

Banner Downtime Procedures

Please follow the procedures below after 5pm and on Saturdays:

A&R Staff

If Banner is not functioning and staff is unable to complete registration transactions, immediately contact the other two SCE campuses to determine if it is a school wide or campus issue.

If the issue is occurring at all three campuses, the staff that made contact with the other two campuses will:

- Contact the District IS Helpline (714)808-4849 - Be prepared to provide a specific error message and any Oracle error numbers received when attempting to process registration, such as ORA-20116 located in the body of the message box. This will assist the IT staff in determining the cause of the problem.
- Refer students to myGateway for registration services.
- Send an email to the evening/Saturday A&R staff on duty at the other two campuses, Registrar, and the Deans, detailing the issue and confirming District IS has been notified.

If the issue is isolated to your campus:

- Contact the District IS Helpline (71)808-4849 - Be prepared to provide a specific error message and any Oracle error numbers received when attempting to process registration, such as ORA-20116 located in the body of the message box. This will assist the IT staff in determining the cause of the problem.
- Refer students to myGateway or another campus for admissions and registration services.
- Send an email to the evening/Saturday A&R staff on duty at the other two campuses, Registrar, and the campus Dean detailing the issue and confirming District IS has been notified. This will ensure other campuses do not refer students to the campus having technical issues.

***Any form of payment is not to be collected.**