Dear Colleagues,

I would like to provide an FAQ regarding the change in the procedure for accessing Banner Self-Service. The change will be instituted this weekend (late Friday night/early Saturday morning, 18/19 February) during the regular maintenance schedule.

1) How will the method for accessing Banner Self-Service change?

Instead of clicking on the “Banner Self Service” link on the right side of the NLU home page, you’ll now access the same pages from MY.NL.EDU (also called Luminis, or just “the NLU portal”).

2) How do I find MY.NL.EDU?

You can either enter “my.nl.edu” directly in the Address portion of your browser, or you can navigate there from the NLU home page.

From the NLU home page, click on the “MY.NL.EDU – NLU Portal” link, which is just below the “GET CONNECTED” bar on the right side of the page, as shown below:
3) Once I’ve done that, how do I find the Banner Self-Service pages?

First, click on the “Academic Services” tab, like this:
Next, click on the text that begins “This link will take you to the NLU self service section …”, like this:

4) Will the old “Banner Self Service” link on the NLU home page be removed?

Not immediately. It will be left for a while in order to minimize any confusion. Anyone clicking on that link will be given instructions like those above, and then directed to MY.NL.EDU.

5) Why are we making this change? Isn’t one link as good as the other?

One of the strategic initiatives that has been identified by UTC is to move to a “single sign-on” environment – eliminating the need for all of us to remember (and change!) many different passwords. Using the Luminis portal as the starting point for all online services is an important next step in implementing this strategy.

6) Why are we making this change now, in the middle of the term?

While there is no perfect time for transition, the middle of the term seems to provide the best opportunity, avoiding the intense class list (start of term) and grade submission (end of term) times.
7) What if I’ve forgotten my Luminis username or password?

a) Your Luminis username has the following format:

(first letter of first name) + (first five letters of last name) + last four digits of SSN

b) Your initial password is the same as your username. You will be prompted to change your password the first time you log in.

Finally, the Help Desk (X 4357 on campus, or 866-813-1177 off-campus) is available 24/7 to assist students, faculty and staff who need help.

I hope that you have found this FAQ useful.

Best regards,

--Bob