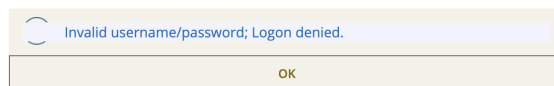


How to navigate the Banner error message (Invalid username/password; Logon denied)

This article will cover how to navigate a common error message that might display when accessing Banner applications. This is caused by Banner collecting cookies and when the error message occurs, it will not go away until those cookies are cleared out.



Accessing Banner on a computer through pack.astate.edu

If you are accessing a Banner application on your computer through pack.astate.edu there are two methods to fix the error. Please see both methods below.

You can find a video tutorial for this process below:

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1. You will need to clear your browsers cookies and cache to clear the error on Banner. Although this should fix the issue, it might happen again and require to clear your browsers cookies and cache again due to the Banner application collecting cookies on the site. Below is a list for how to clear cookies and cache on various browsers:

Google Chrome

- **Open Google Chrome**
 - **Click the three dots in the top right corner of the page**
 - **Go to Settings**
 - **Click Privacy and security**
 - **Click Clear Browsing Data**
 - **Select All Time as the time range**
 - **Select Cookies and other site data**
 - **Click Clear Data**
 - **Restart Google Chrome**
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Mozilla Firefox

- **Open Mozilla Firefox**
 - **Click the three lines in the top right corner and click Settings**
 - **Select Privacy & Security from the left side menu**
 - **Scroll down and find Cookies and Site Data**
 - **Click Clear Data...**
 - **Use drop-down box to change When to Everything**
 - **Select Cookies and site data**
 - **Click Clear**
 - **Restart Mozilla Firefox**
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Microsoft Edge

- **Open Microsoft Edge**
 - **Click the three dots in the upper right corner of the browser window**
 - **Select Settings**
 - **Select Privacy, search, and services from the left side menu**
 - **Select Clear browsing data**
 - **Select Choose what to clear**
 - **Under Time range, select All Time**
 - **Select Cookies and other site data**
 - **Select Clear Now**
 - **Restart Microsoft Edge**
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Safari

- **Open Safari**
- **Select Safari from the menu in the top left of your screen next to the Apple logo**
- **Click Clear History**
- **Choose the time range that you want to clear. It is recommended to clear All History**
- **Select the Clear History button on that screen and it should clear out your browsers cookies and cache**
- **Restart Safari**

2. For a quick fix to this error which can get you into Banner temporarily is by using an incognito window through your web browser.

Google Chrome

1. **Open Chrome.**
2. **Click the three vertical dots in the top-right corner.**
3. **Select “New Incognito Window.”**
4. **Alternatively, use the shortcut:**

Windows/Linux: `Ctrl + Shift + N`

Mac: `⌘ + Shift + N`

Mozilla Firefox

1. **Open Firefox.**
2. **Click the three horizontal lines in the top-right corner.**
3. **Select “New Private Window.”**
4. **Shortcut:**

Windows/Linux: `Ctrl + Shift + P`

Mac: `⌘ + Shift + P`

Microsoft Edge

1. **Open Edge.**
2. **Click the three horizontal dots in the top-right corner.**
3. **Select “New InPrivate Window.”**
4. **Shortcut:**

Windows/Linux: `Ctrl + Shift + N`

Mac: `⌘ + Shift + N`

Safari

1. **Open Safari.**
2. **Click “File” in the top menu bar.**
3. **Select “New Private Window.”**

4. **Shortcut:**

⌘ + Shift + N

Accessing Banner through the Pack Portal app on a mobile phone

If you are logged into the Pack Portal mobile app but running into this error when clicking on Banner, follow the instructions below to help clear out your phone browsers cookies and cache. Please note that Banner might do this on occasion and you might need to do it again if you get this error again.

On iOS (iPhone/iPad)

Safari

1. **Open Settings.**
2. **Scroll down and tap Safari.**
3. **Scroll down and tap Clear History and Website Data.**
4. **Confirm by tapping Clear History and Data.**

Chrome

1. **Open the Chrome app.**
2. **Tap the three dots (bottom-right).**
3. **Tap History > Clear browsing data.**
4. **Choose a Time Range (e.g., “All Time”).**
5. **Check Cookies, Site Data and Cached Images and Files.**
6. **Tap Clear Browsing Data, then confirm.**

Firefox

1. **Open the Firefox app.**
 2. **Tap the menu button (three lines at the bottom).**
 3. **Tap Settings > Data Management.**
 4. **Toggle on Cookies and Cache.**
 5. **Tap Clear Private Data, then confirm.**
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On Android

Chrome

1. **Open the Chrome app.**
2. **Tap the three dots (top-right).**
3. **Tap History > Clear browsing data.**
4. **Choose a Time Range.**
5. **Check Cookies and site data and Cached images and files.**
6. **Tap Clear data, then confirm.**

Firefox

1. **Open the Firefox app.**
2. **Tap the three dots (top-right).**
3. **Tap Settings > Delete browsing data.**
4. **Select Cookies and Cache.**
5. **Tap Delete browsing data, then confirm.**

Microsoft Edge

1. **Open the Edge app.**
2. **Tap the three dots (bottom-center or top-right).**
3. **Tap Settings > Privacy and security.**
4. **Tap Clear browsing data.**
5. **Select Cookies and site data and Cached images and files.**
6. **Tap Clear, then confirm.**

For further assistance, contact the ITS Help Desk at 870-972-3933 or stop by IT Support Services (itsupportservices@astate.edu). It is located on the bottom floor of the Dean B. Ellis Library, Room 149.

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