

Clark Atlanta University

Banner Experience - Student Guide



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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:

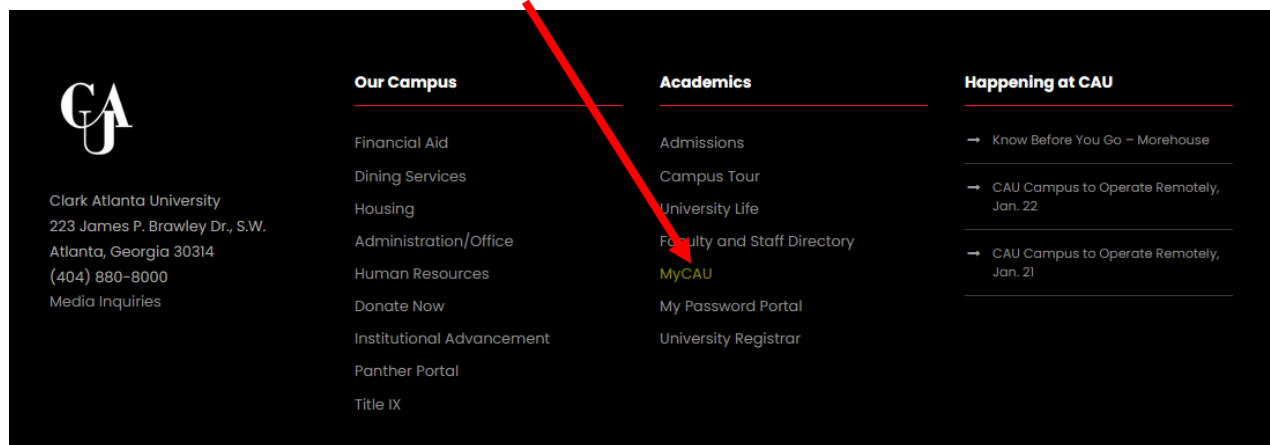
- School Name
- Requested Card(s)/Landing Page Description (Include any specific data points or functionalities you would like to see). Be sure to include links, logos/photos, etc. and be as detailed as possible.
- Purpose/Use Case for the requested card(s)

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.

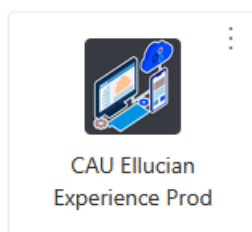
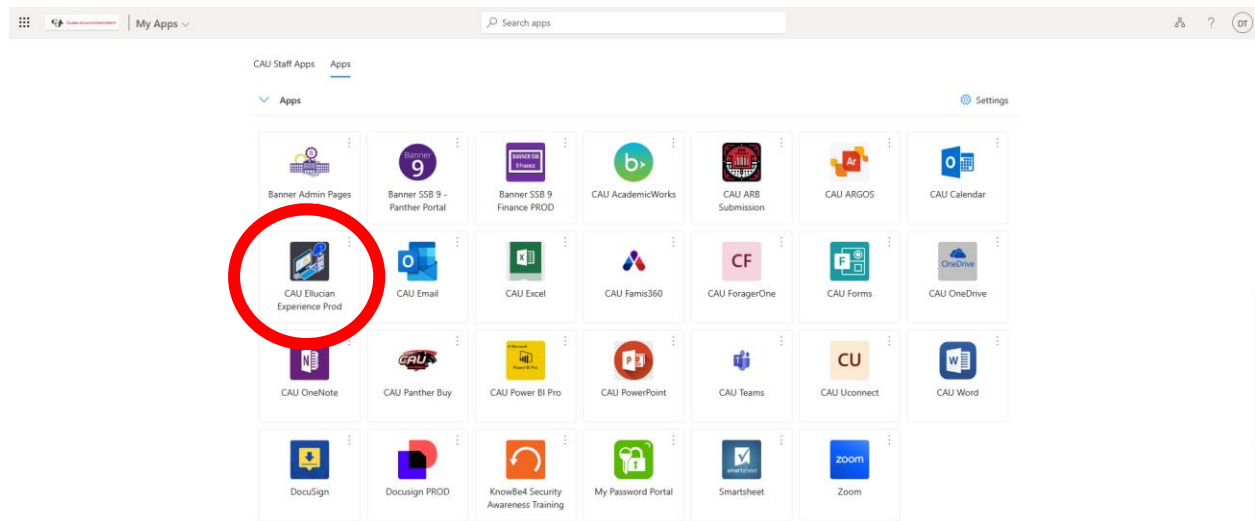
IMPORTANT NOTE: To set up your cau.edu email account for the first time, you must log into MyCAU before logging into Experience.

How to access Experience via My CAU

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

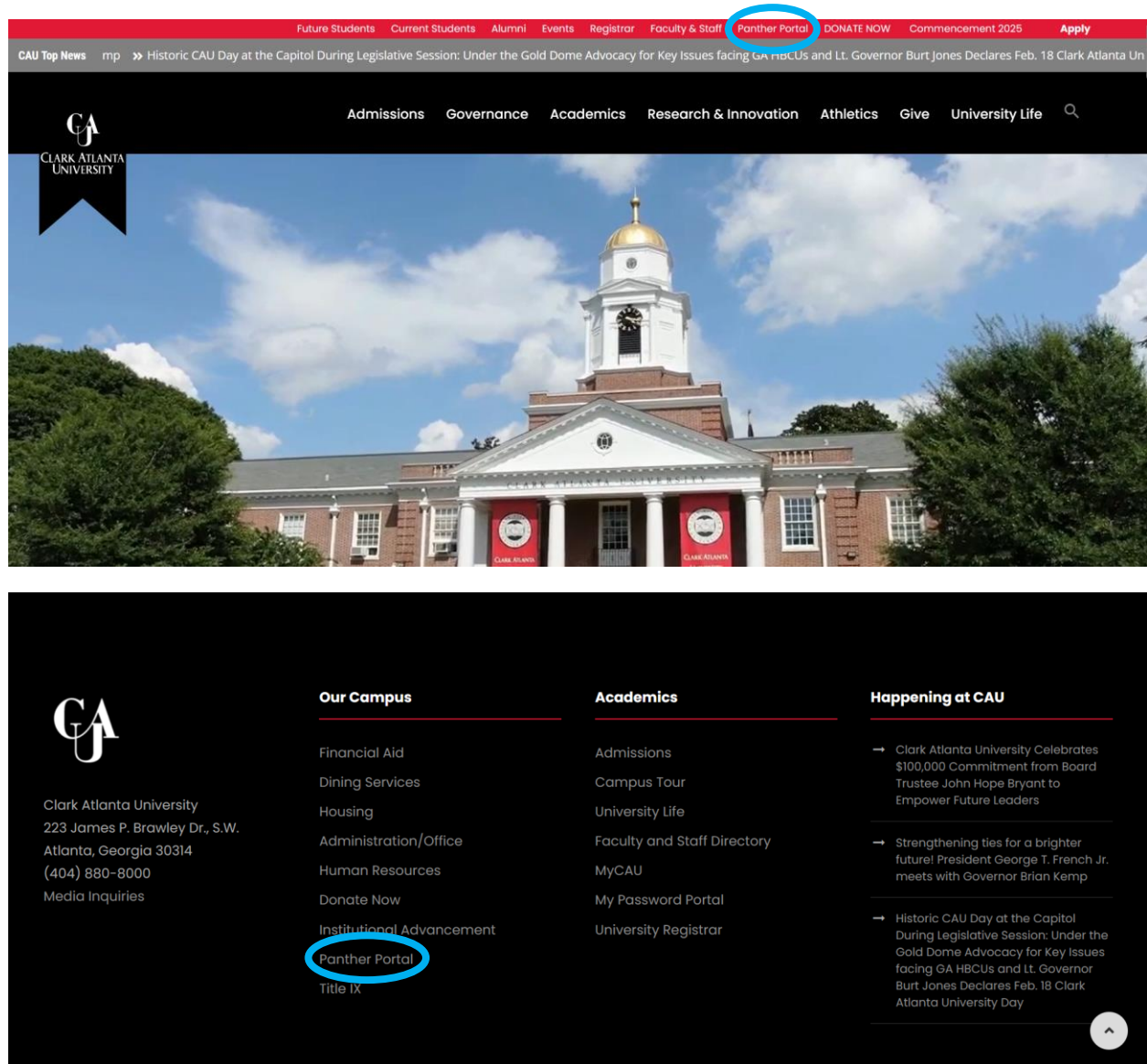


Once inside, click on the CAU Ellucian Experience Test App. The icon may appear in the "Apps" tab.



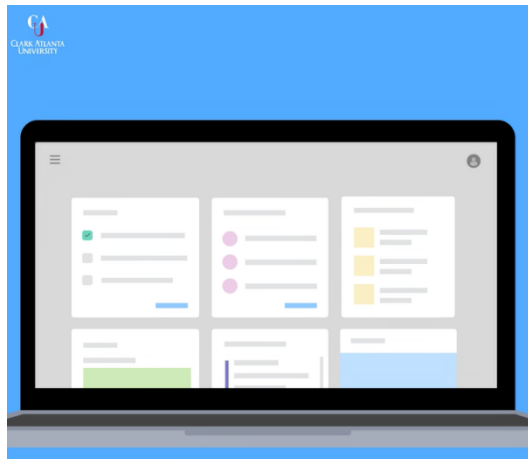
How to Access Experience via cau.edu

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



Introduction to Experience

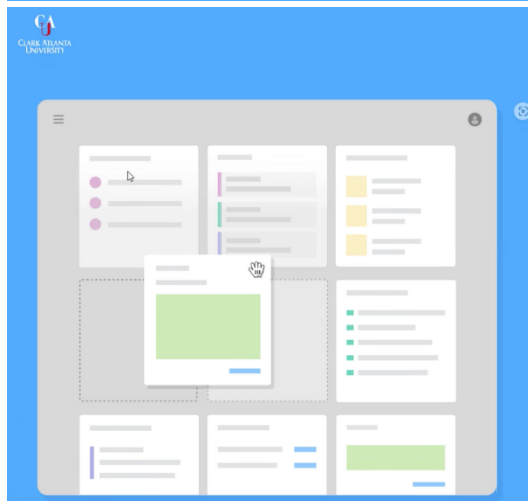
3 informational pages will appear. Please read and click next on all three.



Welcome to Your Dashboard

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

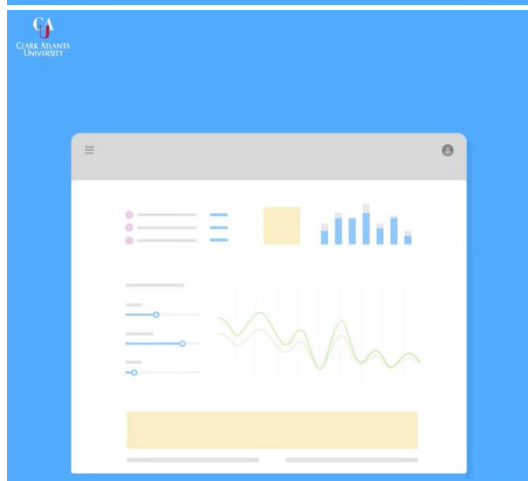
GET STARTED



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

Elucian 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 Elucian's full privacy policy](#)

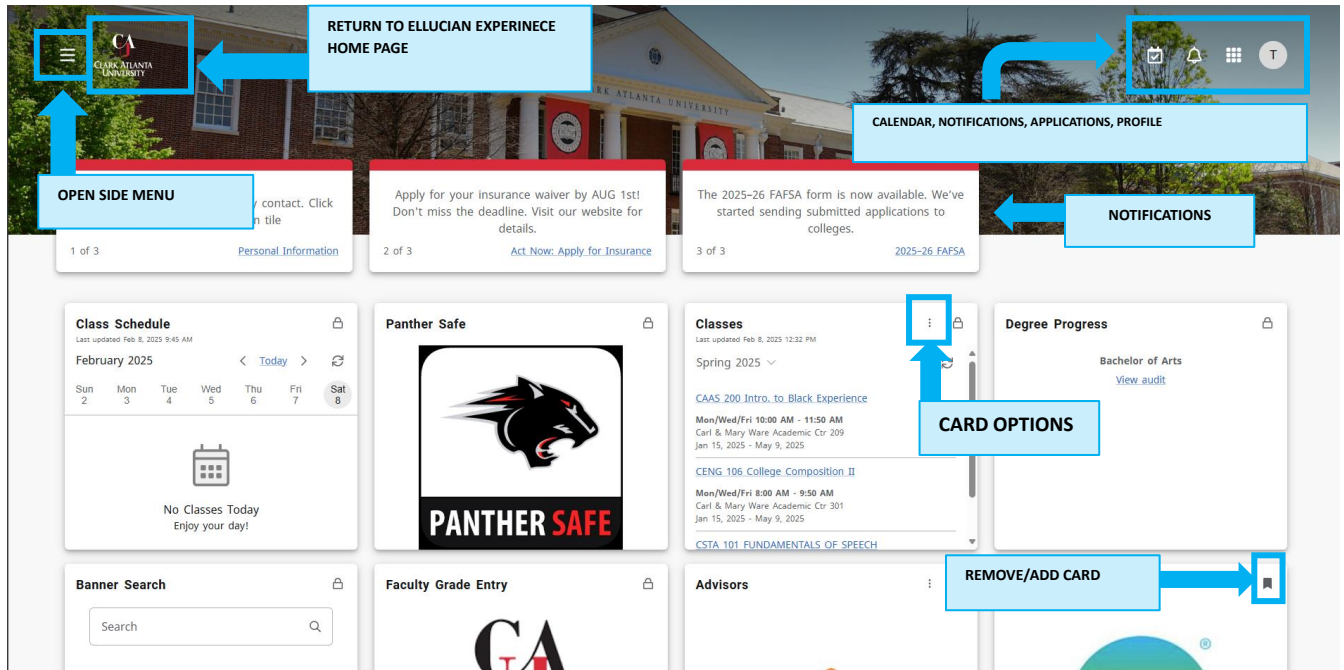
NO THANKS

ACCEPT

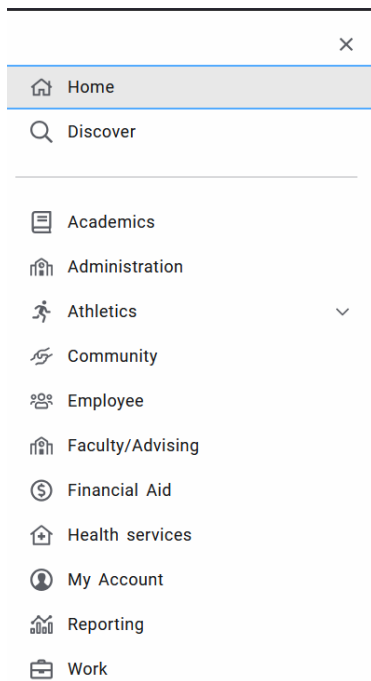


Navigation Help

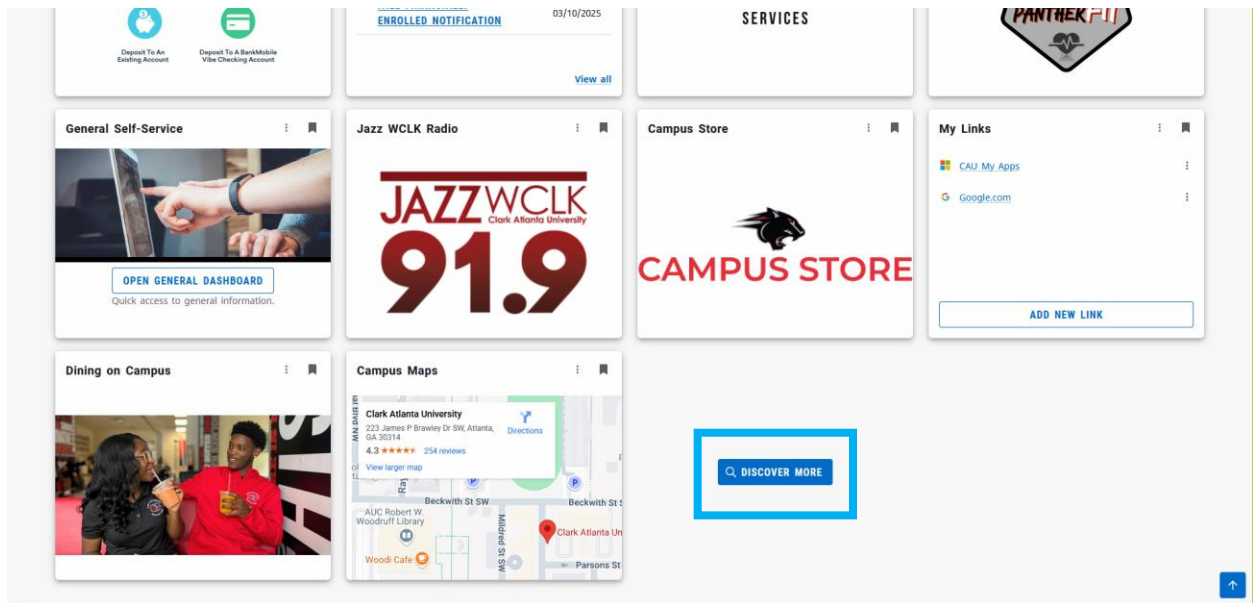
Once complete, you will reach the Banner Experience home page:



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

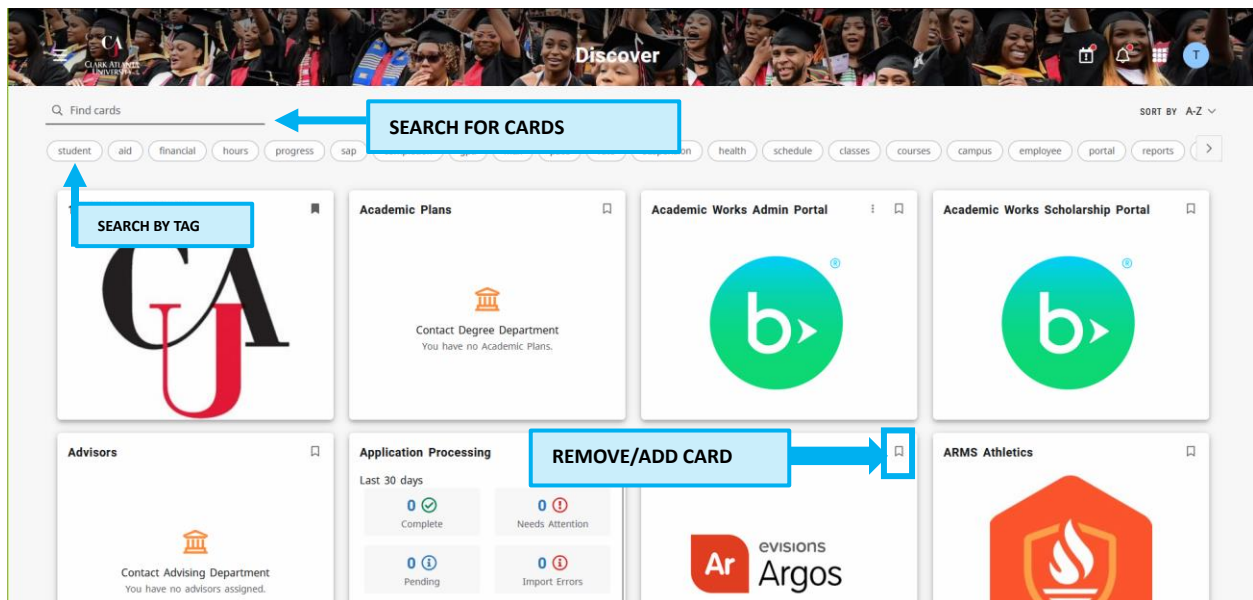


Scroll down to access all cards by clicking “Discover More”:



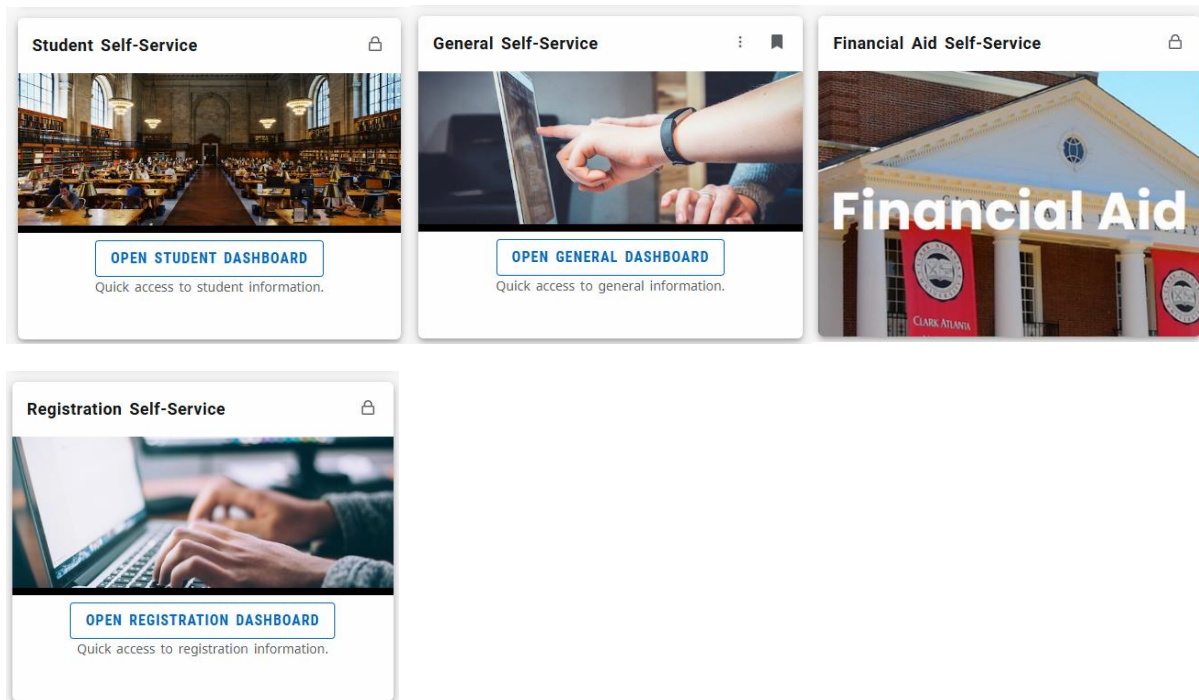
Discover More Cards

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



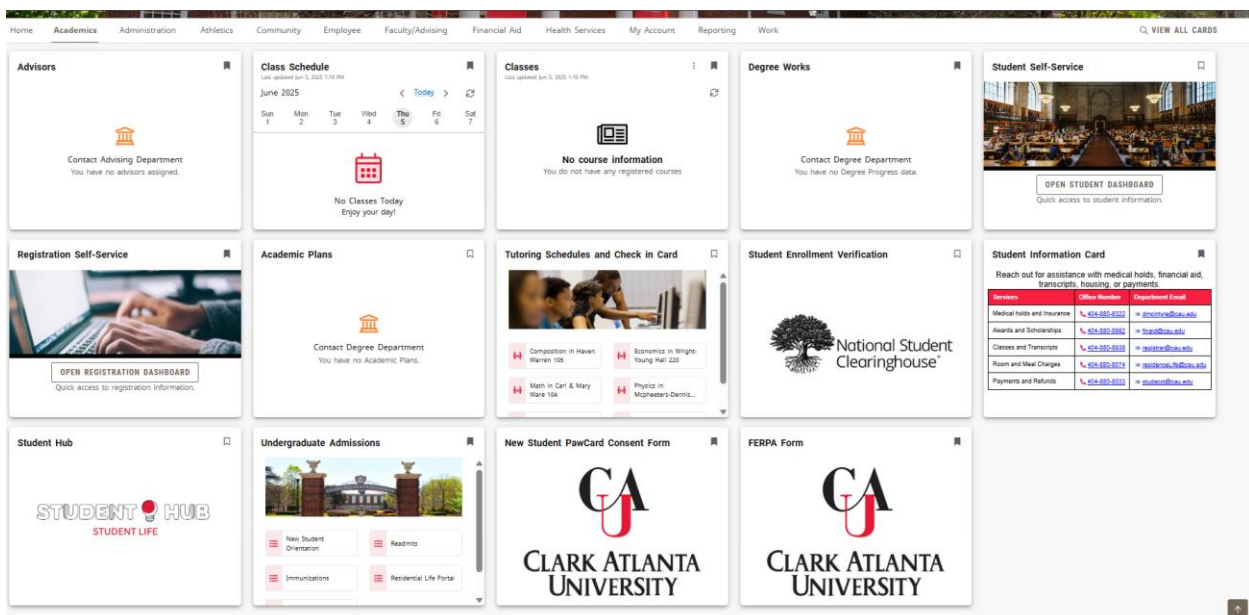
Student Card Instructions

As a student at CAU, you will have the following Self-Service Banner cards:



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


Under the Academics category, you will find cards for academic services:





Under the Financial Aid category, you will find cards for financial aid services:


[Home](#) [Academics](#) [Administration](#) [Athletics](#) [Community](#) [Employee](#) [Faculty/Advising](#) [Financial Aid](#) [Health Services](#) [My Account](#) [Reporting](#) [Work](#) [VIEW ALL CARDS](#)


Student Accounts Self-Service




View Balance, Payment Plan, and Refund Information


View Bank Mobile Instruction


View Tax Notification- 1098T


Part Time Request Form

Financial Aid Self-Service




Financial Aid Dashboard

Scholarship Search Portal

Financial Aid Student Forms

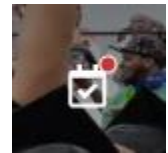
Account Balance Due



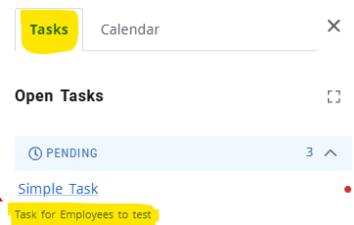
Error Requesting Resource
An error occurred when loading this card

How to Access and Complete Assigned Task

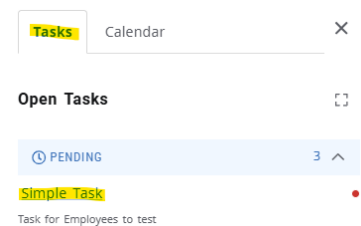
From Experience click on the calendar icon



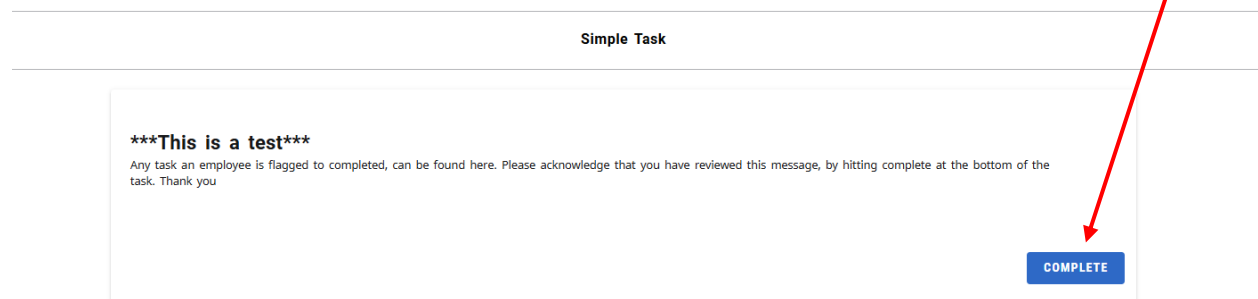
The following window will display
(note: Task name will display in highlighted area)



Click on Simple Task

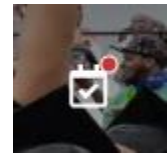


Once the task window opens, please complete the Required Task. Once completed, hit the blue complete button.

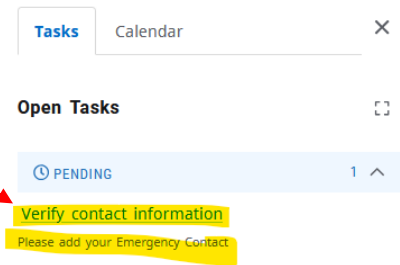


How to Access and Complete Emergency Contact

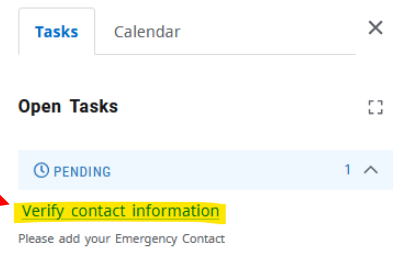
1. From Experience click on the calendar icon



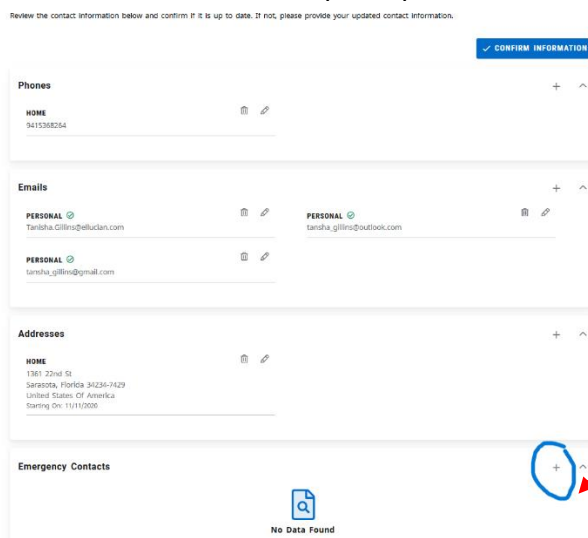
2. The following window will display.
(note: Task name is how you access the task.
What need to be completed will display below)



3. Click on "Verify Contact Information"

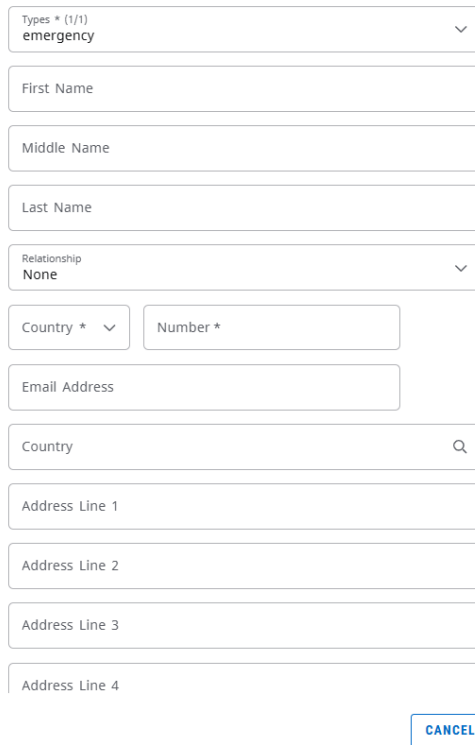


4. Once the task window opens, please hit the (+) symbol to add an emergency contact.



5. The emergency contact window will open. Please complete all fields by strolling down.

Add Emergency Contact



Types * (1/1)
emergency

First Name

Middle Name

Last Name

Relationship
None

Country * Country * Number *

Email Address

Country

Address Line 1

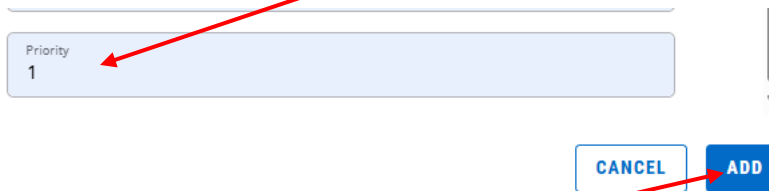
Address Line 2

Address Line 3

Address Line 4

CANCEL ADD

**** 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. ******



Priority
1

CANCEL ADD

6. Once done, hit add.

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

✓ CONFIRM INFORMATION

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:

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**.
-

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**.
-

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.
-

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**.
-

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	Card Configuration MC	Ethos Integration - Audit Logs
Academic Plans	Cayuse Grant Management	Ethos Integration - Errors
Academic Works Admin Portal	Class Schedule	EverBridge Emergency Alert System
Academic Works Scholarship Portal	Classes	Faculty Canvas Card
Advisors	Contract Review Portal	Faculty Grade Entry
Application Processing	Counseling & Disability Services	Faculty Grading
Argos Reporting	Degree Works	Faculty Self-Service
ARMS Athletics	Degree Works Login	Finance Self-Service
Athletics	Dining on Campus	Financial Aid Forms
Audience Builder	Dining Services	Financial Aid Quick Link
Bank Mobile Instructions Card	Drilldown Example MC	Financial Aid Self-Service
Banner Event Publisher	EAB Navigate	General Self-Service
Banner Search	Ellucian Payment Service	Graduate Student Health Request Form
Buildings MC	Ellucian Workflow Inbox	Housing Request
Business Services	Email 	HR Configuration
Cache Card MC	Employee Directory	IncludED Book Bundle Program
Calendar 	Employee Health Insurance Portal	Insights
Campus Maps	Employee Self-Service	Insights Administration
Campus Store	EPS Payment Initiator Card	Institutional Information
Campus Tours	Ethos Integration - Applications	Integration Designer
Campus Well		

Integration Packages	Prevent Remove MC	SSAF Rule Card
Intelligent Learning Platform (ILP)	Print and Mail Services	Student Account Detail Information
Jazz WCLK Radio	Print and Mail Services	Student Enrollment Verification
Leave	Props Title MS	Student Healthcare Center - PNC
Licensing	Provisioning Metrics	Student Hub
Loading State MC	Provisioning Metrics internal	Student Information Card
Maintenance Requests	Register to Vote	Student Lookup
Microsoft Office 365	Registration Self-Service	Student Parking Permit Card
Missing Emergency Contact Information Card	Required Tasks/Maestro Card	Student Self-Service
My Links	Satisfactory Academic Progress - Approved Appeal	Test Office 365 Edits
My Profile	Satisfactory Academic Progress - Close to MAX	Timecard
My To-Do List	Satisfactory Academic Progress - Denied Appeal	Title IX
OITC Help Desk - ServiceNow	Satisfactory Academic Progress - GM5YR	Tutoring Schedules and Check in Card
On-Line Photo Submission	Satisfactory Academic Progress - GPA	Universal Person Records
Panther Buy - Log In	Satisfactory Academic Progress - GPACE	Vector Training Portal
Panther Buy - User Guides	Satisfactory Academic Progress - Max	Weather Forecast
Panther Safe	Satisfactory Academic Progress - Pace	
PantherFIT	Sports Medicine	
Parking Permits - Employee, Staff, Contractors		
Pay Stubs		
Person Manager		
Personal Information		