BANNER HELP DESK Frequently Asked Questions

**Question:** What is my User ID?
**Answer:** Your User ID is your student e-mail user ID (FIRSTLASTxxx).

**Question:** What is my PIN?
**Answer:** Your PIN is your e-mail password. For new students, you will need to visit [www.athenstech.edu/studentemail](http://www.athenstech.edu/studentemail) to access your e-mail password. If you need help resetting your e-mail password, you can go to [www.athenstech.edu/studentemail](http://www.athenstech.edu/studentemail) and click on the red and white life preserver.

**Question:** Does my PIN ever change?
**Answer:** Your PIN will remain your e-mail password. If you change your email password, your Banner password will change.

**Question:** What if I changed my PIN and forgot what it is?
**Answer:** You can log into your student e-mail to change your password for your e-mail. Once your e-mail password is changed, your Banner password will be updated to your e-mail password.

**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 (BlackBoard) 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 Banner Help through e-mail at [bannerhelp@athenstech.edu](mailto: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**

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