Banner 9 Student Self-Service - Frequently Asked Questions

How do I get to Banner 9 Student Self Service?

You can access Banner 9 Student Self Service at https://ssb.midwest.tus.ie/StudentSelfService/

This link is also available from the Student Portal and the Moodle Virtual Learning Environment

How do I login to Banner 9 Student Self-Service?

Banner 9 has single-sign-on capability so you can login with your TUS email and password. If you are already logged into your TUS account then Banner 9 Student Self-Service will open immediately on clicking the URL.

What to do if I get a Logon Error?

If you get an error message like below when trying to log into Banner 9, close any other open tabs in your browser, (you may also need to close any other open browsers), clear the cache, open a new browser session and try logging on again.
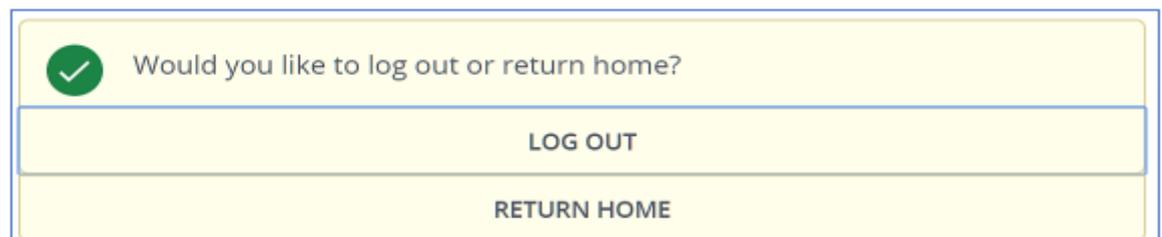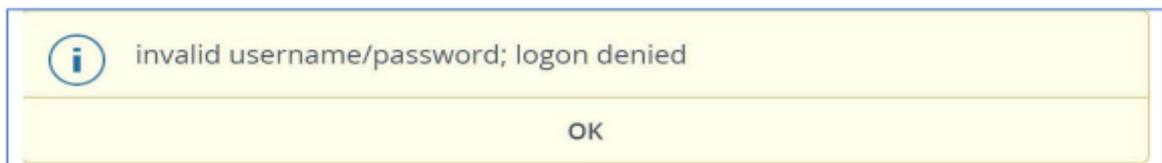
Will Banner 9 work on mobile devices?

Yes, Banner 9 works well on large-screen mobile devices like tablets and iPads.

NOTE: Although Banner 9 is accessible from a phone, the user experience is not ideal.

Can Banner 9 be accessed off campus?

Yes, Banner 9 can be accessed off campus.

Why doesn't my old shortcut work anymore?

Your old Banner Self-Service shortcut took you to Banner v8, you will need to create a new one for Banner v9.

Why did my session expire?

Your Banner 9 session will expire after 30 minutes of inactivity. If it expires, close the open tabs and re-launch the browser before logging back in.

Private Browsing (instructions for Windows)

To mitigate Banner 9 issues that can be caused by browser caching you can run Banner 9 in private browsing sessions in your Web Browser. In MS Edge this is referred to as a **New InPrivate Window** and in Chrome as **Incognito window**. When using private browsing you will be prompted to sign in with your TUS login email and password.

You should close all browser windows each time you are done using Banner to prevent Banner issues that can be caused by caching.

How do I Clear my Browser Cache?

Microsoft Edge

1. Click the ellipsis found at the far-right end of the line that contains the web site (URL).

2. From the menu that appears, click Settings.

3. Under Clear Browsing Data, click Choose what to clear.

4. Make sure that Cached data and files is checked then click Clear.

Google Chrome

1. Click the ellipsis found at the far-right end of the line that contains the web site (URL).

2. From the menu that appears, click Settings.

3. Click Advanced which appears at the bottom of the page

 4. In the Privacy and Security section, click Clear browsing data.

5. Make sure that Cached images and files and Cookies and other data are checked then click Clear data.

Mozilla Firefox

1. Click the Open menu icon (3 vertical lines) found at the far-right end of the line that contains the web site (URL).

2. Click Options from the menu that appears.

3. Click Privacy & Security from the left column, then click Clear Now in the Cached Web Content section.

Apple Safari

1. Click the Safari menu, then Preferences.

2. Click Privacy at the top of the window that appears.

3. Click Manage Website Data then click Remove All

Some URL's within Self Service Banner are non-responsive or won't open?

In your Web browser check for any warning messages on your browser's toolbar. Note the red Cookie icon as shown below. For some URL's you may need to **Allow Cookies** to allow the site to open. Select Allow Cookies.