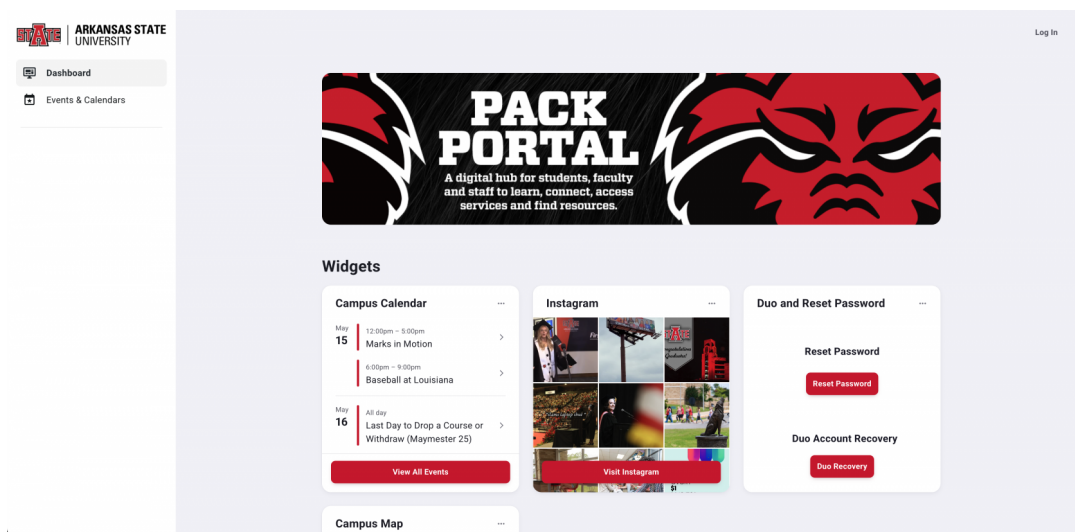


How to Retrieve A-State ID (Employee)

This article will guide an employee on how to find their ID number on Banner 9 Self-Service.

1. Go to pack.astate.edu.



2. Click **Log In** on the top right corner of the screen.
3. Enter your full A-State email address and click **Next**.

A screenshot of the A-State login form. The form has a dark header with a lock icon and the word 'Login'. Below the header, there is a 'Login' section with a message: 'In this login step, we are asking for your login id so that we may determine how to have you login. To skip this step in the future, you may check the 'Remember Me' checkbox.' The form contains a text input field for 'Username' with a red asterisk indicating it is a required field. Below the input field is a checkbox labeled 'Remember Me'. To the right of the input field, there are three links: 'I forgot my password...', 'I need help...', and 'Documentation'. At the bottom left of the form is a red 'Next' button. At the bottom right, there is a red asterisk and the text '* Required Field'.

4. Enter your A-State password and click **Login**.

Login

Login

Login with username and password

* Username

* Password

Password

☐ Remember Me

I forgot my password...

I need help...

Documentation

* Required Field

Login

5. Authenticate using your mobile device.

Are you trying to sign in?

Arkansas State University - Jonesboro

Enter the number shown to sign in.

No, it's not me

Yes



Approve sign in request

 Open your Authenticator app and approve the request. Enter the number if prompted.

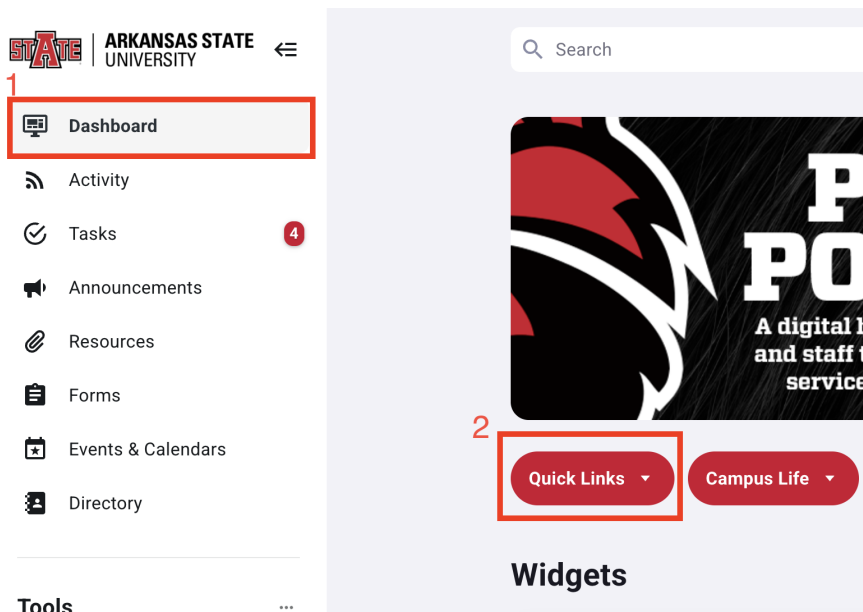
92
Example

Didn't receive a sign-in request? **Swipe down to refresh** the content in your app.

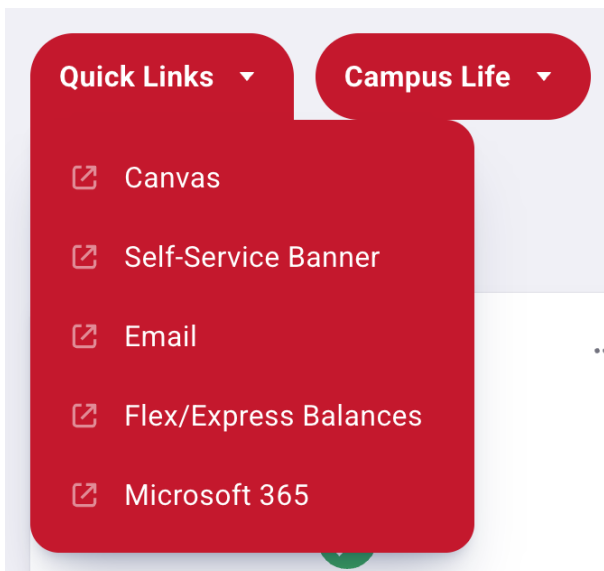
[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

6. On the Dashboard, click on **Quick Links**.



7. Click **Self-Service Banner**.



8. Enter your full A-State email address and current password and click **Sign In**.

This screenshot shows the ASU Sign In page. The page has a header with the ASU logo and the text 'ARKANSAS STATE UNIVERSITY SYSTEM'. Below the header, there is a section titled 'Sign in to your account'. This section contains two input fields: 'Username' and 'Password'. To the right of the 'Password' field is a black button with the text 'Sign In'. Below the input fields, there is a checkbox labeled 'Remember me on this computer'.

9. Authenticate using **Microsoft Authenticator** on your mobile device.

Are you trying to sign in?
Arkansas State University - Jonesboro

Enter the number shown to sign in.

No, it's not me **Yes**

Approve sign in request

 Open your Authenticator app and approve the request. Enter the number if prompted.

92
Example

Didn't receive a sign-in request? **Swipe down to refresh** the content in your app.

[I can't use my Microsoft Authenticator app right now](#)

[More information](#)

10. Click on **My Profile**. Your A-State ID number will be shown on the left.

My Profile

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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