

# Banner Web FAQ

## **Q. What is Banner Web for Students?**

**A.** Banner Web gives students of Ogeechee Technical College access to their personal and academic information via the Internet. Banner Web gives students the ability to view grades, transcripts, schedules, holds, account balances, financial aid information, run Degree Works curriculum audits, and much more.

## **Q. What is my User ID?**

**A.** Your Student ID is a generated number created specifically for you through Ogeechee Technical College. If you do not know this ID number, you can use your Social Security number the first time that you log in. After you have successfully logged into Banner Web, please click the "Student Services, Financial Aid, Registration & Business Office" Tab. Select the Student Records Menu and click the View Holds Link. Your generated student ID number and name will be displayed on the top right-hand view of the screen. This number should be used to log in to Banner Web each time in the future to protect your SSN.

Additionally there is a link from the Registrar's Office web page labeled "Look Up OTC Student ID" that can be used to enter identifiable information and display your student ID number.

## **Q. What is my PIN?**

**A.** PIN stands for personal identification number. Your initial PIN number is your date of birth in this format: mmddyy. For example, if you were born on April 13, 1972, you would enter 041372. This pin number should be changed the first time that you log in and can be changed as often as you wish after your initial log in in the Personal Information Menu.

## **Q. What should I do if I forget my PIN or I cannot login?**

**A.** You should first try to key in your Student ID number and leave the pin field blank. Click:

[Forgot PIN?](#)

When you click the Forgot PIN button, Banner Web will ask you for the case sensitive response to the security question that you set up during your initial visit to your account. If this doesn't work, please click Exit and select Return to Homepage. The top item under Useful Links on the Banner Web Homepage is the Account Assistance Request Form. Please fill out as much information as possible. Be sure to complete the fill in box (the default message says "Type your comment or problem here") and list the account that you are having an issue with (Banner Web, Student Email, etc.), include any error message that you receive, and include a reply e-mail address so that we may contact you regarding assistance.

The Banner Web accounts lock after five incorrect log in attempts and direct you to contact technical support. The Account Assistance Request Form located on the Account Assistance web page under the Current Students heading is the easiest way to contact technical support.

## **Q. What if I don't know my OTC Student ID and I don't have a Social Security Number?**

**A.** Contact the Data Quality Manager either through the Account Assistance Form, via email, or by phone.

## **Q. Do I have to respond to the prompt asking for a PIN hint?**

**A.** You must enter a security question and your response into the proper fields in order to proceed with the login process. These fields will be used later to authenticate the Web user whenever you access the "Forgot PIN"

function. You may change this question and response at any time through the Personal Information Menu by clicking the Change Security Question option.

**Q. Why can't I view my grades?**

A. There are two possibilities: (1) there may be a hold on your account. It will give you a prompt and allow you to see the type of hold and who you should contact to resolve the issue; or (2) Grades have not been posted yet for the semester in question. Grades will automatically be posted as we process and finalize them. This may take as long as one week after classes complete. Generally a message is posted about grade availability on the log in page for Banner Web. During grade processing, access to academic transcripts and Degree Works is suspended as the grade point average and grades are not finalized and rolled to academic history.

**Q. Where do I check my grades?**

A. Once logged into Banner Web, to view grades for a specific term click on the Student Services Menu Tab. Select the Student Records Menu. Click the Final Grades Link. To view grades for all terms of attendance, click the Academic Transcript Link. Leave it as this form defaults to display "All Levels" of enrollment and click Submit.

**Q. May I change my phone number, address, or name on line?**

A. No. In the Personal Information Menu you may use the View Address(es) and Phone(S) option to see what OTC has attached to your record. We require a written/signed request to update this information. More information can be found on the Registrar's Office web-page under the link labeled Changes to Personal Information. You can also use the link within the View Address(es) and Phone(s) section to print a form that you may complete to change this information. This form can be scanned and emailed, mailed, faxed or brought by the Registrar's Office in the Joseph E. Kennedy Building. Please be aware that a copy of your social security card must be presented if requesting a change of name.

**Q. Will I be able to add and drop courses on line?**

A. Yes but this will require that you obtain your RAN (registration access number) from your advisor. You should use your Appointment Plus account to schedule an advisement session each term.

**Q. Why can't I access Banner Web using AOL/MSN?**

A. Banner Web does not operate properly using AOL or MSN. In order to access Banner Web, complete the following steps: (1) Open your connection to AOL/MSN and then minimize the Browser (do not close it). (2) Once the AOL/MSN Interface is minimized, open Internet Explorer, Mozilla Firefox, Google Chrome, or Netscape. (3) Go to our homepage ([www.ogeecheetech.edu](http://www.ogeecheetech.edu)) and hover over the Current Students Link and click on the Banner Web link. (4) Login and navigate through Banner Web using Mozilla Firefox, Google Chrome, or Netscape.

**Q. How do I self-register (add/drop) classes?**

A. Log in to your Banner Web account. (1) Choose the 'Student' Menu (2) Choose the 'Registration' Menu. (3) Choose the 'Add/Drop Classes' link. (4) If prompted, select appropriate Term and click Submit Term Button. (5) Enter your RAN/alternate PIN as given to you by your advisor. This number is term specific and must be obtained during advisement. (6) Enter CRNs (Course Reference Numbers) for your classes and click Submit Changes or click Class Search to locate classes. (7) When complete, use the Student Detail Schedule to review your schedule. Be sure to print this page as you need a copy of your schedule to obtain a student ID badge.

**Q. Where can I view my Schedule in Banner?**

A. Under the Registration Menu you can choose Student Detail Schedule or Student Schedule by Day & Time.

**Q. Where can I check the amount that I owe in Banner?**

**A.** Under the Business Office Menu, choose Statement and Payment History. Notice in this form you have tabs labeled Statement, Payment History, Unbilled, and All so that you may narrow your search results. You may also utilize several options within the Business Office Menu such as Account Summary, Summary by Term, Account Detail for Term, or the Statement and Payment History.

**Q. Where can I make payment using Banner Web?**

**A.** From the main menu, select the Business Office Link. You will then use the Pay by Check or Credit Card Link to enter in information to make payment. If payment processing is disabled you should find text stating when service will resume under the link header.

**Q. How do I check my holds or determine who to contact?**

**A.** Click the Student Menu. Choose the Student Records Menu. Click on View Holds. Please look at the type of hold that you have on your account and utilize the contact information provided to determine who you need to contact to resolve your issue.

**Q. Banner Web shows that I have a pre-requisite and/or co-requisite error. How do I find out what is required?**

**A.** If you receive a registration error, you should contact your academic advisor. Please be sure to tell them which error message you receive and for which course you are getting the error.

**Q. Banner Web is giving me a Closed Class error. How do I take the course?**

**A.** Try for another section of the course that fits into your schedule. If this fails, contact your academic advisor. You may be able to choose an alternate course or your advisor may be able to get approval for an over-enrollment for the desired section. Overrides are not automatic.

**Q. My parents/significant other needs access to view my information within Banner Web. How can they do that without using my login?**

**A.** View the information on Proxy Access from the link on the Registrar's Office web page. There is information on the page for the student and for the parent (i.e. proxy user). A student can grant others permission to access certain information contained in Banner Web. This is called granting PROXY ACCESS. The PROXY is the person whom the student has given permission to.

**Q. How do I know what classes that I need to take to complete my program of study?**

**A.** Within Banner Web you have access to Degree Works. Degree Works is a web-based tool to help students and advisors monitor a student's progress toward degree completion. View the easy to read worksheet that helps you see what courses and requirements you still need to complete. From the Student Services Menu select Student Records and click the OTC DegreeWorks Link. Click the Link to Degree Works button to find your degree audit. There is a Back to Self-Service button to go back into Banner Web from Degree Works. More information can be found on the Registrar's web page in the menu item labeled as DegreeWorks.

**Q. How do I apply for graduation?**

**A.** Within Banner Web you can use the online graduation application. From the Student Services Menu, select the Student Records menu and click Apply to Graduate Link. More information can be found online from the Registrar's Office web page within the Applying to Graduate menu item.

