

**Q. What is FOAPAL?**

A. For the map of the Banner system, scroll down and click on the FOAPAL guide.

**Q. I can't find an Account (FRS subcode) that I used to use before July 1.**

A. There have been some changes and consolidation of old subcodes. For those you cannot find in the Crosswalk, try searching for a comparable code when entering information into Banner by utilizing the Search button on the Account Code. Please see step-by-step instructions for document entry for more details.

When giving out or writing a FOAPAL without the account code, please use the following format: FUND-ORG-X-PROGRAM. For example, the accounting department's FOAPAL would appear as 100001-100776-X-6030.

**Q. What if the Account (FRS subcode) I'm looking for is not listed on this Banner list?**

A. Check the Crosswalk to see if this subcode was transferred to the new Banner system. To do this, open a FOAPAL Crosswalk on <https://www.murraystate.edu/crosswalk/> In the third section of this Crosswalk, under "Search for an FRS Subcode by Banner Account Code" type in the old subcode you are trying to locate in the "FRS Subcode" box.

**Q. I need to make a purchase at the Bookstore for my department. What number do they require now?**

A. The old account number will not work for purchases. You must bring your new FOAPAL with you.

**Q. What information does the MSU Post Office require for mailing envelopes on campus? Off campus?**

A. On campus mail: requires name and department (please spell out the person's name AND the department name)

A. Off campus mail: the University Post Office has undergone a software upgrade through Pitney Bowes, the vendor for post office equipment. As a result, university departments must now use their FOAPAL account numbers in processing mail. Departments are encouraged to discontinue use of old account numbers.

**Q. I need some envelopes printed for my department. What number do they require?**

A. You will need to provide them with the FOA (A will be X'd out) and P of the FOAPAL string of numbers. To contact Publications & Printing directly (4747 or 4376).

**Q. I need to send something to Surplus. Do they require a FOAPAL?**

A. No. The Change of Accountability Form has a place for your account number but it is not required. The COA form will be added to Forms Central at a later date.

**DOCUMENT CREATION/TRAVEL**

**Q. Can users prepare their OWN travel vouchers?**

A. Yes, if you are authorized for that FOAPAL.

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**Q. How do I delete a Banner invoice that has not been completed?**

A.

1. Log in to INB and enter FAAINVE at the "Go to" box.
2. In the document number field, enter the number of the Banner invoice which you want to delete (i.e. I0000111).
3. Click "Next Block".
4. Click on "Record" in the tool bar then click "Remove".
5. Repeat step 4 – Click "Record" then "Remove".
6. You should get a message saying all Commodity and Accounting information for this record will be deleted, just click "OK" and you are finished.

These steps should work for you since the document has not been completed or approved. For instructions on deleting completed or completed-and-approved documents please see the on-line step-by-step instructions at: <http://support.murraystate.edu/knowledgemanager/categories.php?categoryid=16>

**ERROR MESSAGES**

**Q. When I log in to INB or SSB it brings up a blank screen and there's no login box. What do I do?**

A. Please call myGate/Banner Support ( 809-2346).

**Q. When I log in, I get a Java message. Should I click on "Run" and select "Trusted" or "Trust Always"?**

A. Yes. Banner requires Java and your machine is trying to load the software. Select "Run" and check or okay to the "always trust this site" message.

**Q. When I create an invoice or document and get to the FOAPAL/ ORG section, I get a "User not authorized..." error message when I try to type in my department numbers.**

A. Please call myGate/Banner Support (809-2346)

**Q. I have forgotten my password and have locked myself out of SSB/INB.**

A. Please call myGate/Banner Support (809-2346)

**Q. When I login in to SSB or INB, my screen freezes up (or my web browser freezes up and asks me to close) What is this?**

A. It is most likely a Java software problem. At this time, we do not have further information for this occurrence. Please close the browser or go into Task Manager and close the program and retry.

**Q. I am a Mac user. Are there any special instructions for using Banner and a Mac?**

A. If you experience any problems with Banner and your Mac, please call myGate/Banner Support (809-2346)

**NEW EMPLOYEE**

**Q. What is the procedure to get myGate access for new employees?**

A. Please call myGate/Banner Support (809-2346). Information will not be available until HR has completed the appropriate paperwork.

**Q. How long does it take to get this access?**

A. 2-4 business days.

**Q. I am trying to create a Personnel Action form for a new employee. What information do I use?**

A. Please contact Human Resources for details. 270-809-2146.

## **PASSWORDS**

**Q. Do the passwords for INB and SSB expire?**

A. Yes, every 120 days and you won't be able to use a PW you have previously used.

**Q. I have accidentally typed in the wrong PW for INB and have locked myself out.**

A. Please call myGate/Banner Support to get your password reset (809-2346).

**Q. I typed in my SSB PW several times and got the message "Your Web access has been disabled. Please contact the Computing and Information Services Office for information about your account."**

A. Call myGate/Banner Support (809-2346).

## **QUERIES**

**Q. How do I create a budget query?**

A. Go to <http://support.murraystate.edu/knowledgemanager/questions.php?questionid=81> and follow the step by step instructions. Be sure to put the correct fiscal year.

**Q. I am getting "results not found" or similar message when running a query.**

A. Queries are CASE SENSITIVE. Try typing in your information with an Upper Case letter, then a Lower Case letter, then % sign, and hit F8 key to start the Query.

**Q. I am trying to do a budget balance query, but it gets "no results"**

A. Make sure you have the correct fiscal/budget year entered.

**Q. I am a document creator and am trying to see the documents I've made before they are approved. How do I do this?**

A. Go to <http://support.murraystate.edu/knowledgemanager/questions.php?questionid=82> and follow the instructions.

**Q. How do I check to see if a check has been issued for a vendor?**

A. Go to <http://support.murraystate.edu/knowledgemanager/questions.php?questionid=82> and follow the instructions. Check information will be listed on the very bottom of the screen (check issue date and check number).