



PACIFIC LUTHERAN UNIVERSITY

Accessing Banner Web

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Important Notes:

*Users who are logging into Banner Web for the first time **must** have an active PLU ePass account. If you have not activated your ePass account please click on this link and follow the set up instructions: https://newepass.plu.edu/public/tools/request_epass.php

*Please use Internet Explorer (IE) when accessing Banner Web. This is the preferred browser for all Banner products.

Finding Banner Web

Choose one of two ways to navigate to the login page for Banner Web

1. Open a session of Internet Explorer (IE) and enter the following URL:
 - a. <https://banweb.plu.edu>
 - b. Select *Enter Secure Area (Banner Web)*
2. Open a session of IE and navigate to Banner Web from the PLU homepage:
 - a. <http://www.plu.edu>
 - b. Select eResources > Systems > Banner
 - c. Select *Enter Secure Area (Banner Web)*

First-Time Users

The first time you access Banner Web you will be prompted to create your own PIN which you will use to access the site on future visits. To do this you must have an active PLU ePass account since the process of creating your PIN will use your ePass to send you TWO verification emails.

1. Once you've navigated to the login screen click on the ***First-Time User*** button:

User Login

 **STUDENTS:** Please visit the [PLU Student Accounts web site](#) for payment option information.

 Please enter your user Identification Number (PLU ID) and your **regular** Personal Identification Number (PIN). When finished, click Login.

When you are finished, please Exit and close your browser to protect your privacy.

User ID:

PIN:

NOTE: If you have been issued a *Registration Access Code*, this will be requested later and should not be entered here.

Login

Forgot PIN?

If you are a first-time user who is an active PLU student or are a newly admitted student and you DO NOT have an active PLU email account, please contact Student Services at (253) 535-7161 for assistance with assigning your PIN.

Other options:

First-Time User?

Disabled Account or Forgotten Hint Response?

2. Carefully read and follow the on-screen instructions and then click **Request PIN Reset Key**
**Do Not Navigate away from this page

PLU Self-Service PIN Reset

If you are a first-time Banner Self-Service user AND you have an active PLU email account, you may use the following instructions to assign your Banner Self-Service PIN.

1. Enter your responses to the three requested fields listed below.
2. Click **Request PIN Reset Key** button.
3. Without leaving or moving from this current page, log in to your PLU e-mail account (or the e-mail account to which your PLU e-mail is forwarded) and check for a new incoming message containing your PIN Reset Key.
4. Enter the PIN Reset Key in the provided field.
5. Click **Reset PIN Now** which will take you to the Banner Self-Service Login page.
6. Again, without leaving or moving from the Self-Service login page, log in to your PLU e-mail account (or the e-mail account to which your PLU e-mail is forwarded) and check for a new incoming message containing your new temporary PIN.
7. Enter your PLU ID and new PIN to log in to Banner Self-Service.
NOTE: PINs are case sensitive!
8. You will then be prompted to change your PIN to one of your choice.

Enter your PLU ID (without dashes):

6 digit birth date (MMDDYY):

First 5 non-space characters of your last name:

3. You will now receive the **first of two** emails which contain temporary PIN's.
 - a. The first email will contain a temporary PIN that will serve as verification. Copy and paste the PIN into the **PIN Reset Key** field and then click **Reset PIN Now**
 - b. You will be returned to the main login page. **Wait** for the second email which will contain a second temporary PIN.

PLU Self-Service PIN Reset

Your PIN Reset Key and instructions have been e-mailed to your PLU e-mail account.

If you have been locked out of your PLU Banner Self-Service account from too many failed login attempts, and if you have an active PLU email account, you may use the following instructions to reset your Banner Self-Service PIN.

1. Enter your responses to the three requested fields listed below.
2. Click **Request PIN Reset Key** button.
3. Without leaving or moving from this current page, log in to your PLU e-mail account (or the e-mail account to which your PLU e-mail is forwarded) and check for a new incoming message containing your PIN Reset Key.
4. Enter the PIN Reset Key in the provided field.
5. Click **Reset PIN Now** which will take you to the Banner Self-Service Login page.
6. Again, without leaving or moving from the Self-Service login page, log in to your PLU e-mail account (or the e-mail account to which your PLU e-mail is forwarded) and check for a new incoming message containing your new temporary PIN.
7. Enter your PLU ID and new PIN to log in to Banner Self-Service.
NOTE: PINs are case sensitive!
8. You will then be prompted to change your PIN to one of your choice.

Enter your PLU ID (without dashes):

6 digit birth date (MMDDYY):

First 5 non-space characters of your last name:

PIN Reset Key (e-mailed to you):

- c. When you receive the second email, enter your PLU ID, the second temporary PIN and then click *Login*

User Login

STUDENTS: Please click [here](#) for important student account payment option changes!

Please enter your User Identification Number (PLU ID) and your **regular** Personal Identification Number (PIN). When finished, click Login.

When you are finished, please Exit and close your browser to protect your privacy.

User ID:

PIN:

NOTE: If you have been issued a *Registration Access Code*, this will be requested later and should not be entered here.

If you are a first-time user who is an active PLU student or are a newly admitted student and you DO NOT have an active PLU email account, please contact Student Services at (253) 535-7161 for assistance with assigning your PIN.

Other options:

- d. The temporary PIN is pre-expired so you will be prompted to enter it again, and then create a PIN of your choosing (entered twice).

Login Verification Change PIN

Your PIN has expired. Please change it now.

Re-enter Old PIN:

New PIN:

Re-enter new PIN:

- e. Click on *Login!*

Disabled Account or Forgotten Hint Response

If you've forgotten your PIN and/or your account has been disabled, or you can't remember your hint response, click on the *Disabled Account or Forgotten Hint Response* button and refer to the First-Time User instructions above for resetting your PIN.

User Login

STUDENTS: Please visit the [PLU Student Accounts web site](#) for payment option information.

Please enter your user Identification Number (PLU ID) and your **regular** Personal Identification Number (PIN). When finished, click Login.

When you are finished, please Exit and close your browser to protect your privacy.

User ID:

PIN:

NOTE: If you have been issued a *Registration Access Code*, this will be requested later and should not be entered here.

Login

Forgot PIN?

If you are a first-time user who is an active PLU student or are a newly admitted student and you DO NOT have an active PLU email account, please contact Student Services at (253) 535-7161 for assistance with assigning your PIN.

Other options:

First-Time User?

Disabled Account or Forgotten Hint Response?

Forgotten PIN

If you've forgotten your PIN, but you remember the answer to your security question, you may use the *Forgot PIN* option.

1. Enter your PLU ID and then click the *Forgot PIN* button. Answer the security question and click *Submit Answer*.

Security Answer

Please provide the correct answer to your security question and then click Submit Answer.

You will then be asked to enter a new PIN for future access.

User ID: 12345678

Question: Mother's Maiden Name

Answer:

Submit Answer

Reset

2. Create a new PIN and select *Reset PIN*.

Your PIN has to be reset. Please change it now.

New PIN:

Re-enter new PIN:

Reset PIN