

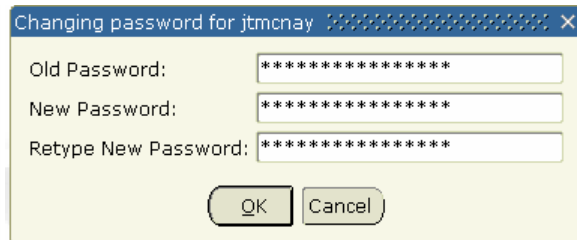
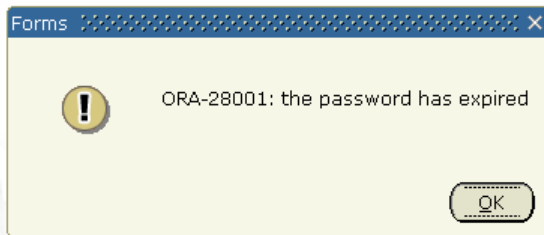


**How To...  
Change Your Banner  
Client Password**

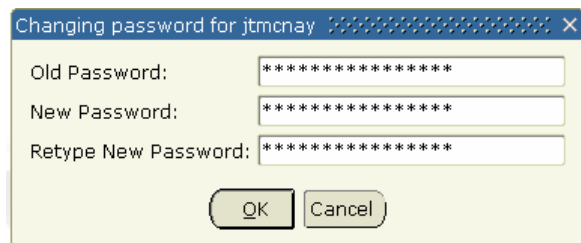
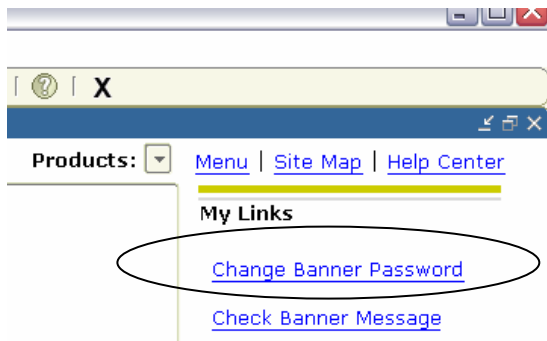
This document refers to the password used for Banner client (Oracle) authentication. This password is used by Banner Forms, Workflow, and the execution of Crystal Reports since all of these interfaces connect to the Oracle database to retrieve data.

There are two different times when you will have the opportunity to change your Banner Client password:

1. When your password expires:
  - a. Enter your old password
  - b. Enter your new password twice following the DA standards



2. In addition to your Password expiring, you can elect to change it at any time:
  - a. Click on the **Change Banner Password** link on the Main Menu left side. The Main Menu is the resulting page after you login.
  - b. Enter your new password twice following the DA standards



**Please Note:**

Unfortunately, Crystal does not understand or handle expired and/or locked accounts gracefully. Instead, of providing any type of message stating that a password is expired or an account is locked, it may simply redisplay the database login screen

over and over when trying to execute a report, never actually succeeding to do so. Hence, not being able to progress past the database login screen when trying to execute a Crystal report may be one sign that an account is expired or locked. If you believe this to be the case, please attempt to login through Banner Forms first to see if your password requires changing. Workflow performs similarly with expired and/or locked accounts -- it simply re-displays the login screen.

If for these or any other reasons you believe your account to be locked, please contact the Help Desk at x1444, and identify yourself and which Oracle database you are trying to access (PREP or PPRD). A member of the ITS staff will reset your password in that database for you and unlock the account. This will require you to then reset the password again yourself.