



BANNER HELP DESK Frequently Asked Questions

Question: What is my User ID?

Answer: Your User ID is your student e-mail user ID (FIRSTLASTxxx).

Question: What is my PIN?

Answer: Your PIN is your e-mail password. For new students, you will need to visit www.athenstech.edu/studentemail to access your e-mail password. If you need help resetting your e-mail password, you can go to www.athenstech.edu/studentemail and click on the red and white life preserver.

Question: Does my PIN ever change?

Answer: Your PIN will remain your e-mail password. If you change your email password, your Banner password will change.

Question: What if I changed my PIN and forgot what it is?

Answer: You can log into your student e-mail to change your password for your e-mail. Once your e-mail password is changed, your Banner password will be updated to your e-mail password.

Question: Who provides my Registration Access Code?

Answer: Your advisor will give you a Registration Access Code each semester.

Question: Does my Registration Access Code ever change?

Answer: You will have a new Registration Access Code every semester.

Question: Where do I get E-Learning (BlackBoard) technical support for online classes?

Answer: From the ATC homepage, select *Resources, E-Learning* and then *Technical Support*.

Question: Where do I get e-mail technical support?

Answer: From the ATC homepage, select *Current Students*, then *Student Services and select Student E-mail*, then *Request Help with Student E-mail*.

ABOUT US

The **Banner Help Desk** supports all faculty, staff, and students at Athens Technical College with help with logins, passwords, and other technical information about BannerWeb. You may contact Banner Help through e-mail at bannerhelp@athenstech.edu. Please make sure to contact Banner Help using your ATC e-mail. *We do not provide technical support for faculty e-mail accounts, Intranet accounts, or Blackboard.*

For assistance with the information or content available through BannerWeb, please contact the appropriate department, such as Financial Aid, Admissions, Registration and Records, or the Cashier.

HELP DESK HOURS						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Not Available	8:30 AM – 4:30 PM	8:30 AM – 4:30 PM	8:30 AM – 4:30 PM	8:30 AM – 4:30 PM	8:30 AM – 3:30 PM	Not Available

