How to Launch Banner 9

Banner 9 is in some ways like a brand new environment. It has its own new perks, and presents its own new challenges.

The following are recommended to have the best Banner 9 experience:
- Use Google Chrome
- Use Private Browsing
- Run Separate Sessions In Windows, Not Tabs
- Close Your Browser

Use Google Chrome

Banner 9 is compatible with many modern browsers (Internet Explorer, Edge, Firefox, etc.), but testing by Ellucian and other universities has shown that Banner 9 runs noticeably fastest in Chrome.

Use Private Browsing

To mitigate Banner 9 issues that can be caused by browser caching, you should run Banner 9 in private browsing. In Chrome, this is referred to as an Incognito window.

If you are a Windows user, **you can create a shortcut that will automatically load the Banner 9 website in a new Incognito window for you.**

Here's how:
- Open a normal Google Chrome window (note: must be a normal window, the steps below don't work from an Incognito window
- Go to the Banner 9 website: https://www.mtsu.edu/banner
- Open the **Chrome menu** (it's a little button at the top right of the screen, directly next to the address bar, and has three vertical dots)
- In the Chrome menu, click **More Tools** and then click **Create shortcut…**
- **Uncheck** the checkbox next to "Open as window"
- Name the shortcut – something like "Banner Chrome Incognito"
- Click **Add**
- Go to your desktop
- Find the new shortcut named "Banner Chrome Incognito" and **right-click it**
- Click **Properties**
- Click inside the "Target" text box and at the end of what is already there, type a space and then " --incognito --new-window" (Include space dash dash - Example: the full text of the text box will look something like this when you're done: "C:\Program Files (x86)\Google\Chrome\Application\chrome_proxy.exe" --profile-directory=Default --app-id=ogjbmbfjcnappfacnmbehjekmpabopma **--incognito --new-window**)
- Click **OK**

To add this shortcut to your taskbar or Start Menu as well, you can right-click it again and then click "Pin to Taskbar" or "Pin to Start Menu".

Run Separate Sessions In Windows, Not Tabs

If you commonly have more than one active Banner 9 session, it is recommended that you run these in separate Chrome windows. Running sessions in multiple tabs within the same window tends to cause odd behavior if one session times out while another is in use. Using the Incognito shortcut described directly above will automatically open each Banner session in a new window for you.

Close Your Browser

It is important that every time you are finished with Banner 9 for a while, you close the browser window. This is true even if you are using an Incognito window. At the minimum, you should close your Banner browser window at the end of every work day.