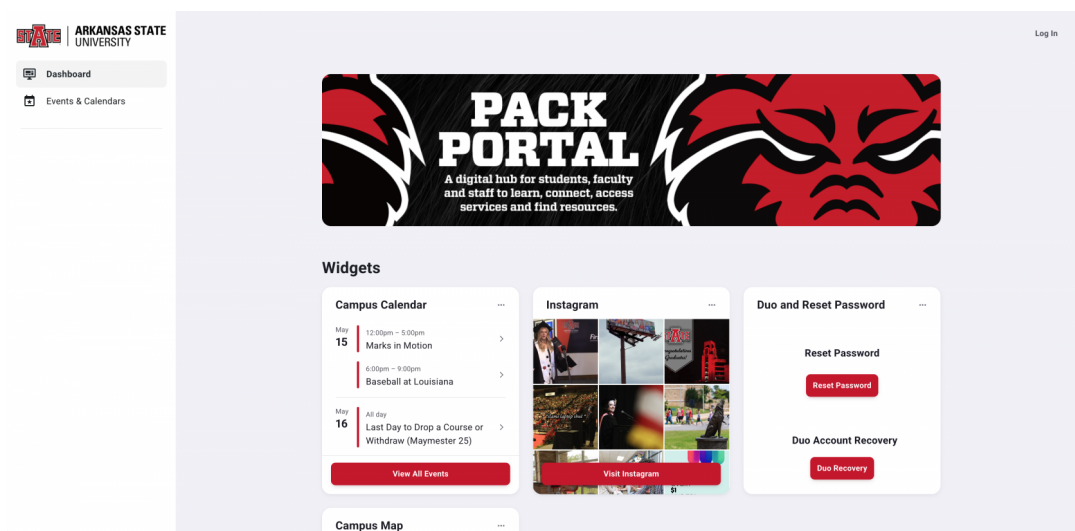


How to Retrieve A-State ID (Student)

This article will guide a student on how to find their ID number on Banner 9 Student.

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, it says 'Login' and provides instructions: '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.' There is a text input field labeled '* Username' with the placeholder text 'Username'. Below the input field is a checkbox labeled 'Remember Me'. To the right of the input field, there are links: 'I forgot my password...', 'I need help...', and 'Documentation'. At the bottom right, there is a note '* Required Field'. At the bottom left, there is a red button labeled 'Next'.

4. Enter your A-State password and click **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 **Duo Mobile**.

A screenshot of the ASU Duo Mobile authentication interface. At the top is the ASU logo. Below it, the heading "Check for a Duo Push" is followed by the instruction "Verify it's you by approving the notification...". A notification card is shown, stating "Sent to" followed by a redacted name. The card features a circular progress indicator and a green "Approve" button. Below the card is a link for "Other options". At the bottom, there are links for "Need help?" and "Secured by Duo".

6. Click **Banner 9** under **Tools** on the left.

A screenshot of a sidebar menu titled "Tools" with a three-dot menu icon to its right. The menu contains three items: "Banner 9" with a briefcase icon and a downward arrow, "Banner Student" with a circular arrow icon, and "Academics" with a graduation cap icon and a rightward arrow.

7. Click **Banner Student**.

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



Sign in to your account

☐ Remember me on this computer

9. Your A-State ID will be shown to the right of your name near the top of the screen.

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.

Revision #6

Created 2025-05-02 21:31:02 UTC by Kelsie McDole

Updated 2025-08-07 18:53:54 UTC by Brandon Lyons