



BANNER FAQs

What is Banner?

Banner is an administrative software application developed specifically for higher education institutions. It consists of these integrated systems: Alumni/Advancement, Finance, Financial Aid, Human Resources, Student Enrollment (Recruiting, Admissions, and Registrar), and Student Accounts. Though each system is contained within its own module, they all share a common database, which makes it easy to maintain records for individuals as they progress through the University lifecycle and onward.

Why Do We Use Banner?

Liberty University can use the information stored in Banner to help our students more effectively. Since the information is stored in a shared database, many across campus can look up needed information while the role of data management is reserved for those who are qualified in each department. You can only see forms that are relevant to your department and daily tasks.

How Do I Obtain Banner Permissions?

You will complete Banner training through the Technology Education Center. Your supervisor will sign you up for this course and submit a ServiceNow ticket requesting Banner permissions. You will receive an approval email once the ticket has been processed.

How Do I Access Banner?

You may access Banner through the myLU portal through mylu.liberty.edu and sign in. When you're on the myLU landing page, locate My Access and click the link for Banner. You may be required to sign in again using your Liberty University email and password.

What Should I Expect with Banner 9?

If you are familiar with Banner INB, then there's nothing to worry about with the upgrade to Banner ADMIN. The functionality will remain the same and will feature a new look with minor changes using shortcuts and hotkeys as well as a new Tool menu accessible in the upper right hand corner of Banner via the gear icon. Some custom forms may have been transformed to work more efficiently with the upgrade. You may hear forms referred to as pages from time to time. For more information on Banner, go to www.liberty.edu/banner.

Where Do I Go for Assistance with Banner?

It's important to remember Banner 9 is a web based tool. Clearing your browser cache frequently is highly recommended. This will be especially important following upgrades to ensure you have the most recent versions of forms / pages displaying. Should you experience issues with the tool, the first step should be to clear your browser cache. This simple action will likely clear up issues like your page 'freezing', hot keys stop working, etc.

If you need assistance with Banner, contact the IT Helpdesk or have your supervisor reach out to the department Business Relationship Manager, who will get in touch with your representative in Analytics & Decision Support.

Walk-In Support

- Green Hall: GH 1539
- DeMoss Hall: DH 2184
- LUCOM: CMHS 3122

Remote Support

- Phone: (434) 592-7800
- Chat: www.liberty.edu/hdchat

Business Relationship Manager

Website: www.liberty.edu/itcontacts