

# Banner 9 FAQs

4/15/2019

## What is Banner 9?

*Banner 9 is a major Banner system upgrade. The Banner 9 Welcome screen (also referred to as Application Navigator) offers a modern web page interface for navigating throughout Banner pages, offering multiple ways to search. The Banner Administrative menu has been reorganized and Banner pages are transformed into web page-like versions of INB forms. Any browser may be used. Banner 9 is also compatible with tablets and mobile devices. A VPN (virtual private network) connection is still required to access Banner 9 from off-campus.*

## What is changing with Banner 9?

*There is no need to learn a new application, the forms that you use and functionality are mostly the same. Due to underlying architecture changes the user interface will be different (how you navigate through the application/forms and how the forms are displayed).*

## What are Banner 9 Admin Pages?

*Admin pages are replacing the Banner forms being used by staff to perform back office operations.*

## How do I log into Banner 9?

*You will need to login using your employee email username (AD) and password – username@hiram.edu (without the @hiram.edu)*

## I'm having trouble logging into Application Navigator (Banner 9), what should I do?

*Verify that you are using your correct username and password, if that doesn't correct the issue clear the browser's cache, close ALL browser open tabs and retry.*

*Edit your bookmark and replace the URL string with the following shorter link <https://banadminprod-vm.hiram.edu:8443/applicationNavigator>*

*(When you initially bookmark the site it adds additional parameters to the URL string. The bookmark seems to work better when it is modified and the short link is saved)*

## Can I still access Banner 8 forms?

*Banner 8 is no longer supported and will not be accessible as of 8/5/19.*

## How do I clear cache?

[In Chrome](#)

[In Firefox](#)

[In Internet Explorer](#)

## What browsers does Banner 9 support?

*You should be able to use any browser such as Chrome, Internet Explorer, Firefox and even Safari.*

*Banner 9 seems to work faster in Chrome, but some print functionality may work better in Internet Explorer.*

## Can I have more than one session of Banner 9 open?

*Yes. You can have multiple session open by login through multiple tabs or even different browsers.*

## Can I access all the forms in Application Navigator that I currently have permissions to access?

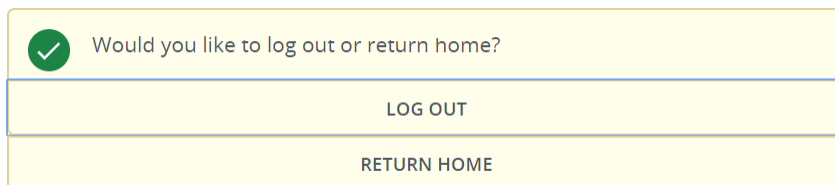
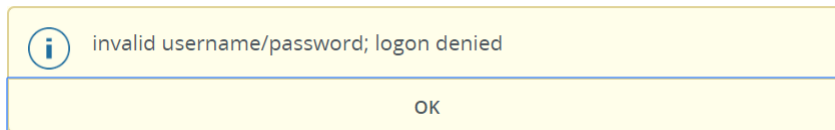
*Yes. You should have exactly the same permission as you had within Banner 8*

## Why did my session expire?

*In order to optimize performance and security, Banner 9 will expire after 90 minutes of inactivity. When it expires, be sure to close all the open tabs and re-launch the browser before logging back in.*

## Why am I receiving 'logon denied' message when it actually logs me in?

*If you close your browser before logging out of Banner 9 you are likely to receive the following messages on next login. You should click on the lock symbol on left navigation menu in Banner 9 when your session is complete to avoid this in the future.*



## What should I do if I still have problems with Banner 9?

*Send an email describing your problem to [barcikoskijr@hiram.edu](mailto:barcikoskijr@hiram.edu) Please provide as much detail as possible (a picture is worth a thousand words).*