Banner 7 Login Troubleshooting

Overview:

This document will help you resolve some of the common problems associated with logging into Banner 7 for the first time.

To access Banner 7, you must now login to the NLU portal at http://my.nl.edu. Please note: This document does not encompass problems with logging in to the NLU portal. Please refer to the main http://my.nl.edu site for assistance with portal login issues.

Once you are logged in to the NLU portal, click on the Banner 7 link. Banner7 should open. If it fails to open, please follow the steps below:

1. **Add *.nl.edu to your trusted sites:**

   Please see separate document for this step (PDF Format). This step will tell Internet Explorer to trust all sites for NLU.

2. **Invalid characters in password:**

   Banner 7 might not accept passwords containing special characters or symbols. The following special characters are allowed: ! % $ _ - : * To resolve this issue, change your password. You may change your password by using the portal password reset feature located in the **My Account** link:

   ![My Account](image)

   ![My Account Preferences](image)

   You may also change your password by calling the NLU helpdesk at x4357.
3. Reset Internet Explorer settings:

If you can successfully login to the my.nl.edu portal but cannot launch Banner7 and have tried the steps 1 and 2, try resetting your IE by clearing cookies and deleting history:

A. Click on Tools:

B. Click on Internet Options:

C. Click on the Delete Cookies button, then the Clear History button, and finally the OK button.
If you continue to experience Banner 7 login issues after completing these troubleshooting steps, please call the NLU helpdesk at **x4357**.