well on large-screen mobile devices like tablets and iPads. NOTE: Although Banner 9 is accessible from a phone, the user experience is not ideal.

Can Banner 9 be accessed off campus?

Yes, Banner 9 can be accessed off campus, but you must be logged on to the Drexel VPN (vpn.drexel.edu) before you access Banner 9.

Can I run multiple instances of Banner Admin Pages within Application Navigator?

Yes, either within the same web browser or different browsers.

What happened to the 'GoTo' Option?

Pressing F5 used to activate a 'go to' search box; the F5 key is now used to refresh in Banner 9.

To go to a new form, choose the Search icon on the upper left side of the browser.



Do I need to attend a Banner 9 training session?

Banner 8 and Banner 9 function the same way and the forms/pages have the same names. Banner 9 pages have a more modern look, are more intuitive and easier to navigate. We recommend you view the [Banner 9 Training Video](#). If you already have a Banner account, then you are not required to attend another training session; however, you are welcome to do so if you prefer. If you don't yet have a Banner account, you must attend one of the Banner navigation training sessions. More information about this can be found on the Academic Information & Systems training web page (<https://drexel.edu/ais/training/>).

Can I change the color scheme on my Banner pages?

Individual users cannot choose a personal color in the Banner 9 applications at this time.

Can I update any Personal Settings?

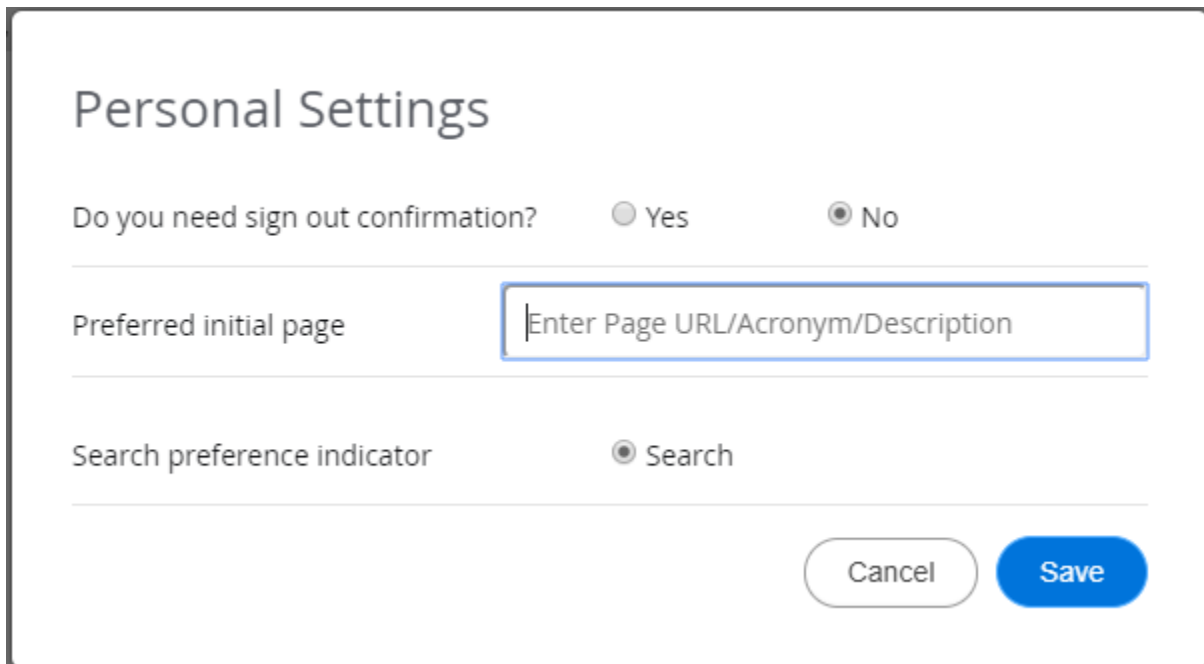


Personal Settings

Use the personal settings to define the initial page and to configure sign out confirmation.

The Personal Settings link is under the user profile icon. It has the following settings:

- **Do you need sign out confirmation?** - Select Yes if you want users to be prompted with a confirmation message when signing out of Application Navigator. The default setting is No.
- **Preferred initial page** - This is the first page that will be opened for the user when they log into Application Navigator. Users can identify the page description or seven-letter identifier for an Administrative page.

A screenshot of the 'Personal Settings' dialog box. The title 'Personal Settings' is at the top. Below it are three settings: 1. 'Do you need sign out confirmation?' with radio buttons for 'Yes' and 'No', where 'No' is selected. 2. 'Preferred initial page' with a text input field containing the placeholder text 'Enter Page URL/Acronym/Description'. 3. 'Search preference indicator' with radio buttons for 'Search' and an unlabelled option, where 'Search' is selected. At the bottom right are 'Cancel' and 'Save' buttons.

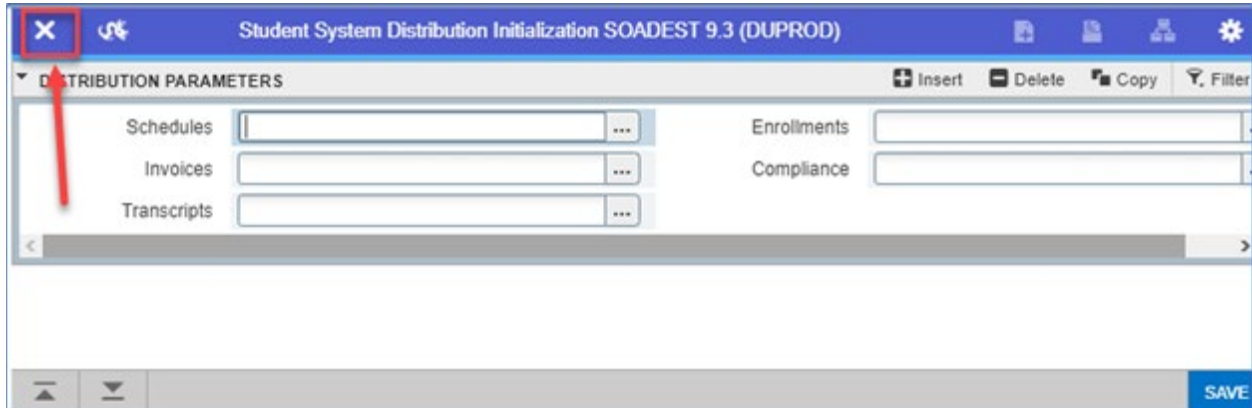
How do I resize a page in Banner 9?

You can use the CTL+ to increase the size and CTL- to decrease the size. CTL 0 returns the zoom to 100%.

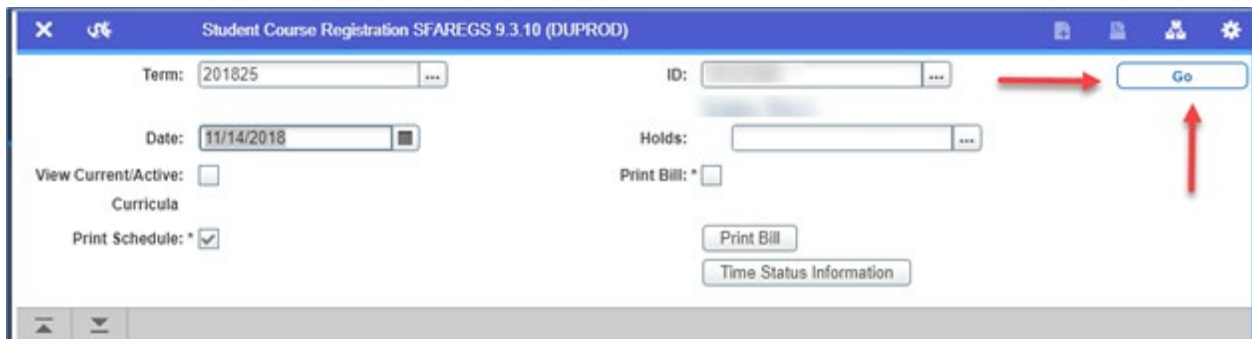
How do I use Registration (SFAREGS)

From the Home Page, either type **SFAREGS** and hit Enter or type part of or all of the word **Registration** and then select from the menu items that come up.

The first time you go to the registration page, the SOADEST page will open. Just close it.



In **SFAREGS**, enter the term code and student's university id or user id, then click the **Go button**.



This puts you in the **ENROLLMENT INFORMATION** section of the page. Use the **Down Arrow** at the bottom of the page OR use **Alt+PageDown** to get to the **COURSE INFORMATION** section.

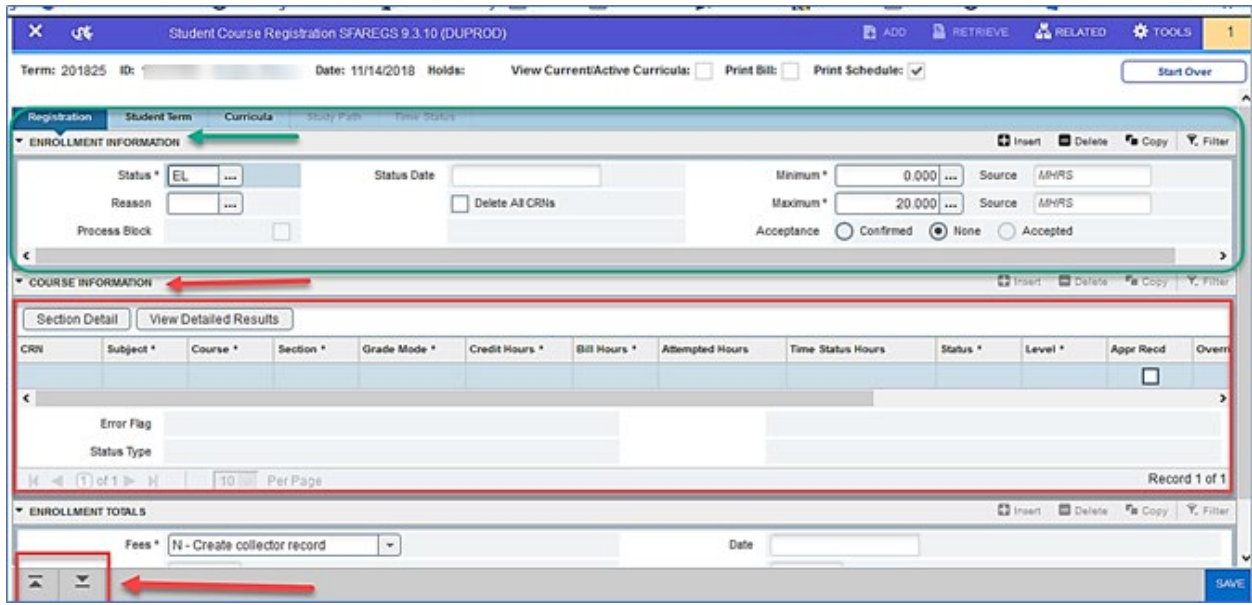


Figure 1: Without any registration already

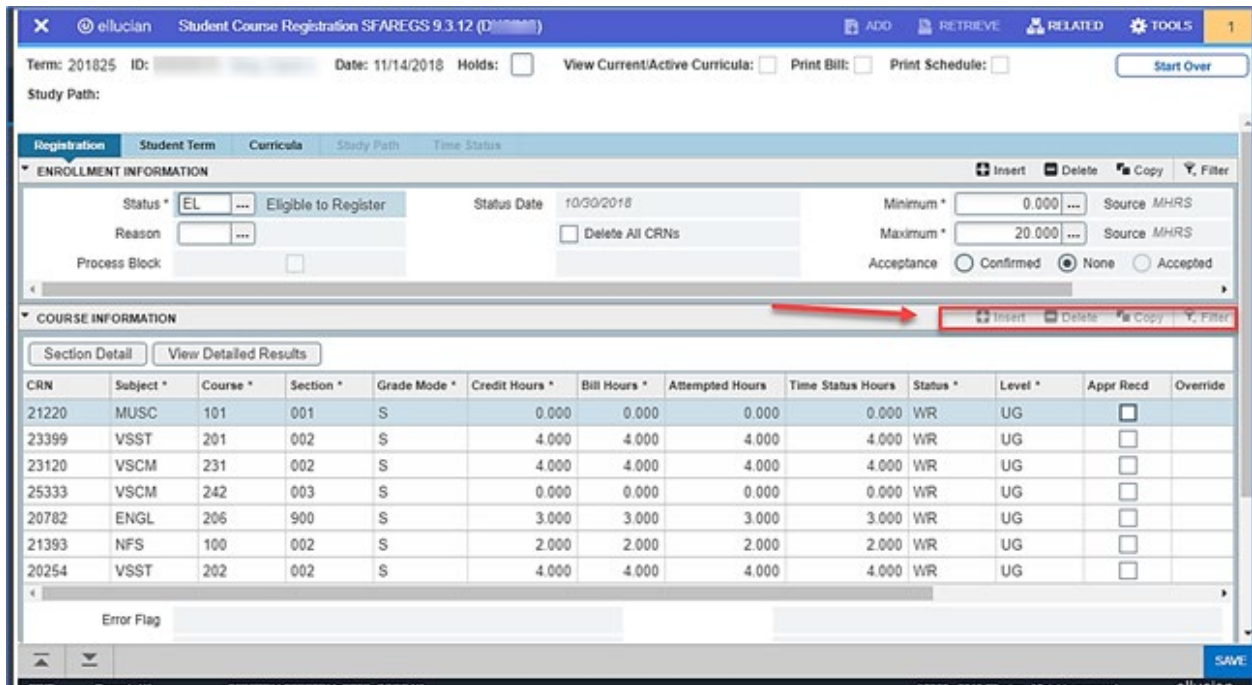
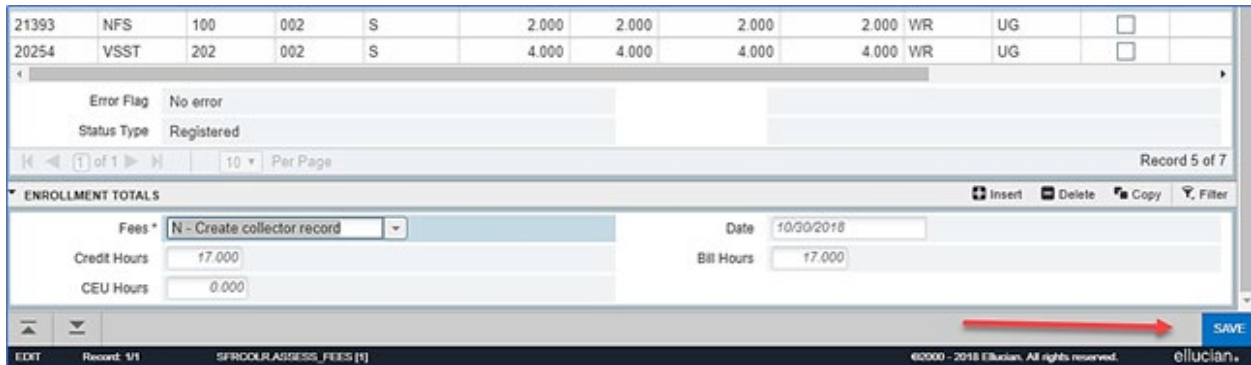


Figure 2: With registration already

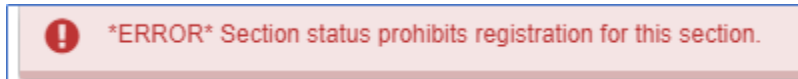
Either click **Insert** or **scroll down** to an **empty row** to add course(s).

When you are finished, click the **SAVE** button in the lower right corner.



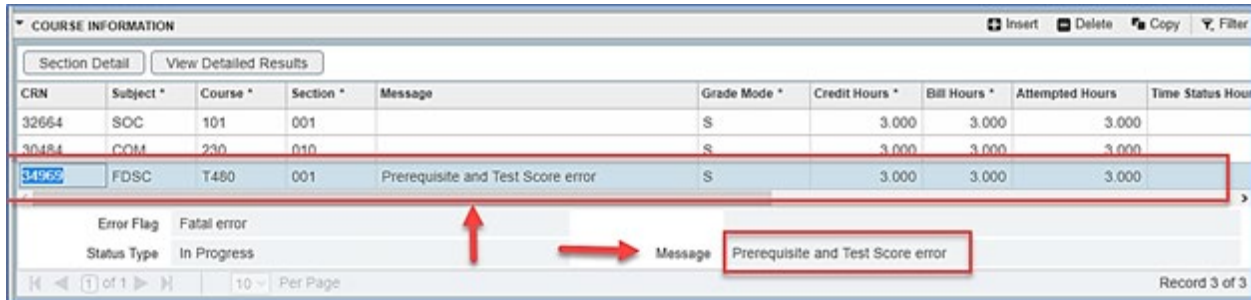
If there are any registration errors, correct them or change the course status to 'DD', then click **SAVE** again. If you need to Override any registration errors, you can select 'Yes'. DO NOT USE OVERRIDE ALL as you will get an error. See the following example of how to handle registration errors:

If a restriction on a course section causes a registration error, the following message will appear in the upper right side of the screen:



To clear the error, click the yellow number that appears above the error message.

View the error that is generated in the Course Information section of the screen



To override this error, select **Yes** from the drop-down box in the Override Column and **Save**.

COURSE INFORMATION									
Section Detail		View Detailed Results							
* Credit Hours *	Bill Hours *	Attempted Hours ▲	Time Status Hours	Status *	Level *	Appr Recd	Override	Pa	
3.000	3.000	3.000	3.000	RE	UG	<input checked="" type="checkbox"/>			1
3.000	3.000	3.000	3.000	RE	UG	<input type="checkbox"/>			1
3.000	3.000	3.000	3.000	RE	UG	<input type="checkbox"/>			1

Error Flag	Fatal error		
Status Type	In Progress	Message	Prerequisite and Test Score error

1 of 1 | 10 Per Page

To remove the course section, change the value in the Status column to 'DD' and **Save**.

COURSE INFORMATION									
Section Detail		View Detailed Results							
Grade Mode *	Credit Hours *	Bill Hours *	Attempted Hours ▲	Time Status Hours	Status *	Level *			
S	3.000	3.000	3.000	3.000	RE	UG			
S	3.000	3.000	3.000	3.000	RE	UG			
S	0.000	0.000	0.000	0.000	DD	UG			

Error Flag	In Progress		
Status Type	In Progress	Message	

1 of 1 | 10 Per Page

Please Note:

If a course section generates multiple errors you will need to repeat these steps.

Do NOT select All from the drop-down box in the Override Column. This will generate another error.

Do NOT attempt to override a Closed section. This will generate another error.

How do I access and use Banner Z Forms?

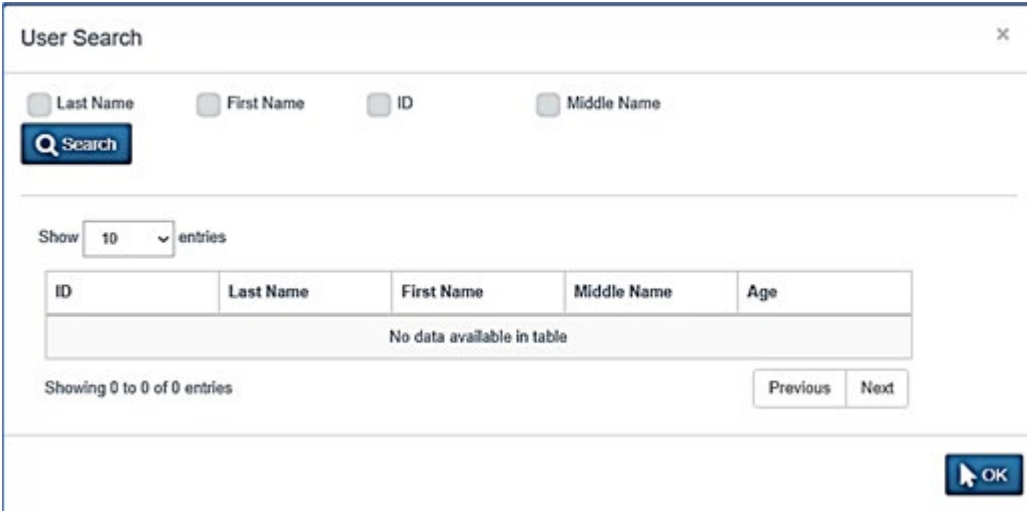
Forms in Banner that begin with SZ, RZ, GZ or TZ (*i.e.*, Z forms) are customized specifically by and for Drexel University. The forms' names and descriptions can be found by using the **Home Page Search box** or the **Magnifying Glass Search box**. You may also save them in your **My**

Banner list if you set that up. The navigation within these forms functions differently from other Banner forms.

- **SZGAFRPA – Student FERPA Waiver Authorizations Form**
- **SZGASNAR – General Student Narrative Form**
- **SZGAASIN – Accelerated Student Tracking Form**
- **SZGAASIN – Accelerated Student Information Narrative Form**
- **SZIADST – Auditing Student Data Changes Inquiry Form**
- **GZOIFASI – FA AR And Student Information Display Form**
- **GZIIDNS – Person Search Form (for these instructions go [here](#))**

These Z Forms require the id of a student whose records you want. If you know the id (university id or user id), you can type it in and hit Enter.

1. If you don't know the person's id, you can **Search** for it by clicking the 3 dots next to the Id box . A **User Search** box will open.



ID	Last Name	First Name	Middle Name	Age
No data available in table				

2. Click on the boxes you want to search on (e.g., Last Name, First Name). Each one opens a tab where you can enter the search criteria.

User Search

Last Name
 First Name
 ID
 Middle Name

After you enter the information, click the **Search button**. The results will be shown below the Search button.

User Search ×

Last Name
 First Name
 ID
 Middle Name

Show entries

ID	Last Name	First Name	Middle Name	Age
<input type="text" value="3"/>	Arts	Marshall		24
<input type="text" value="4"/>	Arts	Marshall		24
<input type="text" value="1"/>	Arts	Marshall		24

Showing 1 to 5 of 5 entries (filtered from 10 total entries) Previous Next

3. Click on the row you want and then select OK. You can also just double click the row you want. Either way the popup User Search will disappear and the Id you selected will be in the Id field of the Z form.

If you have **Query** access to the form, you can look at whatever information is there, but you cannot add/change/delete any information. If there are several rows of data, you can adjust the number of rows you see by changing the dropdown and/or changing from one page to the next.





Show entries

Previous

If you have **Modify** access to the form, in addition to reviewing the information, you can insert, delete, or change what's there. To **add** information, some Z forms provide boxes to fill in (e.g, SZGASNAR), then click the **Save button** to add the new row. With some Z forms you must click the **Insert button** before the fill-in boxes appear (SZGAFRPA). Once you complete the information, click the **Save button**. To **Delete** a row, select it, it turns color, then click the **Delete button**.

If you want to switch to a different student's record, type in the new id or do a new name search. There is no Start Over button on any Z form.

To **Close** or **Leave** a Z form, there are a couple of options.

- You can click the '**X**' in the upper right corner of the form. You will see a blank (blue) screen. To navigate away from the form, you can click the **Home Page**  or the **Magnifying Glass**  on the left side of the page. If you 'X' out of the Z form, you will not be able to return to that form again without refreshing your browser session.
- You can leave the form open and just click the **Home Page**  or the **Magnifying Glass**  on the left side of the page. Then you will be able to go back into that Z form again later in the session.

Instructions for Using GZIIDNS – Person Search Form

- If you know the ID (University ID or User ID), type it in the ID field and select the **Search** button or click F8. All records matching that ID will populate in the results table below.
- If you do not know the person's ID you can search based on SSN, Last Name, First Name, Middle Name, or Birthdate.
- When searching by name you can use the % sign (wildcard) at the beginning, end, or surrounding partial words when the full name is not known. (e.g., %mith, Smi%, or %mit% will all return results for Smith)
- Date of Birth format should be DD-MON-YYYY (i.e. 03-MAY-2000). You can also use the % wildcard if you do not know the specific year of birth (i.e. 03-MAY%)
- If you need to do reset the search or do a new search all together you can clear the form by pressing the **Reset** button or click F7.

GZIIDNS ^ x

Show entries

SSN	ID	Last Name	First Name	Middle Name	Birth Date	Age	Gender	Change Indicator
••••••	••••••	Arts	Marshall		10/18/1994	25	M	
••••••	••••••	Arts	Marshall		10/18/1994	25	M	I
••••••	••••••	Arts	Marshall		10/18/1994	25	M	I

The results will be shown below the Search button. If needed, you can adjust the number of entries shown on the page and/or scroll to the Next or Previous pages.

Show entries

When you find the person you want, **click** on that row and that person's information will appear. It will highlight the entry and provide an indication of the records associated with that entry as well as any addresses.

		Arts	Marshall		10/18/1994	25	M	I
		Arts	Marshall		10/18/1994	25	M	I
					1			
					1			

Showing 1 to 5 of 5 entries

Previous **1** Next

ADMISSIONS

Recruit

Admissions

FIN AID

Applicant

STUDENT

Transfer Work

Gen Student

Registration

Housing

Faculty

HUMAN RESOURCE

Applicant

Employee

Beneficiary

Cobra Person

FINANCE

Agency

Bank

Customer

Employee

Financial Mgr

Vendor

ACCOUNTS RECEIVABLE

A/R





CO-OP

Employer/Contact

Show 5 entries


Type	Street	City	ST/Prov	ZIP/PC	Area Code	Phone Number
CR	2339 Tilden St	Philadelphia	PA	19129		
LR	Legal Residence	Casa Grande	AZ	85193		

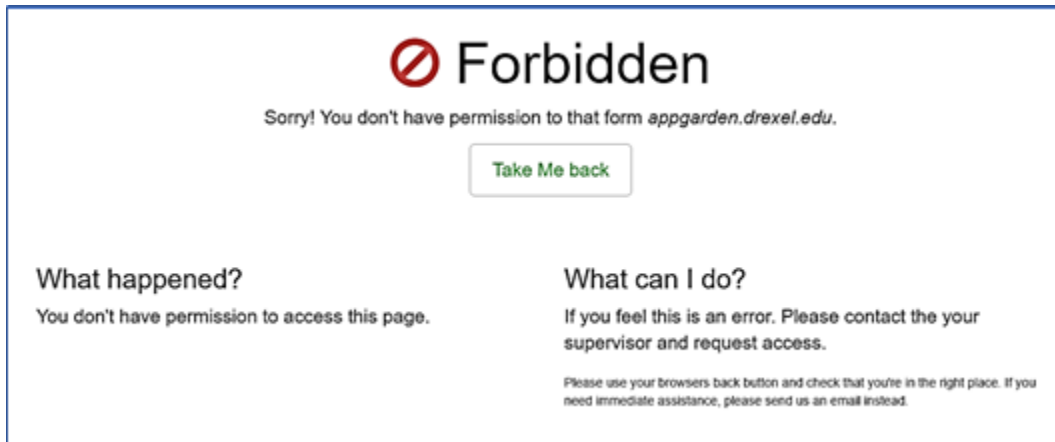
To **Close** or **Leave** the Z form, there are a couple of options.

- You can click the 'X' in the upper right corner of the form. You will see a blank (blue) screen. To navigate away from the form, you can click the **Home Page**  or the **Magnifying Glass**  on the left side of the page. If you 'X' out of the Z form, you will not be able to return to that form again without refreshing your browser session.
- You can leave the form open and just click the **Home Page**  or the **Magnifying Glass**  on the left side of the page. Then you will be able to go back into that Z form again later in the session.

What if I get a 'Forbidden' error message?

The first time you navigate to one of the Z forms, a limited number of users may see a 'Forbidden' error message. To correct this, you can refresh your browser either using

the  beside the URL or by selecting the F5 key. This will send you back to the Home screen. When you go to the Z form again, it will open successfully.



What happened to GZOANAME, GZAADDR and SZAEMAL?

Banner users no longer need to go to several different forms to view and/or update someone's name, address, or email. You can access the information in **General Person Identification (SPAIDEN)**. SPAIDEN has several tabs.

<u>Old Form</u>	<u>SPAIDEN tab</u>
GZOANAME	SPAIDEN Current Identification tab
GZAADDR	SPAIDEN Address tab
SZAEMAL	SPAIDEN E-mail

For more information on how to use **SPAIDEN**, click [here](#))

How do I use the General Person Identification (SPAIDEN) page?

The **General Person Identification (SPAIDEN)** form/page can be used instead of several separate forms. It has replaced **GZOANAME**, **GZAADDR**, and **SZAEMAL**. It can also be used instead of **SPATELE** (Telephone) and **SPAPERS** (Biographical), if you have access to those.

SPAIDEN has several tabs.

General Person Identification SPAIDEN 9.3.12 (DUPROD)

ID: 1- Bridge, Brook L Start Over

Current Identification | Alternate Identification | Address | Telephone | Biographical | E-mail | Emergency Contact | Additional Identification

▼ IDENTIFICATION Insert Delete Copy Filter

ID: 14 Name Type: ...

▼ PERSON Insert Delete Copy Filter

Last Name: Bridge Prefix: ...
 First Name: Brook Suffix: ...
 Middle Name: Lynn Preferred First Name: ...
 Full Legal Name: ...

▼ NON-PERSON Insert Delete Copy Filter

Name: ...

▼ ID AND NAME SOURCE Insert Delete Copy Filter

Last Update
 Origin: SPAIDEN
 Original Creation
 User: SLATE Create Date: 12/15/2015

Activity Date: 12/17/2018 03:55:38 PM Activity User: CG29 SAVE

Current Identification tab

This tab shows the person's name, including preferred first name. If you have update access and need to change a name, do it here.

Address tab

This tab shows all the person's addresses. You can scroll through them or use the **Filter** to look for a particular address or address type. If you have update access and need to make changes, you may do so by using **Insert**, **Delete** or **Copy**.

Telephone tab

This tab shows the person's phone number(s). You can scroll through them or use the **Filter** to look for a particular phone number or type. If you have update access and need to make changes, you may do so by using **Insert**, **Delete** or **Copy**.

Biographical tab (highly restricted access)

This tab shows the person's biographical information such as gender, birth date, age, SSN, citizenship, veteran status, and race and ethnicity. It is the same as the **SPAPERS** form. Most Banner users do not have access to this tab.

Email tab

This tab shows the person's email address(es). Everyone should have a Drexel Official University Email (DOE). Individuals must pick up their email accounts before this will show in Banner.

The screenshot shows the 'E-mail' tab in the SPAIDEN system. The header includes 'General Person Identification SPAIDEN 9.3.12 (DUPROD)' and a 'Start Over' button. The main content area is titled 'E-MAIL INFORMATION' and contains four entries:

- Entry 1:** E-mail Type: DOE (Official University), E-mail Address: brook.lynn.bridge@drexel.edu, Preferred: checked, Inactivate: unchecked, Display on Web: checked, URL: unchecked.
- Entry 2:** E-mail Type: EDEP (Parent Email via FAFSA), E-mail Address: stephbridge@gmail.com, Preferred: unchecked, Inactivate: unchecked, Display on Web: unchecked, URL: unchecked.
- Entry 3:** E-mail Type: EDES (Student Email via FAFSA), E-mail Address: brooklynbridge@gmail.com, Preferred: unchecked, Inactivate: unchecked, Display on Web: unchecked, URL: unchecked.
- Entry 4:** E-mail Type: PAR1 (Father/Guardian Email), E-mail Address: stevebridge@gmail.com, Preferred: unchecked, Inactivate: unchecked, Display on Web: unchecked, URL: unchecked.

At the bottom, the 'Activity Date' is 01/14/2019 10:02:52 AM and the 'Activity User' is blank. A 'SAVE' button is in the bottom right corner.

Emergency Contact tab

This tab shows the person's emergency contact(s). If you have update access and need to make changes, you may do so by using **Insert**, **Delete** or **Copy**.

The screenshot shows the 'Emergency Contact' tab in the SPAIDEN system. The header includes 'General Person Identification SPAIDEN 9.3.12 (DUPROD)' and a 'Start Over' button. The main content area is titled 'EMERGENCY CONTACT INFORMATION' and contains the following details:

- Priority:** 1
- Relationship:** H (Father/Guardian)
- Last Name:** Bridge
- First Name:** Steven
- Middle Name:** (empty)
- Address Type:** EM (Emergency use SPAEMRG)
- Street Line 1:** 12 Montclair Rd
- Street Line 2:** (empty)
- Street Line 3:** (empty)
- City:** Yonkers
- State or Province:** NY (New York)
- ZIP or Postal Code:** 10710-2831
- Nation:** USA (UNITED STATES OF AMERICA)
- Address Verified:** checked
- Skip Address Verify:** unchecked
- Area Code:** (empty)
- Phone Number:** (empty)
- Extension:** (empty)

At the bottom, the 'Activity Date' is 01/14/2019 10:05:18 AM and the 'Activity User' is blank. A 'SAVE' button is in the bottom right corner. A red box highlights the 'Insert', 'Delete', and 'Copy' buttons in the top right of the form area. Another red box highlights the pagination controls at the bottom left, showing '1 of 2' records.

