

# Banner and Firefox Settings

If you are experiencing issues logging in to Banner and are receiving an “invalid username/password and a “blank screen” error, it may be your web browser or that you are using Legacy Banner.

Please try one or all of the following options:

1. Do not use Legacy Banner . Use the normal links on the Banner Dashboard to access grades and other functions.

Firefox Browser/Browser Functions:

2. Use the latest version (currently, 105.0.2) of Firefox without “ESR” in the name. You can verify your version by clicking Help > About Firefox . If you do not have an updated version of Firefox, you can submit a service request at <https://solutions.valdosta.edu> for installation. Alternatively, you can also try using Google Chrome web browser.
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