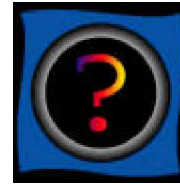


BANNER FAQ for Employees



1) What is Banner “Proper”?

Banner “Proper” is Hofstra’s fully integrated software solution for creating and maintaining university databases which include information on courses, students, faculty and staff, alumni and financial procedures. This system can be accessed through the Novell Delivered Applications network available on campus.

2) What is Banner “Web” or “The Hofstra Online Information System”?

The Hofstra Online Information System provides the Hofstra community with web-based real time administrative information. It allows user-friendly access to appropriate portions of the Banner databases from any Web browser. This secured, restricted and encrypted system allows Hofstra students to search for classes, register for open sections, complete a change of program by dropping or adding courses, and review a semester schedule. They can also view their grades, transcripts, DARS (Degree Audit Reporting System) and other general information.

Hofstra faculty members can view their own schedules and class rosters, and perform a variety of administrative functions. Advisers can view student schedules, transcripts, and DARS, as well as the listing of available classes, to assist their students in choosing and registering for appropriate courses.

3) How do I get a Banner “Proper” or Banner “Web” Account?

- a) **New/Current Employees** – check with your supervisor for your department.
- b) **Faculty and Academic Administration Personnel**– check with your chairperson for the necessary approvals. To obtain copies of Banner access forms and instructions, visit http://www.hofstra.edu/Administration/Provost/Provost_forms.cfm.

4) How do I log in to Banner?

- a) **Banner ”Proper”** - From the Novel Delivered Application, open the Banner Production Icon. Double click on the Banner Production “HOFP” icon located in the right frame. Your Username is the same as your Novell Delivered Applications username that consists of at least six letters. Your password consists of at least 6 alphanumeric characters. First time users will be provided with a default password that should be changed immediately.
- b) **Banner “Web”** - Your User ID is your Hofstra ID #, the 9 digit number beginning with “700” that is displayed on your HofstraCard. (Visit <http://www.hofstra.edu/hofcard> for information on obtaining a HofstraCard.) Your PIN (Personal Identification Number) is a SIX DIGIT number. The first time you access the Hofstra Online Information System your PIN will be your birth date (MMDDYY). At that time you will be required to change this default PIN to a unique six-digit number.

5) What should I do if I forget my Banner “Proper” password or my Banner “Web” PIN?

- a) **Banner “Proper”** - If you have forgotten your password, bring your HofstraCard to the Help Desk to initiate a password reset.
- b) **Banner “Web”** - If you have forgotten your current PIN or your current PIN is not working properly, and you have entered a security question, simply enter your Hofstra ID in the User ID field and click on the "Forgotten Pin?" button below. Answering the question will allow you to reset your PIN to a new SIX DIGIT value.

If you are still experiencing difficulty follow the procedures below:

Faculty/Academic Administration: Contact Human Resources via telephone at (516) 463-6859. You will be contacted with further instructions. The hours of operation are Monday through Friday, 9 a.m. to 5 p.m. (Summer hours are Monday through Thursday, 9 a.m. to 5 p.m. and Fridays, 9 a.m. to 4 p.m.)

Employee Student: If you have not entered a security question and need to have your PIN reset, bring your Hofstra ID card to any of the following locations to have your PIN reset to your date of birth.

Student Administrative Complex, Room 207

Student Center, Room 110 (ResNet Office)

Calkins Hall, Room 106A (back of Calkins Lab)

Hours of operation for each location are Monday through Friday, 9 a.m. to 5 p.m.

Employee Law Student: If you do not have a security question set up and wish to have your PIN reset, bring a photo ID to the Law School Office of Academic Records. Your PIN will be reset to your date of birth. The hours of operation are Monday through Friday, 9 a.m. to 5 p.m.

6) How can I get access to a particular Banner “Proper” form?

Contact your supervisor/chairperson.

7) Who should I call for Banner Navigation Training?

Once you have been granted access to Banner “Proper” or Banner “Web”, call the Help Desk at 3 7777 to schedule Banner Navigation Training. We excel in tailoring one-on-one training to meet your specific needs.

8) Who do I call if I have questions about data contained in Banner “Proper”?

Department/Area	Contact	Phone	Contact	Phone
Academic History/Student Records Information -	Linda Jean-Louis	36307		
Academic History-Undergraduate Candidates for Graduation	Lessie Mitchell	34435		
Academic History - Graduate Information	Virgina Sampino	36727		
Academic History - Other Info	Trudy Cucciniello	36715	Pat Restivo	36597
Academic History - Other Info	Christine Seely	36915	Linda Jean-Louis	36307
Admissions/Recruiting Information - Undergraduate	Jessica Anderson	36710	Matti Rehman	36731
Admissions/Recruiting Information - Graduate	Victor Bhasin	36686	Pauline Saavedra	34876
Advisement Information -	Roger Marti	36770	Rich Giannetti	36770
Applicant/Recruit on the Web	Jessica Anderson	36710		
Alumni/Development Information -	Noelle Hylton	35283	Gabrielle McCartin	35116
Budget Information -	Rich Apollo	36851		
Campus Life Information -				
Catalog/Class Schedule/Rosters Information	Teri Cox	36515	June MacLennan	36737
DARS	Christine Seely	36915	Jill Glatter	36915
Faculty Information -	Melissa Castello	36081		
Financial Aid Information -	Donna Miranda	36679	Adenike Akinitobi	36328
Human Resource Information -	Carrie Gibbons	36598	Lillian Colella	36861
International Students Information	Jennifer Marsalis	36796	Suzanne McFarlane	32206
Residential Life Information -	Cheryl Betz	36932	Novia Whyte	36928
Student Accounts Information -	Brian Kaspar	36836	Margaret Steinhauer	36534
Student Activities Information -	Dennis Camacho	36257		

9) Who do I call if I think Banner is misbehaving?

If Banner is behaving in an unexpected manner, first try to log out of your session and log back in again. This may free up system resources. If the unexpected behavior continued, contact the Help Desk at 3 7777. If there is a system-wide anomaly, the Help Desk will be able to confirm your problem. The Help Desk will then contact the appropriate network, operations or database resource to revolve the issue.

10) Who do I call with general Banner “Proper” or “Web” questions or issues?

Call the Help Desk x 3-7777.