Using Self-Service Retrieve ID

Georgia Enhanced Banner Student and Financial Aid Systems User Documentation

Version 8.28

Information Technology Services

November 2014

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Using Self-Service Retrieve ID

Introduction to Self-Service Retrieve ID functionality

Purpose

As part of the Student System Consolidation Project, ITS provided an enhancement for retrieving a student's institutional ID via Self-Service Banner. With the conversion to unique IDs instead of Social Security Numbers as the student's institutional ID came the need to provide the institutional ID to the student in a secure manner. Students must obtain their institutional ID in order to log into Student Self-Service Banner and use other institutional services. The Self-Service Retrieve ID page allows the user to enter identifying data to retrieve the institutional ID.

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 ID button and retrieve a student's institutional ID 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.*
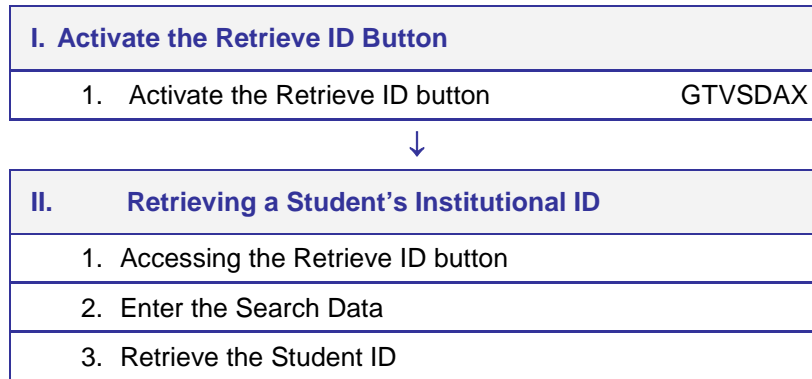
Support

MORE INFORMATION and SUPPORT: For an URGENT BUSINESS IMPACT issue, contact the ITS Helpdesk immediately at 706-583-2001 or 1-888-875-3697 (toll free within Georgia). For a NON-URGENT issue, contact the ITS Helpdesk via (1) the Self-Service Support website at http://www.usg.edu/customer_services (User ID and password required. Contact ITS Helpdesk to obtain login credentials.) or (2) Email helpdesk@usg.edu. For ITS product and service status updates, go to: http://status.usg.edu/. Additional information is available at the ITS Service Level Guidelines and Maintenance Schedule: http://www.usg.edu/customer_services/service_level_guidelines/.

Self-Service Retrieve ID Process Flow

Description   The Self-Service Retrieve ID enhancement allows the user to enter the name, birth date and last 4 digits of the Social Security Number to retrieve the institutional ID for a specific student. This functionality is available via a Retrieve ID button on the secure login page and institution can deactivate the button via GTVSDAX.

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

I. Activate the Retrieve ID Button	
1. Activate the Retrieve ID button	GTVSDAX

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II.   Retrieving a Student's Institutional ID
1. Accessing the Retrieve ID button
2. Enter the Search Data
3. Retrieve the Student ID

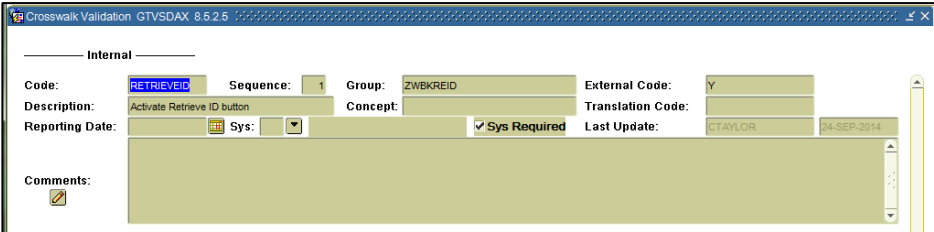# Implementing Self-Service Retrieve ID

I. Activate the Retrieve ID Button

Overview

Use GTVSDAX to activate the Retrieve ID 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 ID button (GTVSDAX)

The Retrieve ID enhancement is controlled by the "RETRIEVEID" 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 ID button is not available in Self-Service Banner.

Note: ITS delivered a script the GTVSDAX rule for the RETRIEVEID. The default External Code is "Y".

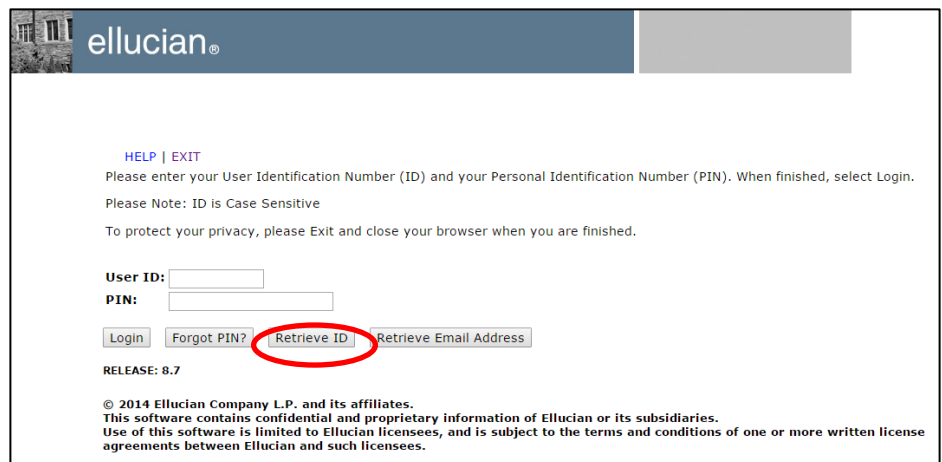## II. Retrieving a Student's Institutional ID

Overview

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

1. Accessing the Retrieve ID button

On the main menu of Self-Service Banner, select "Enter Secure Area".
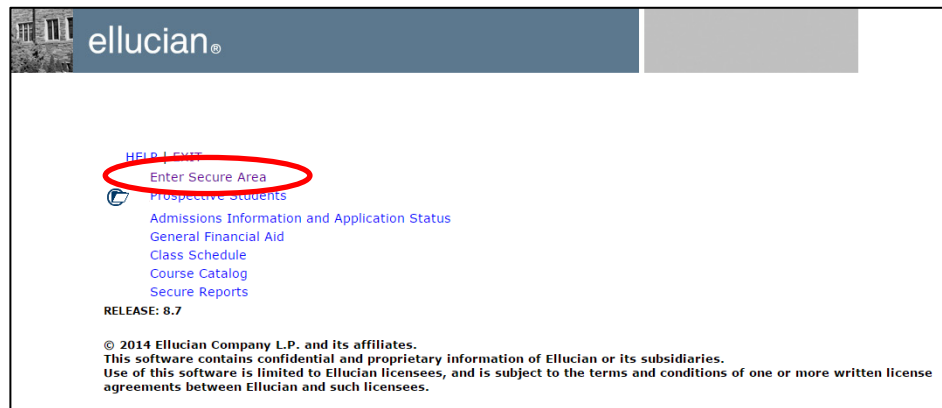
Select the "Retrieve ID" button.

2. Enter the Search Data

All fields on the Retrieve ID page are required.

Enter the student's first name, last name, birth date in MM/DD/YYYY format, and last 4 digits of the SSN. The SSN data is masked upon entry.

Incomplete data entry or incorrect formatting of the birth date field must be corrected prior to running the search.

The Reset button removes data from all search fields.

Selecting the Search button activates the student institutional ID search.

3. Retrieve the student ID

The search utilizes the Name Translation Rules form (GORNAME) if the student enters the shortened version of their name or nickname, such as Ben for Benjamin. The search also uses the Preferred First Name from the General Person Identification form (SPAIDEN) if the field is populated for the student.

A successful search will result in the student's institutional ID being displayed.
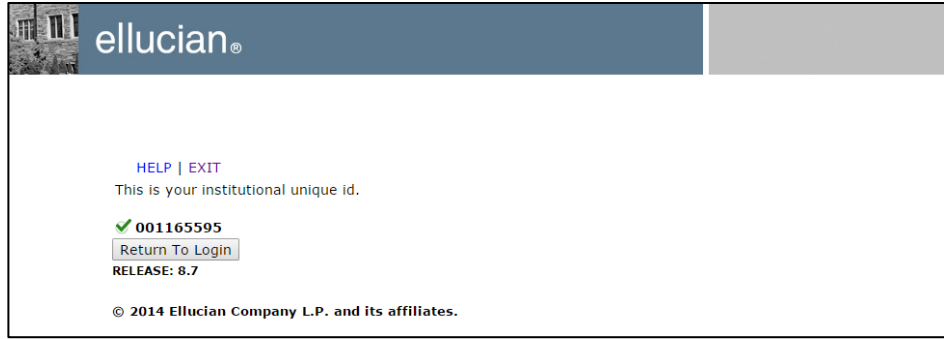
If multiple matches are located by the search and the Preferred First Name field on SPAIDEN is populated, a "Unique record not found" error message will be displayed to direct the student to contact the institution.
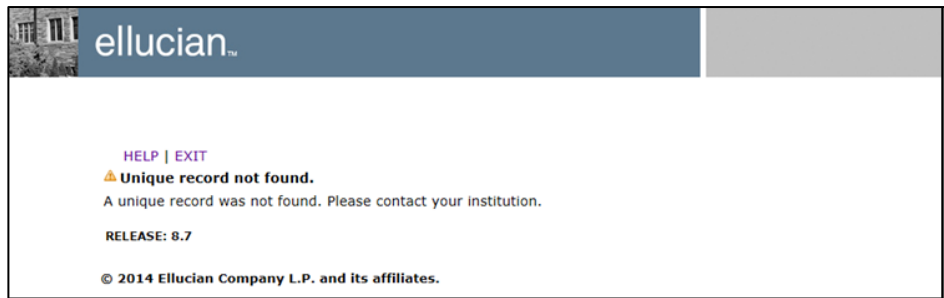

If no Banner record matches the search data, a "Matching record not found" error message will be displayed to direct the student to contact the institution. This message is also displayed if multiple matches are located and the Preferred First Name field on SPAIDEN is blank.
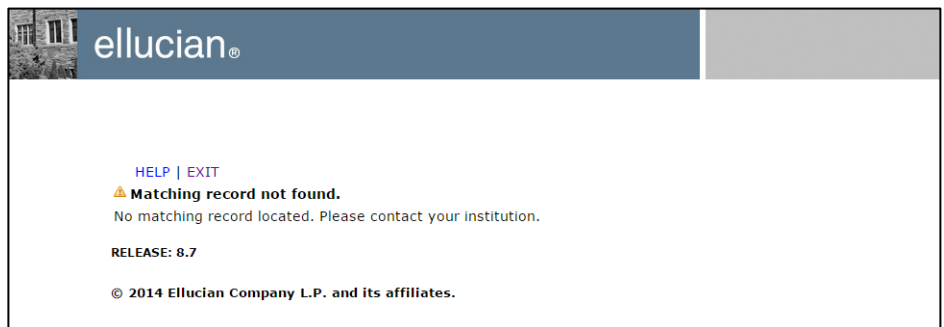
Appendix A: Document History

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

Release and Date	Page	Update Description
Georgia Enhancements 7.13.1, June 30, 2008	NA	Original
Georgia Enhancements 8.0, March 31, 2010	All	Updated screenshots for 8.0
June 28, 2013	All	Updated screenshots for Baseline Web Tailor 8.5.2
Georgia Enhancements 8.28, December 13, 2013	All	Updated screenshots for Baseline Web Tailor 8.6
September 26, 2014	All	Updated screenshots for Baseline Web Tailor 8.6.0.1
November 21, 2014	All	Updated screenshots for Baseline Web Tailor 8.7

Appendix B: Process Flow

Self-Service Retrieve ID

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│ Activate the│
│ Retrieve ID │
│   button    │
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       │
       ▼
┌─────────────┐
│ Access the  │
│ Retrieve ID │
│   button    │
└──────┬──────┘
       │
       ▼
┌─────────────┐
│  Enter the  │
│ Search Data │
│             │
└──────┬──────┘
       │
       ▼
┌─────────────┐
│ Retrieve the│
│ Student ID  │
│             │
└─────────────┘
```