



- Contact the Technical Support Center at **1-4357** and specify that the issue is a Banner issue
- OR**
- Visit the Technical Support Center online call submission Web page at www.unco.edu/it/help/callsubpage.htm
1. Select **Banner Online Problem Submission**. (Fig. 1)

Fig. 1



2. Select the form that best describes your problem area. (Fig 2)

Fig. 2



- All Banner call submissions completed via the **Technical Questions related to Banner** link notify the appropriate IT staff members via pager and e-mail
- The **Finance Functional** and **Registrar Functional** links submit calls to the appropriate members of those groups for review and follow-up.
- When in doubt about the severity of a call, please contact the Technical Support Center at 1-4357.
- Technical Support Center hours: 7 a.m.-midnight, Monday-Friday; 10 a.m.-7 p.m., Saturday and Sunday.