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# **Using Self-Service Retrieve Email Address**

**Georgia Enhanced Banner Student and  
Financial Aid Systems User Documentation**

Version 8.23

**Information Technology Services**

**November 2014**

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## Using Self-Service Retrieve Email Address

### Introduction to Self-Service Retrieve Email Address functionality

**Purpose** A USG institution submitted a change request for an enhancement to retrieve a student's Email address via Student Self-Service Banner. This enhancement would allow the user to enter the student's first name and last name to retrieve the email address for a specific student.

The new functionality will allow all Self-Service users the ability to search for a student's email address stored in the Email Address Form (GOAEMAL). A menu item link called "Student Email Address Search" was created on the non-secured Banner self-service homepage. When the link is clicked, a "Search Student Email Address" webpage searches for student's email address based on all or part of the student name. A search of the Email Address Form (GOAEMAL) is performed and the result is displayed on another web page.

**Target Audience** Institutional staff that are responsible for distributing Banner institutional IDs.

**Purpose and Scope of Document** This document explains how to activate the Retrieve Email Address button and retrieve a student's Email address via Self-Service Banner.

**Graphics** Graphic cues used in this document assist with labeling of steps and items that are particularly important.



Steps for recovery or support.



For additional information, see references.



Exercise caution.



Warning: an error here is critical.

#### References



For information about the baseline product, see Ellucian *Banner Student and Student Self-Service User Guides*.

## Support

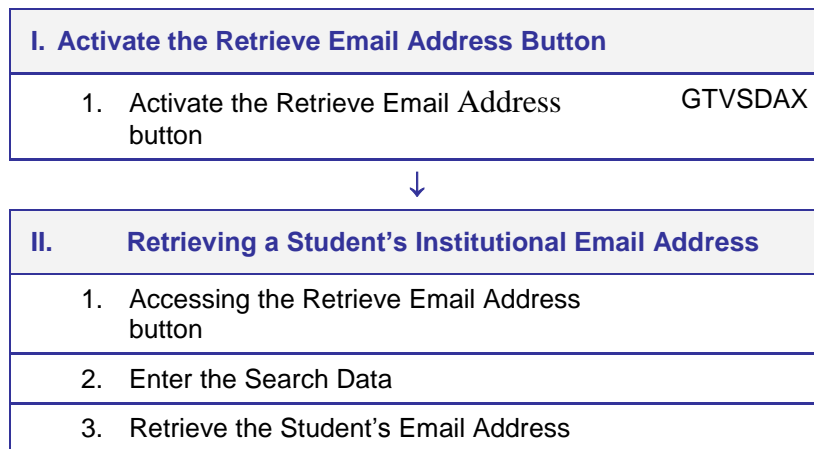


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[http://www.usg.edu/customer\\_services/service\\_level\\_guidelines/](http://www.usg.edu/customer_services/service_level_guidelines/).

## Self-Service Retrieve Email Address Process Flow

**Description** The Self-Service Retrieve Email Address enhancement allows the user to enter the term of enrollment, and the first and last name. This functionality is available via a Retrieve Email Address button on the secure login page. Institution can deactivate the button via GTVSDAX.

**Overview of Self-Service Retrieve Email Address** Complete the following steps to implement and access the Retrieve Email Address button and enhancement in Self-Service Banner.



## Implementing Self-Service Retrieve Email Address


### I. Activate the Retrieve Email Address Button

#### Overview

Use GTVSDAX to activate the Retrieve Email Address button for display on the Self-Service secure area login page. This functionality allows the institution to determine if the functionality should be available for use.

#### Activate the Retrieve Email Address button (GTVSDAX)

The Retrieve Email Address enhancement is controlled by the “RETRVEMADD” rule on the Crosswalk Validation form (GTVSDAX.). The functionality is activated when the External Code is “Y” and deactivated when the External Code is “N”. Deactivation means that the Retrieve Email Address button is not available in Self-Service Banner.



The screenshot shows a web browser window titled "Crosswalk Validation GTVSDAX 8.6.2.6". The form is for an "Internal" rule. The "Code" field is "RETRVEMADD", "Sequence" is "1", and "Group" is "ZWBKREEM". The "External Code" is "Y". The "Description" is "Activate Retrieve Email Button" and the "Concept" is "ZWBKREEM". The "Reporting Date" is "04-SEP-2014" and the "Last Update" is "CTAYLOR". There are checkboxes for "Sys" and "Sys Required". A "Comments" section is at the bottom.

Note: ITS delivered a script the GTVSDAX rule for the RETRVEMADD. The default External Code is “Y”.



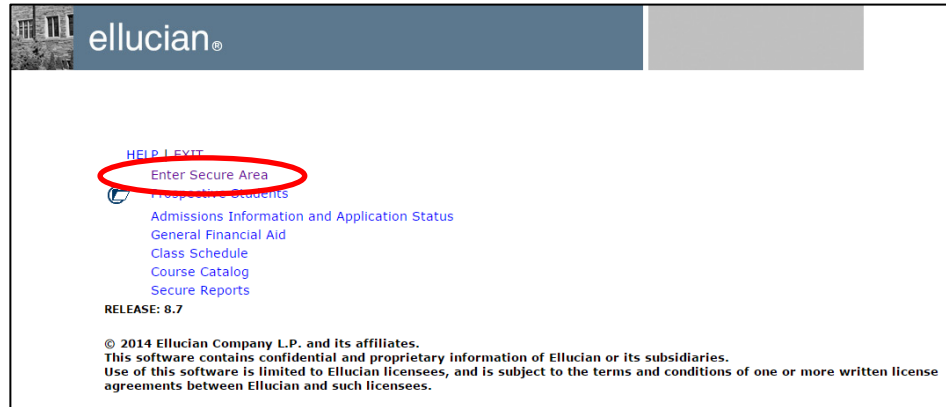
## II. Retrieving a Student or Faculty/Staff Email Address

### Overview

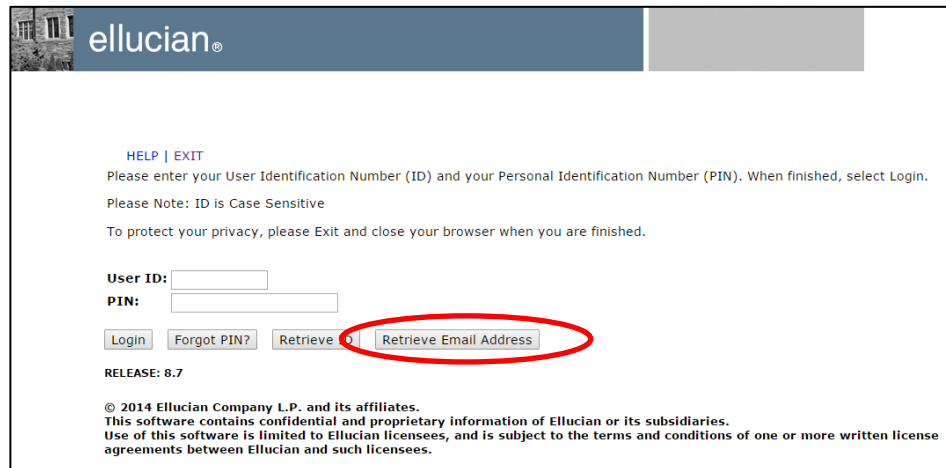
The Retrieve Email Address button is available on the Self-Service secure area login page. Enter all required fields to retrieve an existing student or faculty/staff email address. If no match or multiple matches are discovered, the student is directed to contact the appropriate institutional office.

### 1. Accessing the Retrieve Email Address button

On the main menu of Self-Service Banner, select “Enter Secure Area”.



Select the “Retrieve Email Address” button.



### 2. Enter the Search Data

All search fields on the Retrieve Email Address page are required.

The screenshot shows the Ellucian self-service interface. At the top left is the Ellucian logo. Below it are links for 'HELP | EXIT'. A message reads: 'To retrieve email address, please enter search criteria.' The main section is titled 'Retrieve Email Address'. It contains a 'Search by' dropdown menu set to 'Faculty/Staff', a 'Term' dropdown menu set to 'Fall 2030', and two text input fields for 'First Name' and 'Last Name'. Below these fields are 'Find Personnel' and 'Reset' buttons. At the bottom, it says 'RELEASE: 8.7' and '© 2014 Ellucian Company L.P. and its affiliates.'

The user will choose “Student” or “Faculty/Staff” in the Search By field and enter the following identifying information:

- Term
- First Name
- Last name

Searches can be performed by entering either the first name or last name. Both names are not required. If neither field is populated, an error message will remind the user that at least one of the name fields must be entered.

This screenshot shows the same Ellucian self-service interface as the previous one, but with an error message. The message 'Enter either First Name and/or Last Name.' is displayed in red text and is circled in red. The rest of the interface, including the 'Search by' dropdown, 'Term' dropdown, and 'Find Personnel' and 'Reset' buttons, remains the same. The footer text 'RELEASE: 8.7' and '© 2014 Ellucian Company L.P. and its affiliates.' is also present.

The Reset button removes data from all search fields.

Selecting the find Personnel button activates the retrieve email address search.

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[HELP](#) | [EXIT](#)  
Enter first name and/or last name to search.

Retrieve Email Address

Enter either First Name and/or Last Name.

Search by: Faculty/Staff  
Term: Spring 2014  
First Name: James  
Last Name: Jensen

**Find Personnel** | **Reset**

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### 3. Retrieve the Email Address

The search utilizes the Email Address Form (GOAEMAL).

E-mail Address GOAEMAL 8.2.0.1

ID: 001085263 James Jensen

E-mail

E-mail Type: HOME Home E-mail Address  
E-mail Address: NEW@SCHOOL.COM  
 Preferred  Inactivate  Display on Web  UJRI  
Comment: Activity Date: 12-AUG-2014 User: PHARRIS

A successful search will result in the person’s e-mail address displayed. In the example below, multiple records matched the search criteria and were displayed. Since only one preferred email address can be saved on GOAEMAL, each row retrieved represents a different person.

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[HELP](#) | [EXIT](#)  
Retrieved Faculty Email Address

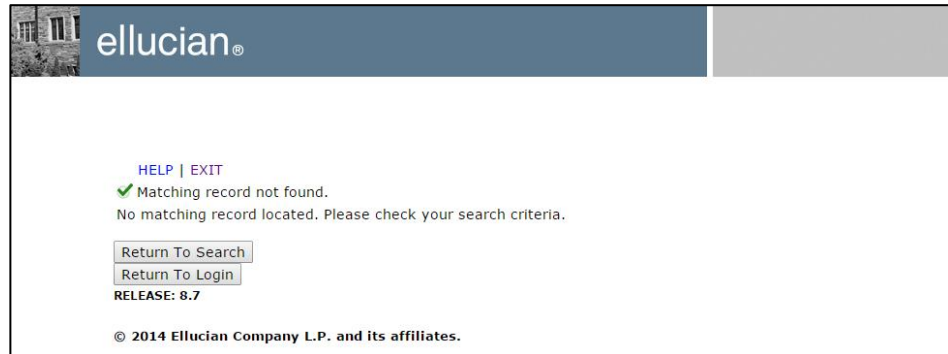
Name	Email Address
James Jensen	JamesJr@school.com
James Jensen	Jimmy@work.com
James Jensen	NEW@SCHOOL.COM
James Jensen	call_me@work.com
James Jensen	james_jensen@work.com
James Jensen	test@usg.edu
James Jensen	test@usg.edu
James Jensen	test@usg.edu
James Jensen	test@usg.edu
James Jensen	test@usg.edu

[Return To Search](#)  
[Return To Login](#)

RELEASE: 8.7

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If no Banner record matches the search data, a “Matching record not found” error message will be displayed to direct the user to verify the search criteria.



## Appendix A: Document History

This section details the history of the document and updates made for each modification.

<b>Release and Date</b>	<b>Page</b>	<b>Update Description</b>
Georgia Enhancements 8.1, March 31, 2010	NA	Original
Georgia Enhancements 8.23, June 28, 2013	5 6 7	Updated Screenshots Updated Screenshots Updated Screenshots
December 13, 2013	All	Updated Screenshots for Baseline WebTailor 8.6
September 26, 2014	All	Updated screenshots for Baseline Web Tailor 8.6.0.1
November 21, 2014	All	Updated screenshots for Baseline WebTailor 8.7

## Appendix B: Process Flow

# Self-Service Retrieve Email Address

