

BannerWeb FAQ

What is BannerWeb?

BannerWeb is the system used by the College to provide applicants, students, faculty and staff with access via the web to certain personal, academic, and financial data that is maintained in the Banner administrative software system.

Do I need to have a specific PC or software platform to use BannerWeb?

BannerWeb is designed to work with most mainstream internet browsers. It is supported on Chrome, IE and Firefox on Windows; and Safari and Firefox on Mac.

Where do I find BannerWeb and how do I use it?

BannerWeb can be accessed through the College's main web site (<http://www.presby.edu>). To log in, you will need your User ID and PIN.

What is my BannerWeb User ID?

Your User ID is your student ID number, PC email login name (minus the "@presby.edu"), Social Security number, or your "My PC Application" ID. You may use any of these ID's to log into BannerWeb.

I can't remember my PIN. What do I do?

Enter your User ID and click the "Forgot PIN" button. You will be prompted with the security questions you have set up. Enter the answer; you are then prompted to set up a new PIN. If you receive a message that your security question is not set up, you will need to send an email to bannerweb@presby.edu requesting that your PIN be reset. You should include your student ID # or BannerWeb User ID. This email is monitored during standard office hours, Monday – Friday, 8:30 – 5:00.

What do I do if BannerWeb shows that my PIN is invalid?

Send an email to bannerweb@presby.edu requesting that your PIN be reset. You should include your student ID # or BannerWeb User ID. This email is monitored during standard office hours, Monday – Friday, 8:30 – 5:00.

What is a security question?

A security question and answer is a method for gaining access to BannerWeb if you forget your PIN. It is a question to which only you would know the answer. By entering your ID and answering the question correctly, you are granted access to BannerWeb without knowing your PIN.

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How do I set up or change my security questions?

When you first log into BannerWeb you are prompted for security questions and answers. If they have already been set up, you may change them from the Personal Information menu.

What if I get a message that my PIN has been disabled?

Send an email to bannerweb@presby.edu requesting that your PIN be reset. You should include your student ID # or BannerWeb User ID. This email is monitored during standard office hours, Monday – Friday, 8:30 – 5:00.

Who do I contact if I cannot get BannerWeb to work?

If you think the problem is with BannerWeb itself (i.e. BannerWeb does not seem to respond) you should send an email to bannerweb@presby.edu noting the problem. If the problem appears to be computer or application related (i.e. the computer keeps crashing or the browser does not work) and you are a current PC student, you should contact ResNet at ext. 7100. If you have a question about specific information in BannerWeb (i.e. class registration or financial aid), contact the appropriate office.

What should I do if I think someone knows my PIN?

First, never give out your PIN to anyone else. Your PIN allows you to view confidential data. When you first log into BannerWeb, you must agree to the terms of usage in the college's Acceptable Computer Use Policy.

Please remember that it is your responsibility not to divulge your PIN to other individuals. Secondly, it is good practice to change your PIN regularly to ensure that even if a third party did learn an old PIN, it would not work.

If you believe that someone has been using your BannerWeb ID and PIN you should change your PIN and email bannerweb@presby.edu immediately, or call Information Technology at ext. 8218.