Descriptive Information

Course Title: Diagnosing Logon Account Issues Via. Banner

General Description and Purpose:

This workshop explains/demonstrates how the staff in the Division of Communication and Information Technology (CIT) can assist in providing effective customer service by answering questions via the use of Banner Forms.

The purpose is to aid the staff in diagnosing logon account issues regarding accessing myTSU and Banner Services.

Prerequisite: Access to Internet Native Banner (INB) – Inquiry to specific Banner Forms Only.

Duration of Course: 1 Hour or less

Target Audience: Designated staff in CIT

What is Banner?

Banner Student brings together administrative and academic functions to make it easier to manage data while giving students, faculty, and staff secure online access to the information they need. This is a product of SunGard Higher Education.

Logging into Internet Native Banner (INB)

Access TSU homepage Go to: http://orbiter.tnstate.edu:9099

This is the Login menu: Click on Production Database [PROD]
This is the logon dialog box. Enter the username and password. Click on Connect.

If this is your first time logging on, your password has been set to your T Number. Logon, change the password to something you can remember—six or more characters.

You have successfully entered BANNER LAND

Access Forms by entering your selection in the “GO TO” box and hit the enter key

The Main Menu provides an overview of the menus, forms and jobs on Banner. Use the Main Menu to navigate through Banner.

Definitions of Banner Forms

You have inquiry to the following Banner Forms:

**SOAHHOLD**  
Registration Holds and Clearances Form - Holds may prevent registration or graduation, or prevent the production of transcripts, enrollment verification documents, and grade mailers. The hold has been cleared if the “To: Date field” is less than 31 Dec 2099.

**SAAACKL**  
Admissions Checklist Summary - The Application Checklist information is used to review and to verify receipt of items associated with an admissions application. The student has been fully accepted if “CC Accepted” appears in the Decision field. Any other codes—HS, AM, I, etc., the student should be referred to the Admissions Office.

**SFAREGQ**  
Student Registration Form - The Registration Query Form (SFAREGQ) provides an online view of a student’s schedule. The form is query-only and will display all registered courses and related information for the term.

**TSAAREV**  
Account Detail Review Form – Is used to enter and review charges and payment information on a student’s account. The balance of the account and the current amount due are calculated and displayed on the last line of this form. Any changes to the account information will modify the balances.

**Banner Terms**

Terms are defined as year/semester/code

<table>
<thead>
<tr>
<th>Year</th>
<th>Semester</th>
<th>Code</th>
<th>Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008</td>
<td>Fall</td>
<td>80</td>
<td>200880</td>
</tr>
<tr>
<td>2009</td>
<td>Spring</td>
<td>10</td>
<td>200910</td>
</tr>
<tr>
<td>2009</td>
<td>Summer</td>
<td>50</td>
<td>200950</td>
</tr>
</tbody>
</table>
Accessing Information

1. Enter Form Name (see list of definitions) in the GO TO Field
2. Enter term if required
3. Enter the student’s T# (T0016082) or SSN, which convert to T#, Name will appear
4. Hit next block, information will display

Inquiry to Various Forms

A. SOAHOLD  
**Registration Holds and Clearances Form** - Holds may prevent registration or graduation, or prevent the production of transcripts, enrollment verification documents, and grade mailers. The hold has been cleared if the “To: Date field” is less than 31 Dec 2099.

B. SAAACKL  
**Admissions Checklist Summary** - The Application Checklist information is used to review and verify receipt of items associated with an admissions application. The student has been fully accepted if “CC Accepted” appears in the Decision filed. Any other codes—HS, AM, I, etc., the student should be referred to the Admissions Office.
C. SFAREGQ

**Student Registration Form** - The Registration Query Form (SFAREGQ) provides an online view of a student’s schedule. The form is query-only and will display all registered courses and related information for the term.

D. TSAAREV

**Account Detail Review Form** – Is used to enter and review charges and payment information on a student’s account. The balance of the account and the current amount due are calculated and displayed on the last line of this form. Any changes to the account information will modify these balances.

Account Balance and Amount Due should be the same figure. This is the amount that the student owes. A minus (-) preceding the amount due/account balance denotes that the student has registered/paid and will receive a refund in the amount listed.

If figures are listed in the fields above (Memo Balance, Authorized Aid Balance), refer the student to the Bursar’s Office.