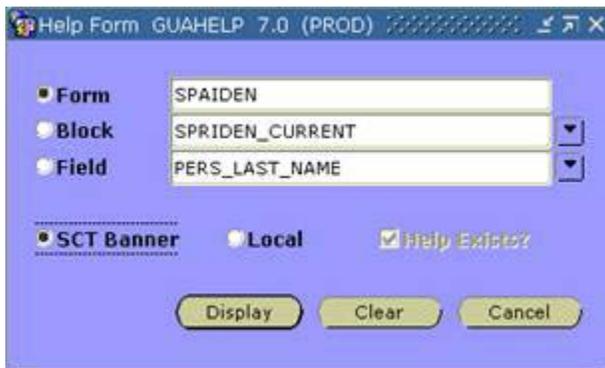## Banner

Help in Banner

There are a variety of sources for help on Banner. These include reading this guide, reading online documentation, using context sensitive help screens, asking other administrative users and Project Managers, and calling the Administrative Information Technology Services office for help.

Online Documentation
The complete Banner User's Guide, provided by SCT, is available for viewing and printing online. To access the online documentation system, go to http://www.hamline.edu/banner7/and click on the any of the linked documents. The User Guides will give detailed information about forms, reports and processed involved in the baseline product for each of the installed products. The Release Guides give detailed information about what has changed between Banner 6 and the current installed version of Banner (Currently 7.1). These two types of documents are very good sources for complete information about the entire Banner system, but does not include any modifications that Hamline has made to the baseline product.

Dynamic Help Query
To obtain context-sensitive help on the form, block, or field that you are currently on, select the **Dynamic Help Query** option from the **Help** pull-down menu.

Click on the radio button to indicate whether you wish to view help regarding the entire form, the current block, or the field which the cursor is now on.

Click on the SCT Banner radio button (Hamline has not added any dynamic help screens).

Click on the **Display** button to view the help.
This form of help is useful when you don't quite know what the form is used for or what the data field represents. Unfortunately, many entry fields do not have information in any length.
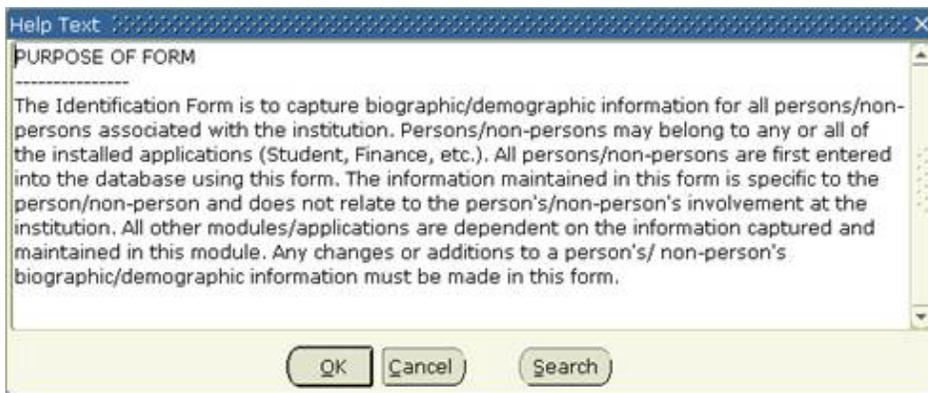
Online Help

Online help can be accessed from any menu or form by pressing the **Online Help** icon ⑦ which is the second icon from the right on the icon toolbar. Help information will be specific to the form you are in. The help system for Banner 7 is not a web based menu help system.
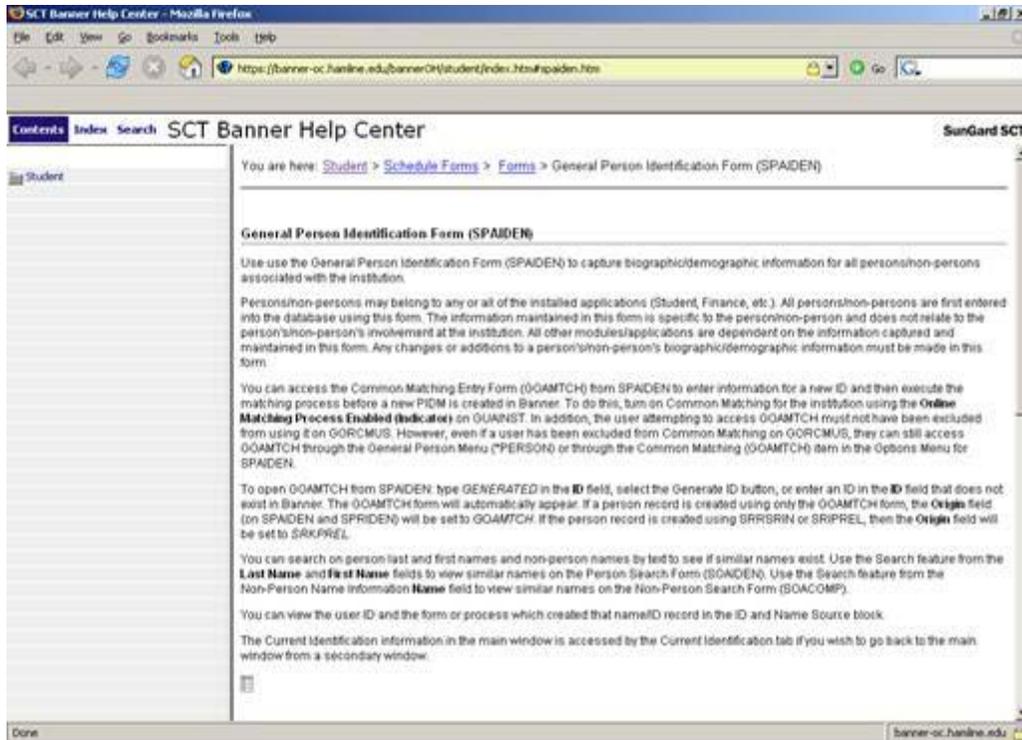
What to do if...
When a problem or question arises, a good source for help is the other administrative users who are familiar with the Banner system. It is best to first ask someone else in your office whether they have encountered a similar issue. Banner Project Managers are excellent sources for information regarding the specific applications that you are using. For more technical questions relating to the system, call the ITS Help Desk (2220) for help. When the issue relates directly to a programming project or is specific to your office, call the Banner Programmer assigned to your area.

...You Get an Oracle Error

- Perform the **DisplayError** function (press the **DisplayError** function key, or select **DisplayError** from the **Help** pull-down menu) to get a better description of the error.
- Write down the error number (eg: ORA-2198).
- Call the ITS Help Desk (2220) for help).

...You Get an Error Message

- Write down the error message.
- Seek help from an experienced Banner user (start with your Project Manager).
- If the problem was not resolved, call the ITS Help Desk (2220) for help.

...Your Keyboard Locks

- Check hardware connections and electrical outlets
- If the problem was not resolved, call the Help Desk (2220).

...You Want to Cancel a Submitted Job

- Note the job name.
- Call the ITS Help Desk (2220) for help.

...You Want to Cancel a Print Request

- Note the job name and print queue name.
- Call the ITS Help Desk (2220) for help.

...A Report Does Not Do What You Want It to Do

- Determine whether another report/form will meet your needs.
- Determine whether a Crystal report can be developed to meet your needs.
- Notify your Project Manager to discuss the option of requesting a modification (programming change) to the original report.
- As a last resort, have the Project Manager request a change to the report by notifying the lead programmer in your area and placing a request on the priority list for that module.

Need more help? Please contact the **Help Desk by email** or by phone at **651-523.2220**