



Internet Native Banner (INB) Password Reset

This document will provide:

- ✓ An overview of the steps necessary to reset an Internet Native Banner (INB) password using the Self-Service Banner (SSB) interface.

Overview

Audience

This document is intended for users of Banner as well as helpdesk consultants that assist INB users.

Background

Previously, when an end-user had forgotten their INB password, it was required that they present themselves to a staff member of ITS with proper identification credentials in order to have the password reset for them. Now, a password reset process has been developed whereby users can reset their own password using SSB.

Reset of INB Password

There are three steps to the reset process. This is necessary to confirm the credentials of the user and validate that they in fact initiated the request. This is done in the following steps:

1. The user requests a temporary password to be sent to the email associated with the account via the SSB interface.
2. The user confirms receipt of the temporary password via SSB.
3. The user logs into INB and resets their password to one of their choosing (the temporary one will expire upon login).

The following set of steps will walk you through the process:

1. Go to SSB and login using the [Enter Secure Area](#) link.

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- Go to the Personal Information tab and click the [Reset Your Internet Native Banner \(INB\) Password](#) link.
- Here you will need to enter unique information in order to further identify yourself. Complete the first 3 fields (last 4 digits of your SSN, birth date, and self service PIN):

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Reset Internet Native Banner (INB) Password

Last 4 digits of your SSN: Fill in these first three fields first, then click Submit, and wait for the e-mail it will send you containing your temporary password.

Date of Birth (mmddyyyy):

Self Service PIN:

Temporary Password (e-mailed to you): Fill in this field after e-mail received, and click Submit again.

Submit

Click the Submit button. You will see a message indicating the email to which the temporary password has been mailed (your university-sponsored email account.):



Tip: Keep the browser window open so you can return to it unless you plan to complete the process at a later time.

- Retrieve the email as it will provide your temporary password along with further instructions and then return to the SSB browser window.
- Enter the temporary password included in the email into the last field and click the Submit button again. *Note: if the first three fields are not completed due to starting a new session or for some reason your browser did not retain the information; you will need to complete them again to submit the temporary password.*

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Reset Internet Native Banner (INB) Password

Your Temporary Password and instructions have been e-mailed to pam.tejes@uah.edu

Last 4 digits of your SSN: Fill in these first three fields first, then click Submit, and wait for the e-mail it will send you containing your temporary password.

Date of Birth (mmddyyyy):

Self Service PIN:

Temporary Password (e-mailed to you): Fill in this field after e-mail received, and click Submit again.

Submit

Click the Submit button.

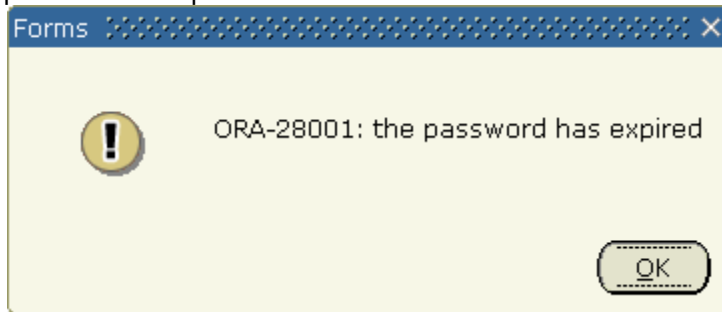
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You will see a message at the top indicating your password has been reset:

Your password has been reset to T7A36C17. After logging into **Internet Native Banner (INB)** using that password, it will tell you that your password has expired, and you will need to change it as described in the Password Reset e-mail.

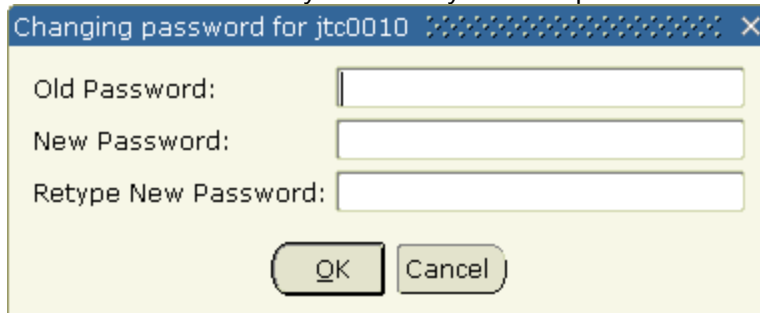
Now that a temporary password has been set, you will need to log into INB to set your desired password. The temporary password has been set to expire immediately so upon login, you will be requested to create a new password that you have not used before. Remember that INB passwords must be 8 characters in length and contain at least one letter and one number.

6. Log into INB using the temporary password. An alert will appear indicating your password is expired:



Click OK.

7. The next screen will let you create your new password:



Enter the temporary password into the Old Password field.

Then enter the password of your choice into the New Password and Retype New Password fields.

Click OK.

8. If successful, you will be taken to the introductory INB screen. If your password does not meet the criteria, you will given notification/warning messages until you enter an appropriate password.
9. Please remember your password for future sessions of INB.

Always remember to store passwords in a safe place!

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Reference Section

Example Email

An Internet Native Banner (INB) password reset was requested via a web session. If you did not request this reset, please contact Banner Support at banner.support@uah.edu immediately.

Your Internet Native Banner (INB) Temporary Password will be: XXXXXXXX

Please follow these instructions to reset your Internet Native Banner (INB) password.

There are two additional steps to the reset process. First, you will confirm this request by setting your INB password to the temporary one given above. Second, you will log in with the temporary password and change/reset your password to one of your choosing.

To set your TEMPORARY Internet Native Banner (INB) password:

- 1) Return to the browser window and the Reset Internet Native Banner (INB) Password web page. Enter XXXXXXXX into the Temporary Password. (The last 4 digits of your SSN, birth date, and PIN should still be filled in - if not, complete them.)
- 2) Click on the Submit button to reset your password to XXXXXXXX.

Once your temporary password has been set, RESET your password to one of your choosing:

- 1) Log into Banner using XXXXXXXX as the password.
- 2) You will get a message that says your password has expired. Click on the OK button.
- 3) You will get a "Changing password" screen. Enter XXXXXXXX into the Old Password field.
- 4) Enter a new password that you haven't used before into both the New Oracle Password and the Retype New Password fields. Remember passwords must be at least 8 characters in length and contain at least 1 letter and 1 number.
- 5) Click on the OK button.

Your password has now been reset. Please remember your new password for subsequent Internet Native Banner (INB) logins.

Potential Error/Warning Messages

Messages may display when completing the form in SSB indicating there is a problem and your INB password cannot be reset using the SSB form. In these cases, you will need to contact ITS at banner.support@uah.edu for further instruction and assistance.

1. **No Employee Internet Native Banner (INB) account or e-mail was found. Please contact banner.support@uah.edu for further assistance.**

This indicates that you were not found based on the entered criteria, or your email or your password is blank (null).

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2. **You do not have an active employee record. Your password has not been reset. Please contact banner.support@uah.edu if further assistance is required.**
This indicates you are not an active employee.
3. **Your Internet Native Banner (INB) account is locked. Please contact banner.support@uah.edu for further assistance.**
This indicates that your account is locked.
4. **The wrong Temporary Password was entered - your password has not been reset. Try again. If the problem persists contact banner.support@uah.edu for further assistance.**
This indicates that the wrong temporary password was entered. Try to reenter the password and verify Caps Lock is off. If the problem persists contact Banner support.
5. **Database e-mail is not currently available. Please contact banner.support@uah.edu to reset the Internet Native Banner (INB) password for your user ID *username*.**
This indicates a database error occurred.
6. **A problem occurred with this page. Please contact banner.support@uah.edu to reset the Internet Native Banner (INB) password for your user ID *username*.**
This indicates that an error occurred on the page.