Tips and Tricks
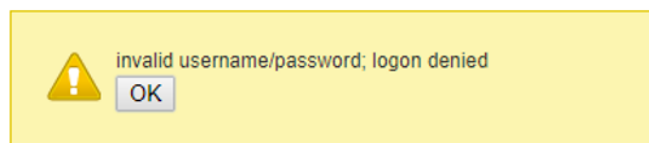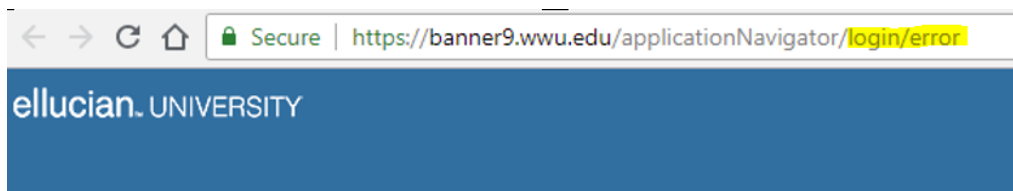
General Navigation

- [Navigating Banner 9](#) Video provided by Ellucian
- If you didn't attend training you can watch one here…
- [Keyboard shortcuts](#), a cross walk between Banner 8 and Banner 9

  Please note: CTRL+Page Down is now ALT+Page Down

What do I do if I get an invalid username\ password login denied error?

Instead of clicking OK and trying to login again. Remove from the URL "login/error" and hit enter:
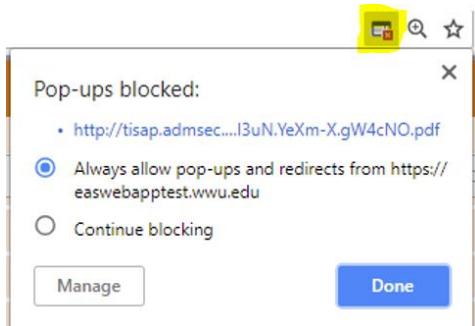

A short video is available on the Banner 9 Channel in myWestern on the EMPLOYEE tab.

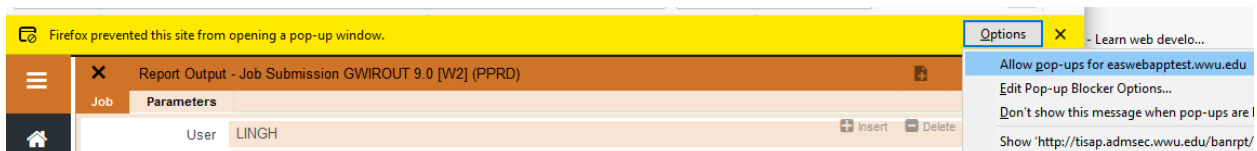## Turning Off Pop-up Blockers

Pop-up blocker must be turned off in the browser to view reports on GWIROUT. When you view the output in GWIROUT for the first time the browser will prompt you to allow pop-ups.

In Chrome, click the error message in the URL and select "Always allow…":

Tips and Tricks

In Firefox, click Options and select "Allow pop-ups for…":
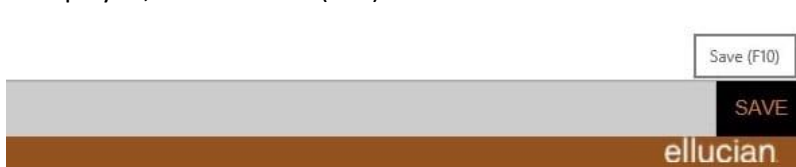

Otherwise, follow the steps below to turn of pop-up blocker in the browser settings.

- For Chrome – open the option menu (top right-hand corner), Setting, Advanced (at the bottom of the page), Content settings, Popups, Allowed.
- For IE – Tools, Pop-up Blocker, Turn off Pop-up Blocker
- For FireFox – open the options menu (top right-hand corner), Option, Privacy & Security, Permissions, Uncheck "Block pop-up windows")If you need help on the "pop-up" blocker setting, please call Helpdesk at x3333.

Shortcuts in Banner 9

Ctrl+PageDown (Banner 8) is now Alt+PageDown in Banner 9. In Application Navigator (App Nav is the name of Banner 9's new user interface) you can hover over icons and the keyboard shortcut equivalent is displayed, such as SAVE (F10).

See the Banner Keyboard Shortcuts Banner 8 vs. Banner 9 on the Banner 9 Channel, myWestern, EMPLOYEE tab.

ALT + Enter + X in Banner 8 will exit the form you were in. However, in Banner 9 and with Firefox, this same command will close out your entire browser without any warning. So try not to do this!
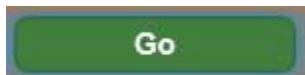
Tips and Tricks

Banner 9 is not case sensitive! You can type upper case, lower case or combination of both when calling up any admin pages.

In some pages, if you would like to transition from a query back to data entry, hit F5/Refresh will remove your query and put you back into the enter-new-record mode. This is working with some pages like FTMFUND, FTMORGN, etc. Please try it with your pages when you would like to transition from query back to data entry. It might work for you too!

Hit tab and enter instead of (Alt + Page Down)

Thank you Jackson and Tom for this helpful tip!!

In Banner 9 instead of using the mouse to click Go you can click tab. Tab moves the cursor to different fields in the header. When Go is surrounded by blue, click enter to open the admin page. The number of times you need to click tab depends on the number of fields in the header.

AutoHotKey

Thank you Ivy for sharing your success story.

AutoHotKey is a tool that can be used to create easy keyboard shortcuts or hotkeys. If you'd like more information about this tool contact Eric Spanitz.
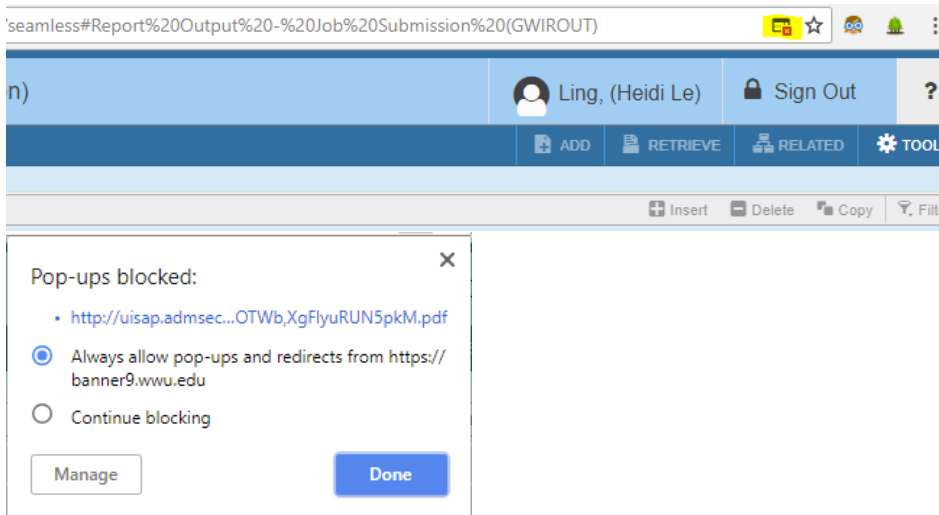
Clear the Browser Cache

Ellucian recommends clearing your cache after each upgrade. Western's tech team recommends clearing your cache anytime you encounter an unusual error such as "Service Invocation Failed" Couldn't access remote service. You will know it is time to clear cache when you've entered the correct 7 character page identifier and it doesn't open or you have a white page. Press Ctrl+Shift+Delete (Chrome, Firefox, Edge and ie) to open the dialog box for clearing the cache. Trick here is to select the longest duration of time (ie doesn't ask). You can uncheck passwords which allows the browser to save your stored passwords. Please watch the short video "Clear Browser Cache" or use the "Clear Browser Cache" quick sheet for browser specific instructions on the Banner 9 channel in myWestern, EMPLOYEE tab.

Pop-up blocker

Tips and Tricks

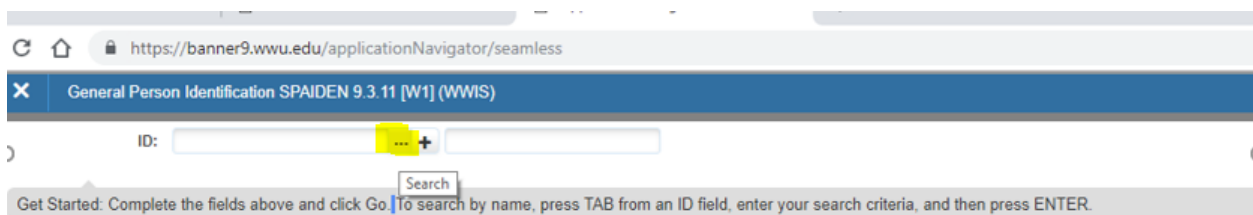When you run reports, you need to turn off the pop-up blocker in the browser to view your output in GWIROUT.

1. Click the "Pop-ups were blocked on this page." Message or the icon highlighted, select "Always allow pop-ups …", and click done.

For more browser specific information please view the "Turn Off Popup Blocker" Quick Sheet on the Banner 9 channel in myWestern, employee tab.
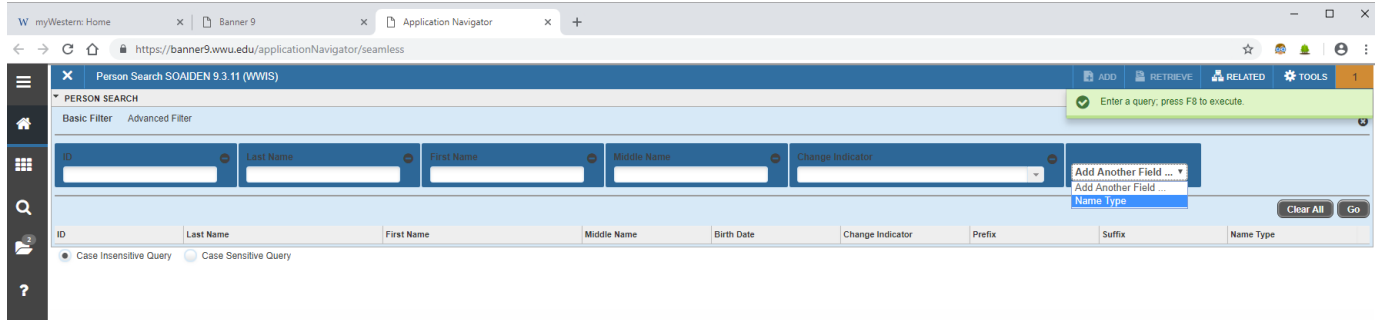
Basic and Advanced Filtering (Query)

There are now two options for querying data. Basic (the default) and Advanced. When you start a query (or do a look up / Search):
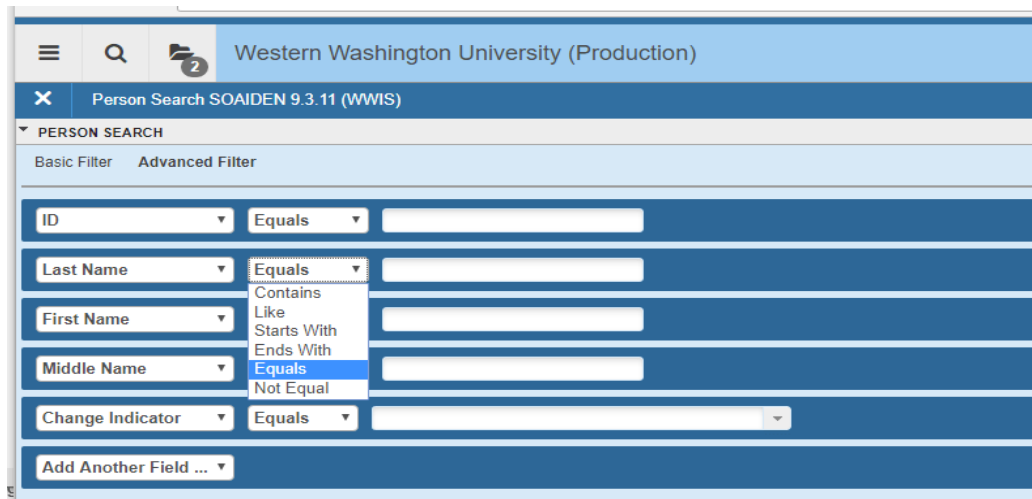

Banner 9 suggests data for you to query on based on the page information you are trying to access. Additionally you may have the option to Add Another Field – click the drop down arrow for a list of other fields available for querying.

Tips and Tricks

1. You can also click the radio button to add Case Sensitivity to your query; this can come in handy when querying a business.
2. The wild card or percent sign (%) still works when searching.
3. Click Advanced Filter to open Advanced Filtering options and drop downs.

Can I Have Multiple Banner 9 Sessions Open?

Absolutely, you can have multiple session open by logging in to Banner 9 through multiple browser tabs or even different browsers.