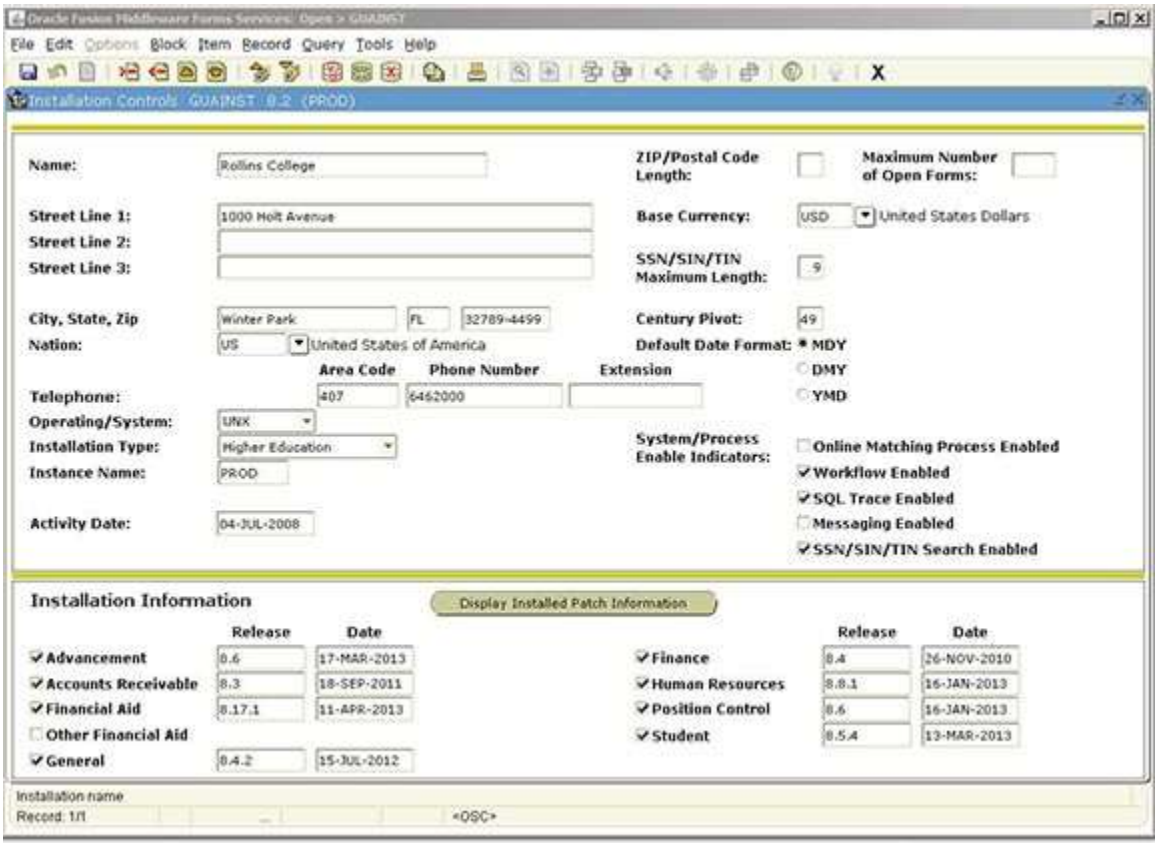
Banner - Current Banner Version at Rollins

If you open a Service Request with the Banner Customer Support Center, you will need to know what version of that particular product Rollins is on. You can find this information on the form GUAINST, Installation Controls. The latest release of the products Rollins has purchased and the date they were installed are displayed in the bottom section of the form. Note: any questions about system-wide applications such as job submission, letter generation, population selection, international management or events management would be part of the General product.



If the Ellucian analyst who responds to your Service Request needs to know which version a certain form is, that information is available at the top of the form next to the form's name. In this sample, the GUAINST form is version 8.2