# Clark Atlanta University

# Banner Experience - Student Guide



## Contents

# Welcome to Banner Experience at CAU

These instructions will show you how to access Experience, request school-specific cards for your respective areas and submit suggestions for the Experience dashboard.

To make requests for your school or to provide feedback on the dashboard, please send an email to bannerapps@cau.edu with the subject line #Experience. In your request, kindly include the following details:

- School Name

- Requested Card(s)/Landing Page Description (Include any specific data points or functionalities you would like to see). Be sure to include links, logos/photos, etc. and be as detailed as possible.

- Purpose/Use Case for the requested card(s)

Your input is valuable in ensuring that the Experience dashboard meets the needs of each academic school. Please feel free to submit a Bannerapps@cau.edu request with the subject line #Experience with any questions or clarifications.
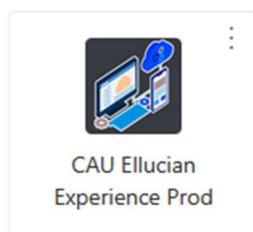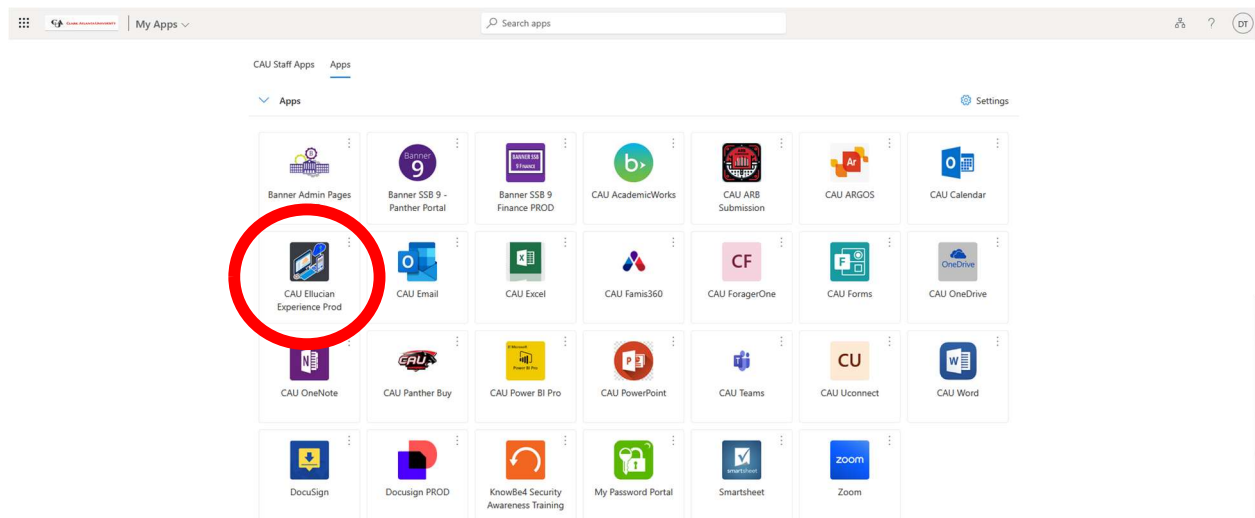
**IMPORTANT NOTE: To set up your cau.edu email account for the first time, you must log into MyCAU before logging into Experience.**

# How to access Experience via My CAU

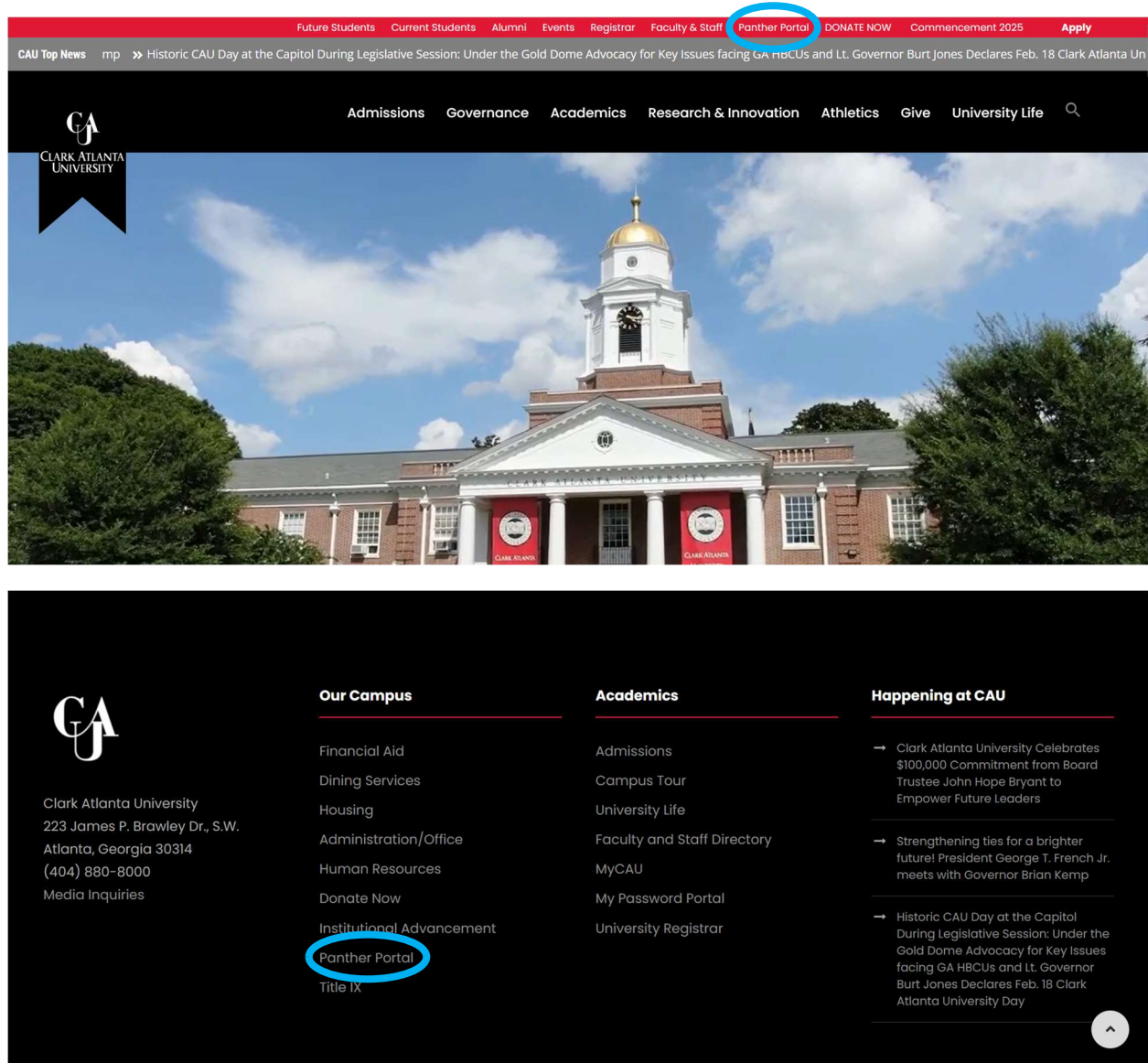**Login to My CAU at the bottom of CAU's website**.
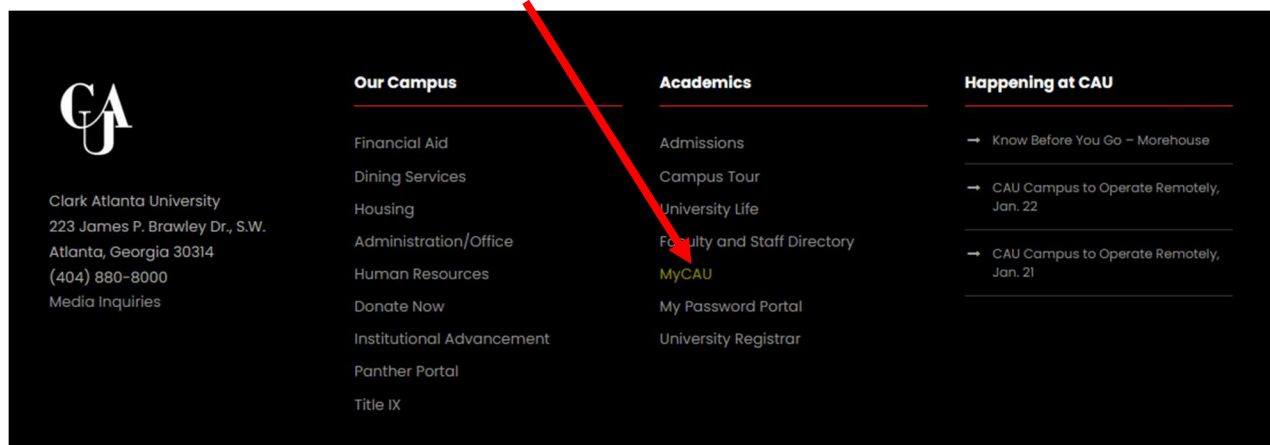


**Once inside, click on the CAU Ellucian Experience Test App. The icon may appear in the "Apps" tab.**
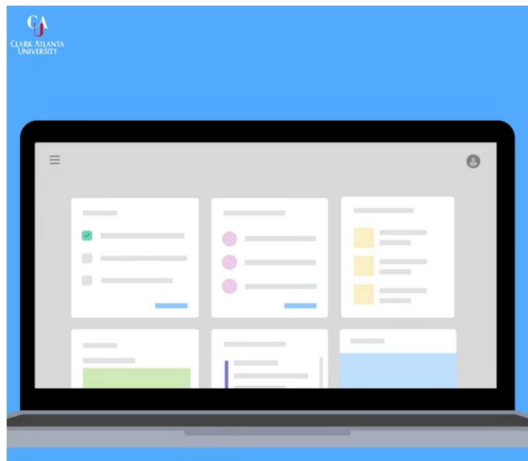
# How to Access Experience via cau.edu

The Panther Portal links at the top an bottom bars of the CAU website now bring you to Banner Experience.
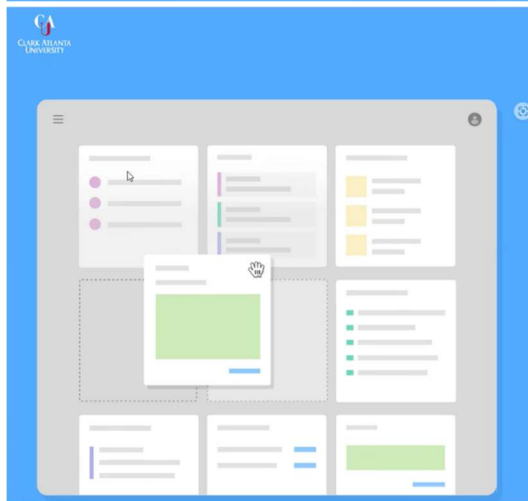
# Introduction to Experience

3 informational pages will appear. Please read and click next on all three.



**Welcome to Your Dashboard**

Get access to important information, announcements, and academic resources in one place. Take a look!
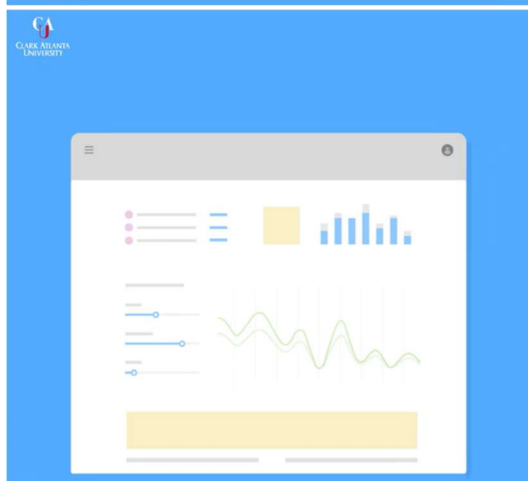
GET STARTED



**Make it Your Own**

Add, remove, and organize cards that are important to you. Cards make it easy to prioritize and accomplish tasks.

NEXT



**Enhance Your Experience**

Ellucian uses essential and non-essential cookies to provide and improve our services.

We use non-essential cookies to help us understand how you use the product with 3rd party analytics so we can improve the features that matter most to you.

If you select 'No Thanks,' only essential cookies will be used to ensure everything functions properly. You can change your preferences at anytime in your profile settings.

Details on what we track in Experience
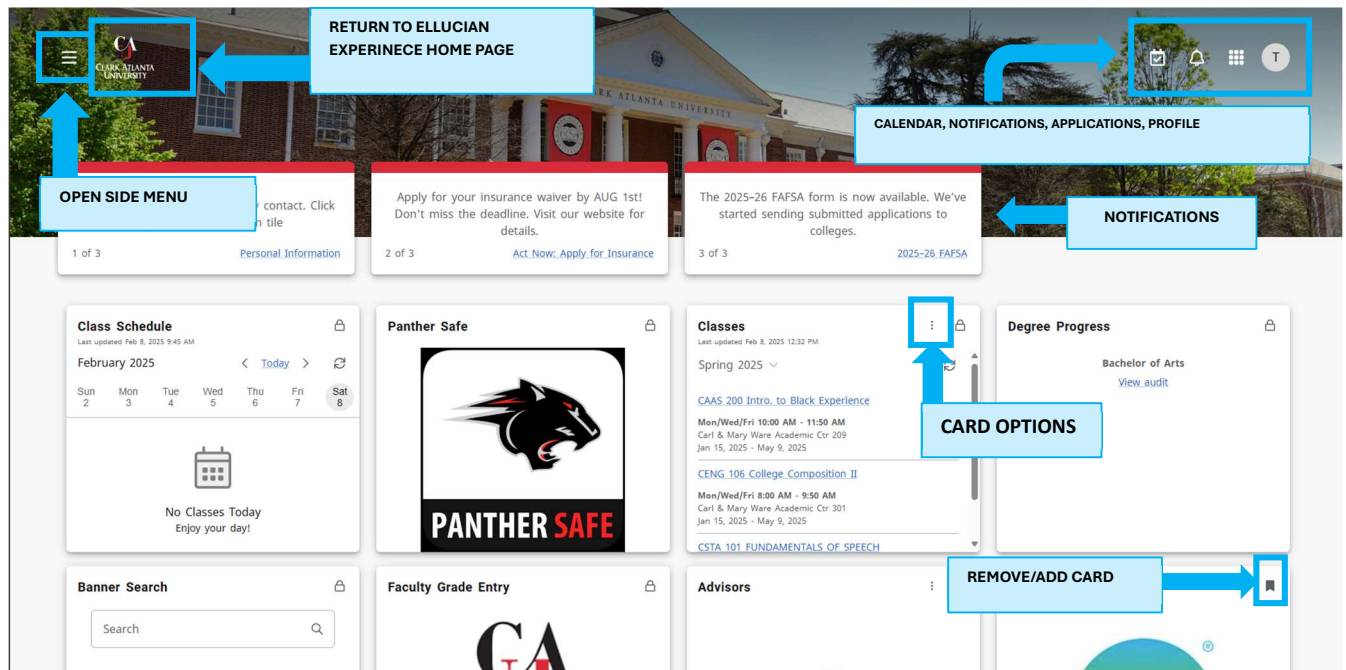
View Ellucian's full privacy policy
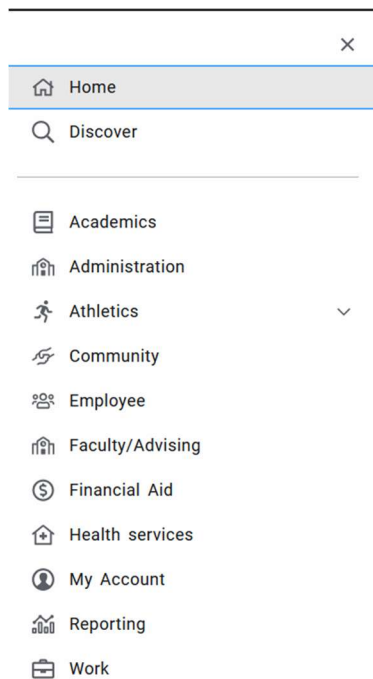
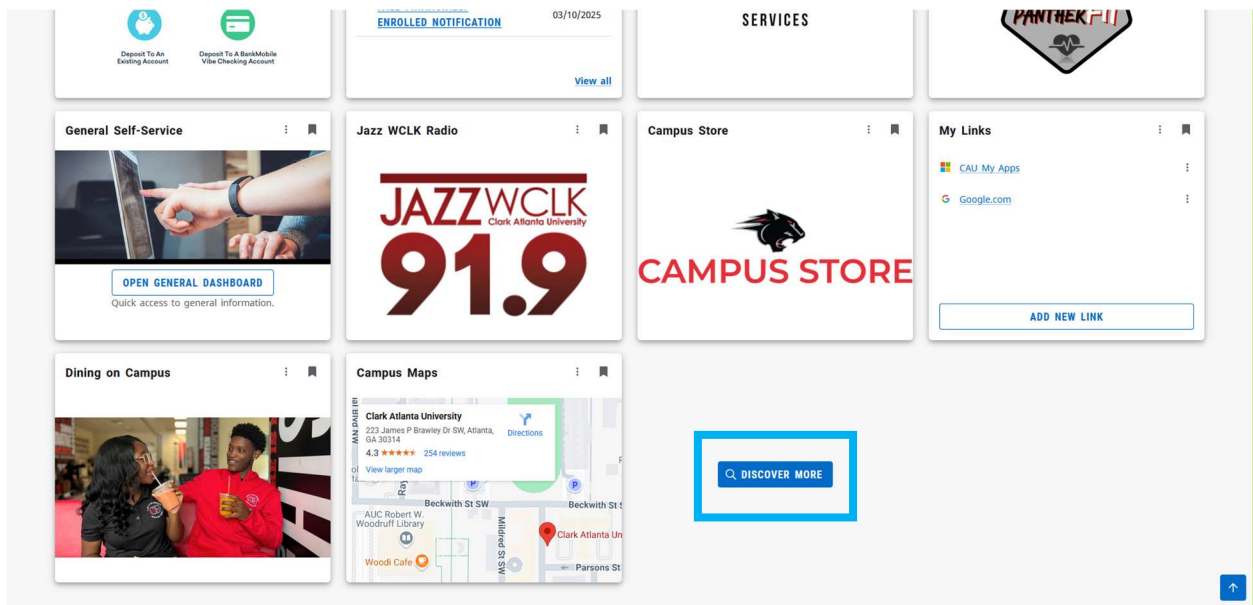NO THANKS     ACCEPT

# Navigation Help

Once complete, you will reach the Banner Experience home page:



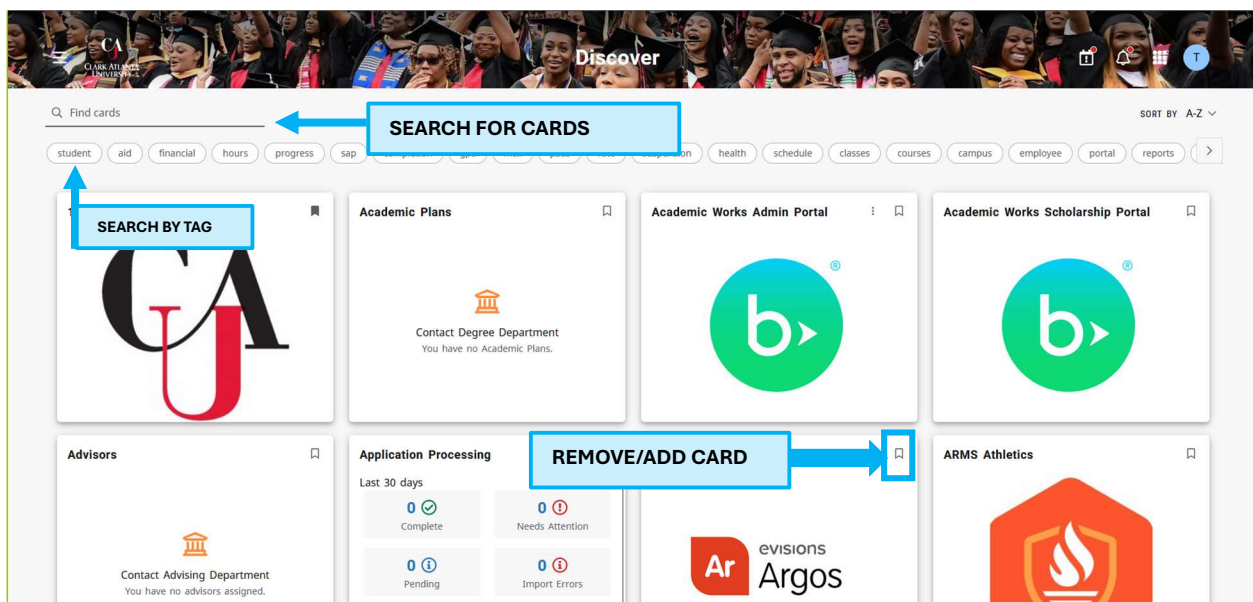Click the Menu icon to access the side menu to see your card categories:

Scroll down to access all cards by clicking "Discover More":



# Discover More Cards

From the Discover More screen, you can search for new cards and add/remove them from your home screen.

# Request Announcements

To request an announcement added to the top of Experience, email [bannerapps@cau.edu](mailto:bannerapps@cau.edu).

# Banner Search Card Instructions

This is the new front page of Banner Application Navigator. To access all your regular pages, type it in the search box and click the suggestion that comes up:
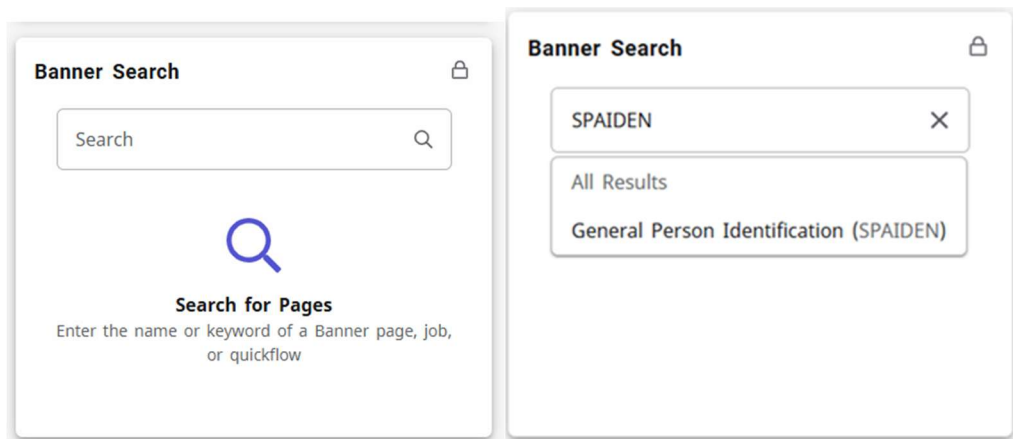


Welcome to the new version Banner Application Navigator, which preserves all the same functionality with a new look.
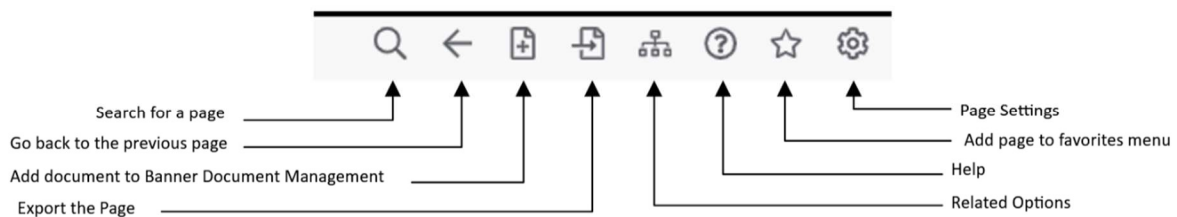
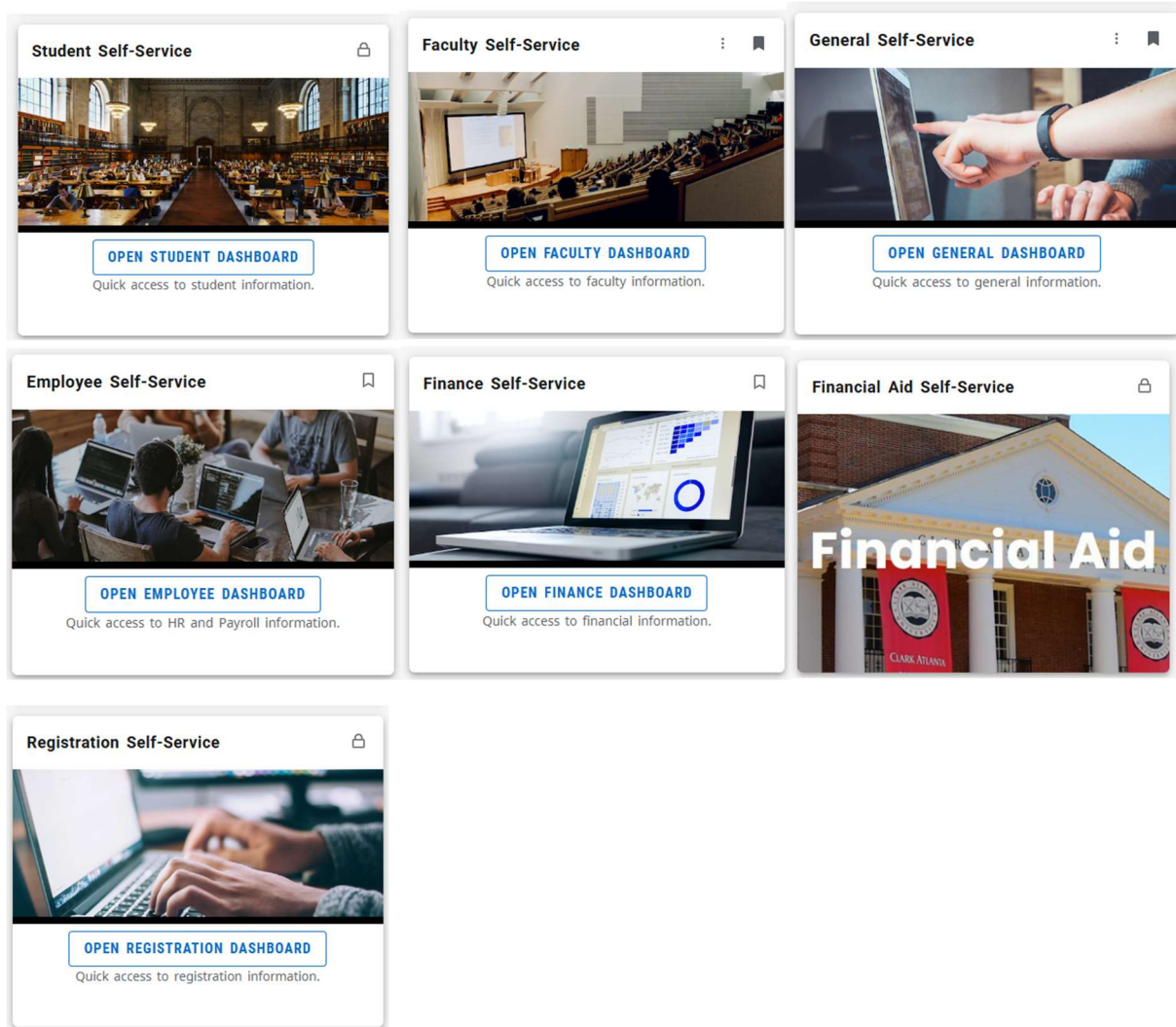# SSB Card Instructions

Depending on your role at CAU, you will have one or more of the following Self-Service Banner cards:



These cards will bring you to the relevant self-service page of the Panther Portal.

# How to Access and Complete Assigned Task

From Experience click on the calendar icon
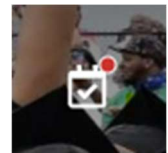
The following window will display
(note: Task name will display in highlighted area)

Click on Simple Task
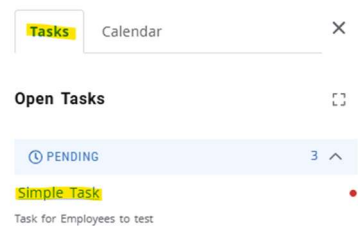
Once the task window opens, please complete the Required Task. Once completed, hit the blue complete button.

# How to Access and Complete Emergency Contact

1. From Experience click on the calendar icon
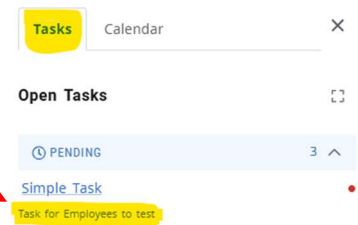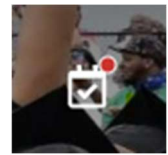


2. The following window will display.
(note: Task name is how you access the task. What need to be completed will display below)
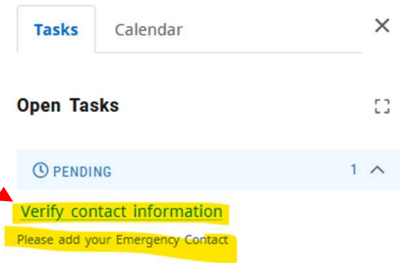


3. Click on "Verify Contact Information"
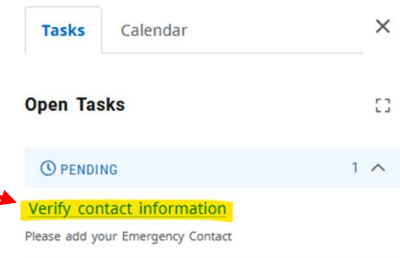


4. Once the task window opens, please hit the (+) symbol to add an emergency contact.
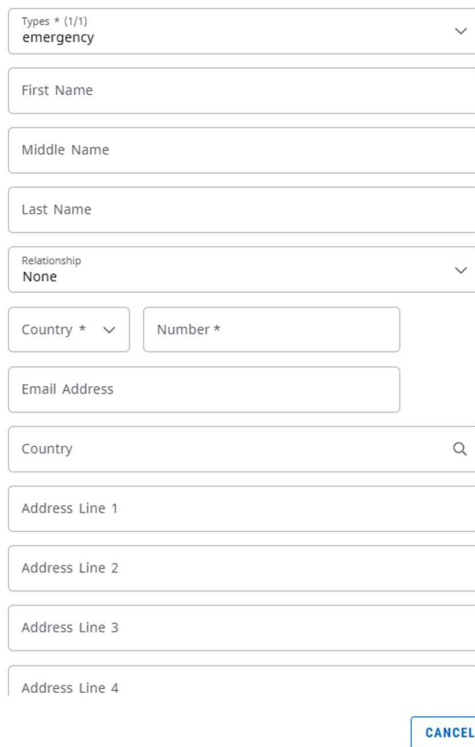
5. The emergency contact window will open. Please complete all fields by strolling down.



** Note: The last field is the priority. Please prioritize the order you would like your contacts contacted. Ex: If you add a contact for your mom and your dad, please place a (1) in the priority field for who you would like to be contacted first. Place a (2) in the priority field for the second contact you add. **



6. Once done, hit add.

7. Hit the blue "Confirm Information" at the top.

# Troubleshooting

## How to Clear Your Browser Cache

Clearing your cache can help resolve website display issues or loading problems. Follow the steps below for your browser:

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**Google Chrome (Windows & Mac)**

1. Click the **three dots** (⋮) in the **top-right corner**.
2. Select **Settings**.
3. Click **Privacy and security** on the left.
4. Click **Clear browsing data**.
5. In the pop-up:
6. Set **Time range** to **All time**.
7. Check:
   - ✅ Browsing history
   - ✅ Cookies and other site data
   - ✅ Cached images and files
8. Click **Clear data**.
9. **Close all Chrome windows** and **reopen Chrome**.

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**Microsoft Edge (Windows & Mac)**

1. Click the **three dots (⋯)** in the **top-right corner** of Edge.
2. Select **Delete browsing data** directly from the dropdown menu.
3. In the pop-up window:
4. Set **Time range** to **All time**.
5. Check:
   - ✅ Browsing history
   - ✅ Download history
   - ✅ Cookies and other site data
   - ✅ Cached images and files
6. Click **Clear now**.
7. **Close all Microsoft Edge windows** and **reopen Edge**.

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**Safari (Mac only)**

1. Click **Safari** in the top menu bar and select **Preferences** (or **Settings** in newer versions).

2. Go to the **Privacy** tab.

3. Click **Manage Website Data...**

4. Click **Remove All** > Confirm by clicking **Remove Now**.

   ○ *(For a faster method: Click **Safari** > **Clear History**, choose **all history**, and click **Clear History**.)*

5. Close and reopen Safari.

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**Mozilla Firefox (Windows & Mac)**

1. Click the **menu icon (≡)** in the **top-right corner**.
2. Select **Settings**.
3. Go to **Privacy & Security**.
4. Under **Cookies and Site Data**, click **Clear Data**.
5. Check:
   - ✅ Cookies and Site Data
   - ✅ Cached Web Content
6. Click **Clear**.
7. Scroll down to **History** and click **Clear History**.
8. Set **Time range to clear** to **Everything**.
9. Check:
   - ✅ Browsing & download history
10. Click **OK**.
11. **Close all Firefox windows** and **reopen Firefox**.

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If you continue to experience issues after clearing your cache, try restarting your computer or contact bannerapps@cau.edu for additional support.

# List of all role-based cards

**Cards are visible based on your role. To find a card, please search for it in the Discover More page.**

1098T Tax Notification

Academic Plans

Academic Works Admin Portal

Academic Works Scholarship Portal

Advisors

Application Processing

Argos Reporting

ARMS Athletics

Athletics

Audience Builder

Bank Mobile Instructions Card

Banner Event Publisher

Banner Search

Buildings MC

Business Services

Cache Card MC

Calendar 📅

Campus Maps

Campus Store

Campus Tours

Campus Well

Card Configuration MC

Cayuse Grant Management

Class Schedule

Classes

Contract Review Portal

Counseling & Disability Services

Degree Works

Degree Works Login

Dining on Campus

Dining Services

Drilldown Example MC

EAB Navigate

Ellucian Payment Service

Ellucian Workflow Inbox

Email 📧

Employee Directory

Employee Health Insurance Portal

Employee Self-Service

EPS Payment Initiator Card

Ethos Integration - Applications

Ethos Integration - Audit Logs

Ethos Integration - Errors

EverBridge Emergency Alert System

Faculty Canvas Card

Faculty Grade Entry

Faculty Grading

Faculty Self-Service

Finance Self-Service

Financial Aid Forms

Financial Aid Quick Link

Financial Aid Self-Service

General Self-Service

Graduate Student Health Request Form

Housing Request

HR Configuration

IncludED Book Bundle Program

Insights

Insights Administration

Institutional Information

Integration Designer

Integration Packages

Intelligent Learning Platform (ILP)

Jazz WCLK Radio

Leave

Licensing

Loading State MC

Maintenance Requests

Microsoft Office 365

Missing Emergency Contact Information Card

My Links

My Profile

My To-Do List

OITC Help Desk - ServiceNow

On-Line Photo Submission

Panther Buy - Log In

Panther Buy - User Guides

Panther Safe

PantherFIT

Parking Permits - Employee, Staff, Contractors

Pay Stubs

Person Manager

Personal Information

Prevent Remove MC

Print and Mail Services

Print and Mail Services

Props Title MS

Provisioning Metrics

Provisioning Metrics internal

Register to Vote

Registration Self-Service

Required Tasks/Maestro Card

Satisfactory Academic Progress - Approved Appeal

Satisfactory Academic Progress - Close to MAX

Satisfactory Academic Progress - Denied Appeal

Satisfactory Academic Progress - GM5YR

Satisfactory Academic Progress - GPA

Satisfactory Academic Progress - GPACE

Satisfactory Academic Progress - Max

Satisfactory Academic Progress - Pace

Sports Medicine

SSAF Rule Card

Student Account Detail Information

Student Enrollment Verification

Student Healthcare Center - PNC

Student Hub

Student Information Card

Student Lookup

Student Parking Permit Card

Student Self-Service

Test Office 365 Edits

Timecard

Title IX

Tutoring Schedules and Check in Card

Universal Person Records

Vector Training Portal

Weather Forecast