BANNER HELP DESK Frequently Asked Questions

Question: What is my User ID?
Answer: Your User ID is your student ID number (910XXXXXX).

Question: What is my PIN?
Answer: For new students, your PIN is your 6-digit birthdate (mmddyy). For some returning students, your PIN may be the last 6 digits of your social security number. *We recommend you change your PIN to something more secure the first time you log into your BannerWeb account.*

Question: Does my PIN ever change?
Answer: Your PIN will remain your 6-digit birthdate until you update it yourself via your BannerWeb account.

Question: What if I changed my PIN and forgot what it is?
Answer: Enter your ID and click the "Forgot PIN?" button to answer your PIN Hint Question.

Question: Who provides my Registration Access Code?
Answer: Your advisor will give you a Registration Access Code each semester.

Question: Does my Registration Access Code ever change?
Answer: You will have a new Registration Access Code every semester.

Question: Where do I get E-Learning (ANGEL) technical support for online classes?
Answer: From the ATC homepage, select *Resources, E-Learning* and then *Technical Support*.

Question: Where do I get e-mail technical support?
Answer: From the ATC homepage, select *Current Students*, then *Student Services and select Student E-mail*, then *Request Help with Student E-mail*.

ABOUT US
The **Banner Help Desk** supports all faculty, staff, and students at Athens Technical College with help with logins, passwords, and other technical information about BannerWeb. You may contact the Banner User Support Specialist at (706) 355-5013 (or extension 5013 on campus) or through e-mail at bannerhelp@athenstech.edu. Please make sure to contact Banner Help using your ATC e-mail. *We do not provide technical support for faculty e-mail accounts, Intranet accounts, or Blackboard.*

For assistance with the information or content available through BannerWeb, please contact the appropriate department, such as Financial Aid, Admissions, Registration and Records, or the Cashier.

HELP DESK HOURS						
Sunday	**Monday**	**Tuesday**	**Wednesday**	**Thursday**	**Friday**	**Saturday**
Not Available	8:30 AM – 4:30 PM	8:30 AM – 4:30 PM	8:30 AM – 4:30 PM	8:30 AM – 4:30 PM	8:30 AM – 4:30 PM	Not Available