

Sometimes, in Banner 9, you may have had a session open for a little while. When you go back to it you might click in the Search... box (green arrow) to look for a form and find that nothing happens. Or you might click on the tic-tac-toe icon (red arrow) to bring up a menu and nothing happens.

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Or you may previously have been working on a form (SSASECT, for example) and returned to that Banner 9 session to find that nothing happens when you click here and there.

"Start Over" button (green arrow)...nothing Window X (purple arrow)...nothing

Tic-tac-toe (red arrow)...nothing

Forms history folder (blue arrow)...nothing

This is some kind of weird, unfairly short timeout that I don't yet have a handle on, but there's a pretty painless fix that does NOT require you to logout and login.

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If you click the Home icon (green arrow), you should be returned to the main page.



Once there, you can right-click on the picture of Ellucian University, and choose Reload. Unless you're not using Chrome, in which case this would be a Refresh or something. Then you should be able to use the Search... box or the tic-tac-toe icon, whatever you like. The session should be restored.