For Banner 8 users, please log in from Trailhead and click on “BDM” icon.
For Banner 9 users who view/print documents, log in from Trailhead and click on Banner 9 Admin Page link:

Key in your Banner form, like this:

Note: The form in this guide is only an example.

Key in the document criteria and click on the RETRIEVE button:
Some known Issues and work around:

1) You might see this message connecting to ApplicationXtender the first time:

Just Press F5 (refresh page) and you will see your document:

If there is no document, you will see:
If you do not see a window pop up or new tab, you may need to disable the popup blocker from your browser, or allow a popup exception accordingly.

2) If you are using IE as your browser and the address bar is flashing and appears to be in a stuck state, close IE; right click your IE icon on the taskbar and select “Start InPrivate Browsing” to start over:
For Banner 9 users who import/scan documents:

Click on the Add button:

To scan a document, make sure you are using Internet Explorer and your scanner is on first. Click on Select Scanner icon to select your scanner:

If Select Scanner icon is greyed out, press F5 to refresh your page.

If you see this screen, click Continue:
After you click on **Select Scanner** icon, you will see this screen:

![Select Scanner Screen](https://example.com/image1.png)

Click **Allow**, your available scanners will show up, select ISIS driver (default) and click **OK**:

Note: if the Scanner Selection window didn’t show up, restart your scanner and try again.

![Scanner Selection Window](https://example.com/image2.png)
Now you can click on the **down arrow** to configure your scanning profile for this session:

Note: we recommend using Black and White with 300 dpi.

Click the **Scan** icon to start scanning:

Note: If the **Scan** icon is still greyed out, simply click on it should make it show up.

You will see this window while scanning, be patient and DON'T click CANCEL:
When scanning operation is done, index your document using the index panel on the right. Click SAVE:

To import a document from your computer or a network drive, click on “Add Page”:

You will see this window:

Browse to select your file(s), then click UPLOAD.
To add a page to an existing document, go to **Page** -> **New Page**, then **Import File** or **Scan**.
To delete a page from an existing document, select the page first, then go to Page->Delete:
To create a batch, click on **NEW BATCH**:

Select your Application and name your batch, then **CONTINUE**:

Import or Scan in your documents:
When you are done bring them in, make sure to navigate back to the first page (otherwise it stays on the last page):

To index your batch, click **New Document**:

Index Panel will show up on the right, you can index and **SAVE**:
You then have options to attach the current page to the same index:

Or attach all rest of the batch to the same index:

If the rest of the batch should have a different index, click **Create Another Document**. Index, save, repeat until your batch is all indexed:
Troubleshoot:

If you see “Failed to load a valid scanner” message:

![ApplicationXtender Web Access](image1)

Start Task Manager and end the following 2 processes:

![Windows Task Manager](image2)

** You may need to run with elevated privileges or consult with an administrator to perform the task above.