



IMPORTANT TECHNICAL SUPPORT MESSAGE

Fellow Human Resource Staff, Security Coordinators, and Information Technology Staff:

Please find below several items that may assist you in the transition from PayPerS to Banner. This is meant to be a supporting document to the manuals received from both SCT and SDBOR. You will be able to find more information supporting this in the SCT User Guide and SCT HR Technical Manual located on SNAP Resources Tab.

Note: If you have staff with no access to email, please print and provide to the employee.

SNAP HelpDesk or Support Center

1. Each University should have or will be establishing a help desk or support center to address SNAP issues when reported. The help desk or support center will engage other offices or personnel as needed to address problems or issues. If they can't resolve the issue, they should escalate to their campus support people who will contact the Board of Regents, Regents Information Services department. Note, the functional office staff (HR, Finance, Purchasing) should not be identified as the first line of SNAP support issues.
2. Institutions should have a phone number and email address set up so employee's know who or how to contact IT for assistance.

SNAP Troubleshooting

1. If a user is unable to login and needs help with resetting their password, direct them to click on the "How do I get a user name and password? How do I reset my password? [CLICK HERE](#)" on the login screen. They will receive an e-mail within 4 business hours with their new password.
2. If a user does not have the tabs they should have, you will need to check with your campus security coordinator to verify their setup
 - a. If the user does not have the 'HR' tab, it's because they don't have a PTRUSER record in Banner. The campus security coordinator should be contacted. They can work with their HR office to resolve if necessary.

- b. If the user does not have the 'Employee' tab, it's because they don't have an active employee record on PEAEMPL. The campus security coordinator should be contacted. They can work with the HR office to resolve if necessary.
 - c. If the user is not seeing the correct color scheme in SNAP, it's because their job location on (PEAEMPL) may not be correct. The campus security coordinator should be contacted. They can contact the HR office if necessary.
 - d. If the user does not have a 'Finance' tab, it's because they don't have an FOMPROF record in Banner with the Finance SSB indicator check marked and/or is missing the Banner id (A.....) on FOMPROF. The campus security coordinator should be contacted. They can work with the campus Finance office to resolve if necessary.
3. If the user reports a problem where a "SQL" error message is displayed in a channel, they should contact the campus security coordinator. The campus security coordinator can determine if that person is properly set up. If the user has an Oracle id then they must have at minimum the institution (INST_Zx) class and have the "Authorize BANPROXY" check boxed. If set up appears to be okay, security coordinator can try to resolve the issue by logging on to SNAP as themselves and then as the user that is receiving the errors. Doing that in that order, may resolve the users' issues.
 4. If the user reports a problem where a channel doesn't resolve, the user should try to refresh the channel by either:
 - a. refreshing their entire screen using the browser refresh option
 - b. refresh the channel by selecting the small refresh button in the lower left corner of the channel

User denied access to a form / process in Internet Native Banner (INB) (HR and IT Partnership)

1. Banner HR has two forms of Security set up. They are: Organization (PSAORGN) and Employer (PSAEMPR). In order for an employee to be on either one of the application forms, the user would need to be on PTRUSER.
2. To be identified as a user in HR Banner INB, an employee must be in a role identified by Human Resources. Typically those employees only include: Budget, Payroll, Human Resources, Finance, Supervisors, SuperUsers, and Proxies. The general employee population will not need any access into Banner Application and therefore, not placed in PTRUSER, PSAORGN, or PSAEMPR.
3. The first step to identify if an employee has been identified as a Banner User would be to view GOAEACC and verify what Oracle User ID is tied to this user's Banner ID. Next use PTRUSER to ensure an entry with that Oracle User ID exists. The PTRUSER table is driven by Oracle User ID.
4. The second step is to identify if the employee has been placed on PSAORGN and PSAEMPR. These forms are also driven by Oracle User ID. Again, to be on PSAORGN and PSAEMPR, one must be on PTRUSER.
5. If an employee gets an error, 'No Access to EMPR', then they do not have access to the Employer identified on PSAEMPR. Each institution should only have access to their EMPR (employer) code. Typically, if this error exists, then the Job record

NBAJOBS has been miscoded by the wrong EMPR and will need to be fixed by one of the Human Resources staff.

6. If an employee gets an error, 'No Access to ORGN', then go to PSAORGN to identify if they have been provided ORG security access. If not, then visit with the appropriate Human Resources Staff.
7. If employee cannot query a rule, validation, application form, or run a particular process then they have not been provided access. Please visit with your institutional HRIS Module representative and Janice Minder to identify access rights.

Web Time Entry (Supervisor-Employee Set-Up) Troubleshooting (HR)

1. NBAJQUE – Banner will look at NBAJQUE first to identify if the job has a routing queue (NBAJQUE is primarily used for pooled positions where there are multiple employees reporting in the same position. Therefore, the job has a specific routing queue). This acts to route the timesheet by job to the supervisor.
2. NBAPOSN – Banner will then look at NBAPOSN to identify if the Position has a Supervisor identified in the Reports To field on the form (for this to work, the supervisor's position number will need to be populated). This is used for all single positions and some pooled positions to a single supervisor. A comparison of the NBAJOBS Miscellaneous Tab will provide the Supervisor's name and position number as applicable.
3. NBAJOBS Payroll Default - This is the third table for which Banner will review and creates a routing queue for department viewing of timesheets. It is imperative that on the Employee's NBAJOB Record that this Timekeeping Org matches the Org for the Job outlined in 1 above or the Position as outlined in 2 above to ensure appropriate routing. Please note that if an individual has access to this org and is on PTRUSER as a supervisor, they may see the employees in this queue but will not have access to timekeeping records unless provided through NBAPOSN or NBAJQUE.
4. In order for all of these to work, Supervisors (not the general employee) need to be on PTRUSER, PSAORGN, PSAEMPR, GOATPAD and GOAEACC. This means the timekeeping org has to be identified on PSAORGN and the employer must be identified on PSAEMPR.

Web Time Entry Error Troubleshooting (HR)

1. If an employee receives an error when entering the timesheet, the supervisor may not be set up appropriately as outlined in the above section. Below are steps for identifying why the employee receives the error:
 - a. Check NBAJOBS on Miscellaneous Tab to identify the supervisor and supervisor position.
 - b. Check NBAPOSN to identify if the Reports To is truly the same as identified on Miscellaneous Tab – NBAJOBS.
 - c. Check NBAJOBS to identify if the Payroll Default Org is the same as the PEAEMPL and/or if different then home org on PEAEMPL, then it will need to be the same as the Supervisor on NBAPOSN or NBAJQUE.
 - d. Check PTRUSER, PSAORGN, PSAEMPR to identify if Supervisor is set up accurately (first to ensure they have access to Banner by being on PTRUSER, next to ensure the home org and payroll org as well as budget orgs have been

- assigned to the supervisor check PSAORGN, and last check PSAEMPR to ensure tied to your Employer Code).
- e. Check to ensure Supervisor is on GOATPAD where the Third Party Id is filled in and the record is not disabled (if not, see IT).
 - f. Check to ensure Supervisor is on GOAEACC where the User Name and Banner id is properly linked for that person (if not, see IT).

User encounters an error in Internet Native Banner (INB) or Self Service Banner (SSB) (HR and IT Partnership)

1. Banner HR has two forms of Security set up. They are: Organization (PSAORGN) and Employer (PSAEMPR). In order for an employee to be on either one of the application forms, the user would need to be on PTRUSER.
2. In order to be a user in Banner, an employee must be in a role identified by Human Resources. Typically those employees only include: Budget, Payroll, Human Resources, Finance, Supervisors, SuperUsers, and Proxies. The general employee population will not need any access into Banner Application.
3. The first step to identify if an employee has been identified as a Banner User would be view PTRUSER. This table is driven by Oracle User ID.
4. The second step is to identify if the employee has been placed on PSAORGN and PSAEMPR.
5. If an employee gets an error, 'No Access to EMPR', then they do not have access to the Employer identified on PSAEMPR. Each institution should only have access to their EMPR code. Typically, if this error exists, then the Job record NBAJOBS has been miscoded by the wrong EMPR and will need to be fixed by one of the Human Resources staff.
6. If an employee gets an error, 'No Access to ORGN', then go to PSAORGN to identify if they have been provided ORG security access. If not, then visit with the appropriate Human Resources Staff.
7. If employee cannot query a rule, validation, application form, or run a particular process then they have not been provided access. Please visit with your institutional HRIS Module representative and Janice Minder to identify access rights.
8. If user receives an Oracle insert error or unique constraint error, this typically means that a unique record condition error has been violated and data may have been miscoded in the load such that the form indicates it does not exist even though it really does. The form does not allow display of the incorrect data until it is corrected or that miscoded value added to the rule/validation table. Campus support people can be contacted to help troubleshoot and/or Human Resources staff will need to be contacted.
9. If a user receives permission errors when running a process then this typically means they have not been provided the proper security access. Typically to successfully run any process the user needs to be in at least one class that has "M"odify to that process. Certain processes, for example those run centrally, are restricted so only a select few can run them since they require a certain job order and re-start procedures to be followed. Please visit with your institutional HRIS Module representative and Janice Minder to identify access rights.

10. If a user is getting the message that their newly submitted jobs does not exist in the database, then either they are attempting to review that output too soon or did not enter DATABASE (all caps or all lower) in for Printer before submitting the process.
11. If the Banner process utilizes Evision's Intellecheck, then the user needs to be in a special Evisions User security class. If a user is having issues getting the special print to work, then the Campus Security Coordinator can verify the users' security set up. User of Intellecheck DO NOT enter special coding in the Special Print area. This would be, for example, Banner process PHPCHKL (Updates Check Numbers and Prints Checks and Direct Deposits). Only a select few users are in this category.
12. If the Banner process utilizes Evision's FORMFUSION, then the user needs to be in a special Evision User security class. If a user is having issues getting the special print to work, then the Campus Security Coordinator can verify the users' security set up. User needs to enter a "real" printer id in the Printer area and enter the proper coding in the Special Print area. This would be, for example, Banner process FPAPORD (Purchase Order Form Print) for fancy printing of purchase orders.
13. If a user is trying to utilize the Job Submission (GJAPCTL) review output and save it out to the Web Browser and it is not bringing the output out to the browser and instead does nothing, then possibly "pop-ups" are stopping them. They need to choose "Show Document (Save and Print File)" and then hold down the CTRL key while selecting Yes on the message "You have selected to Show File (.....lis) in a browser. Do you wish to continue?".
14. If a users is experiencing problems with their session being "locked" or frozen, then they will want to exit out of all their Banner session and re-open their session to see if there able to continue to function okay. Users ARE NOT to close the java applet. Doing so will cause issues.
15. If a user receives a permission error message like "access denied. user restricted mode". This would mean the user is trying to access the system during a maintenance window period when the system is unavailable to the user. Typically, this is Thursday night from 6:00pm - 10:00pm CT. User needs to try logon after the maintenance window is over.
16. If a user is not receiving all the headings or titles on a Banner form that other users are seeing okay, then user should consider if changing their Banner coloring scheme may be in conflict with these headings/titles. If not, then the user can contact their campus support staff for assistance in troubleshooting.
17. If a user is receiving an error or a message where their process is not properly running, then the user should consider if they have any special characters in their Banner password (i.e. #) that is potentially causing this problem. If not, then the user can contact their campus support staff for assistance in troubleshooting.
18. If a user has been approved and tasked with maintenance to HR direct deposit and when accessing the GXADIRD form, the "Payroll area" is grayed out, then they have not been properly set up with a PTRUSER record. Please visit with your institutional HRIS Module representative and Janice Minder to identify access rights.

Campus Security Coordinators/Users have resource like the bookshelf documentation/procedures, web searches, and/or UDC to also search on keywords to find other FAQs and resolutions.

