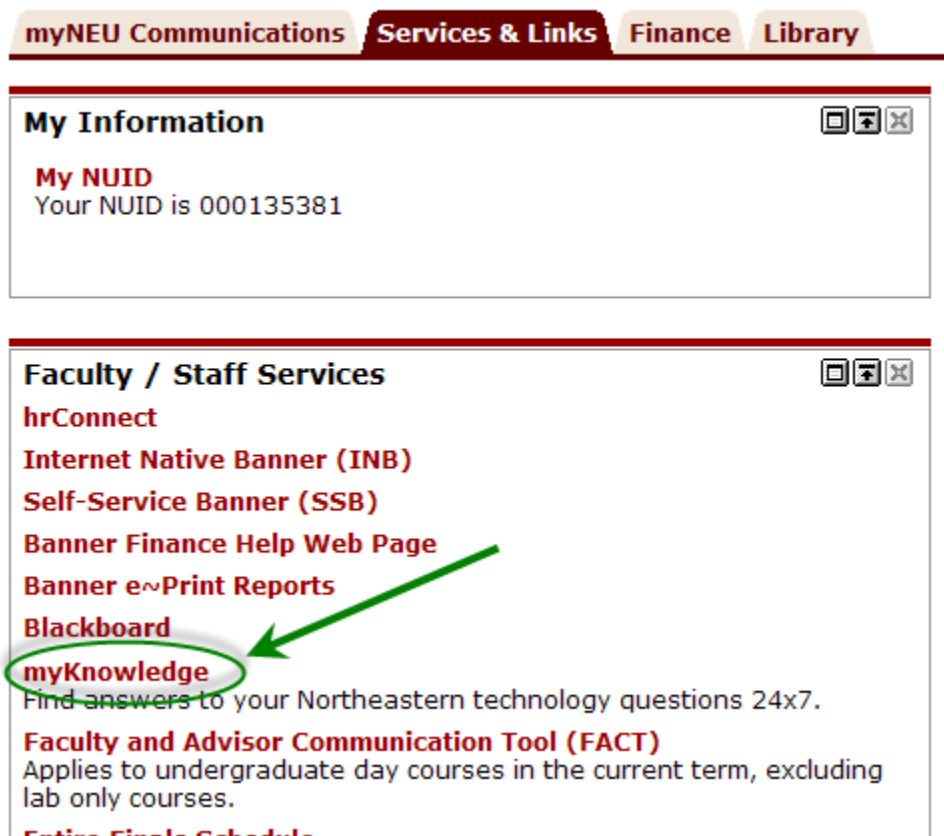


Banner Finance Knowledge Base

The Knowledge Base is a database of Q &A's that are searchable by keywords in the myKnowledge portal. The myKnowledge portal is designed to easily and effectively find answers to your common technology-related questions and problems. myKnowledge offers solutions for standard products such as Microsoft Office or custom applications that are specific to Northeastern. We recently up loaded solutions pertaining to any Banner SSB or E~print questions or errors.

myKnowledge can be accessed from myNEU under Services & Links tab



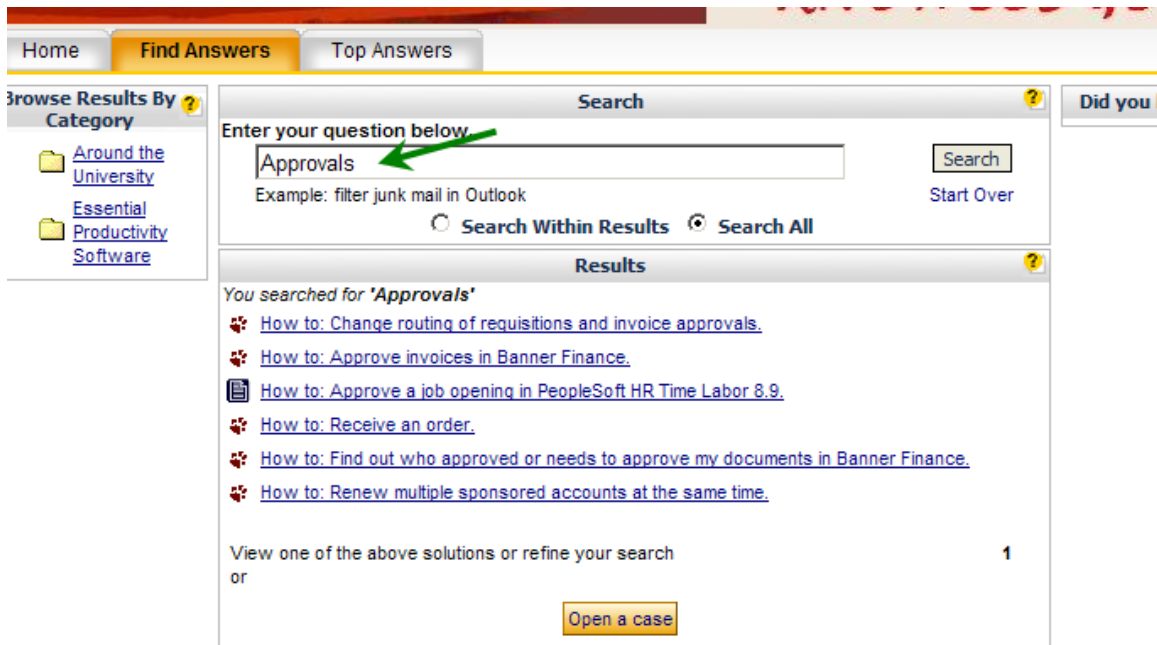
Types of Banner Finance solutions you will find in myKnowledge

- Banner SSB and e~print FAQ's
- Common error messages

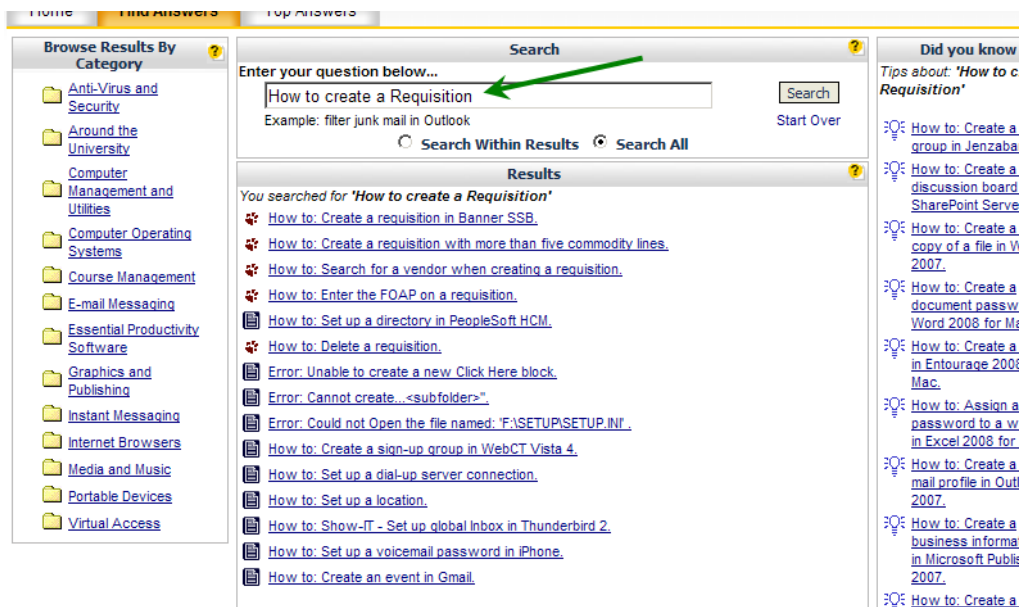
Tips for Searching myknowledge

- Use **Banner Finance** to get a general list of all Banner related solutions
- You can also use key words or type in a question.

In this example, I typed in a keyword.



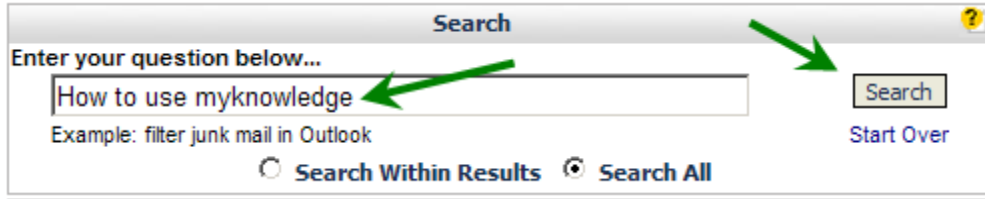
In this example, I typed in a question.



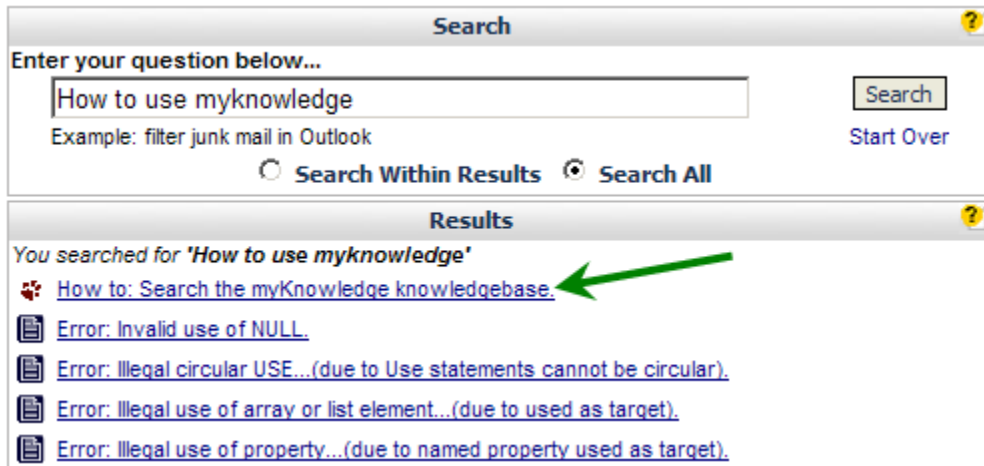
NOTE: The red paw prints mean these solutions are Northeastern solutions.

Tip: Use Banner Finance in every search to include all Banner solutions for your question.

To search myKnowledge effectively you should first learn the navigation. The easiest way to do this is type in the Search field How to use myKnowledge and click Search.

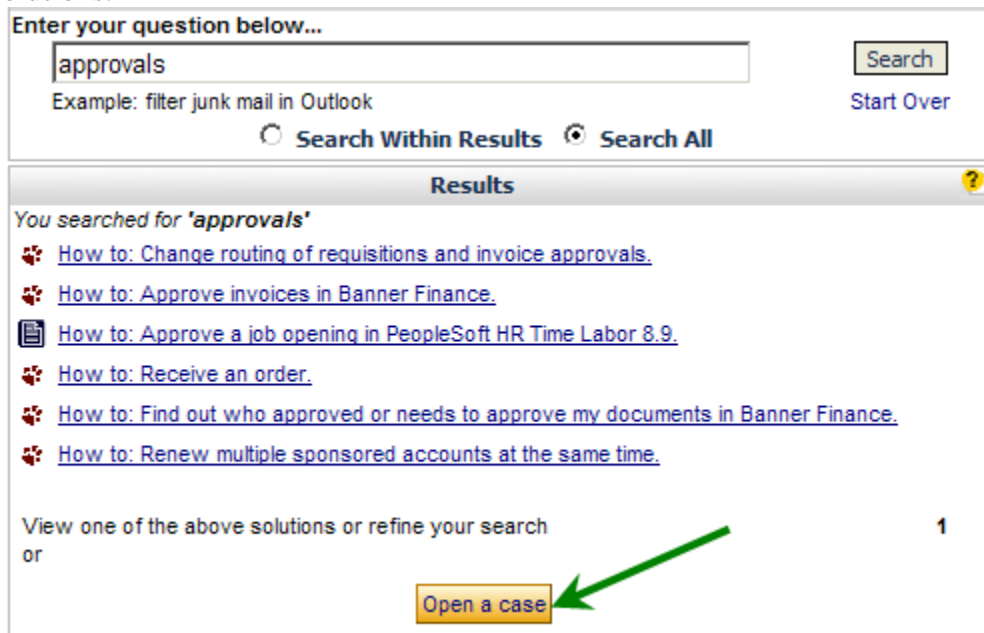


The first solution is a description on how to search myknowledgebase



Note: If you have any questions about myKnowledgebase just type in the question and search for a solution.

If you cannot find a solution for a Banner Finance question, we encourage you to open a case and briefly tell us what you were searching for. From these cases we will create new solutions.



If you find a Banner Finance solution, but it does not help you have the option to give feedback at the bottom. We encourage you to give us feedback by clicking the *No, open a case* option.

How to: Change routing of requisitions and invoice approvals.

Solution: The Finance team must correct any errors in routing requisitions or invoice approvals.

Details: To request the routing change:

- Send an e-mail to help@neu.edu.
- Include:
 - An example document number of a requisition or invoice that was routed incorrectly.
 - The correct routing.

Symptoms: How to: Change routing of requisitions and invoice approvals.

Applies To: NEU-Faculty and Staff

Solution ID: 040903316195964@kpol17 **Last Modified Date:** 02/26/2009 02:59:19 PM

Did this solve your problem?

