When logging into Banner 9 you may see this message:

invalid username/password; logon denied
OK
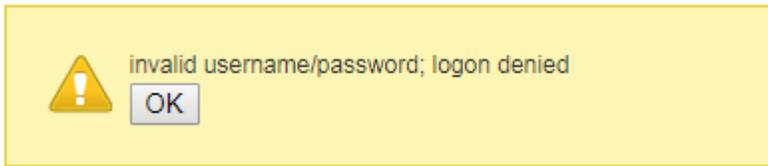
You've actually entered your network username/password correctly (or you wouldn't get this far). There is a current issue with Banner 9 single-sign-on that can be made much less painful with a Chrome shortcut on your Bookmark Bar.
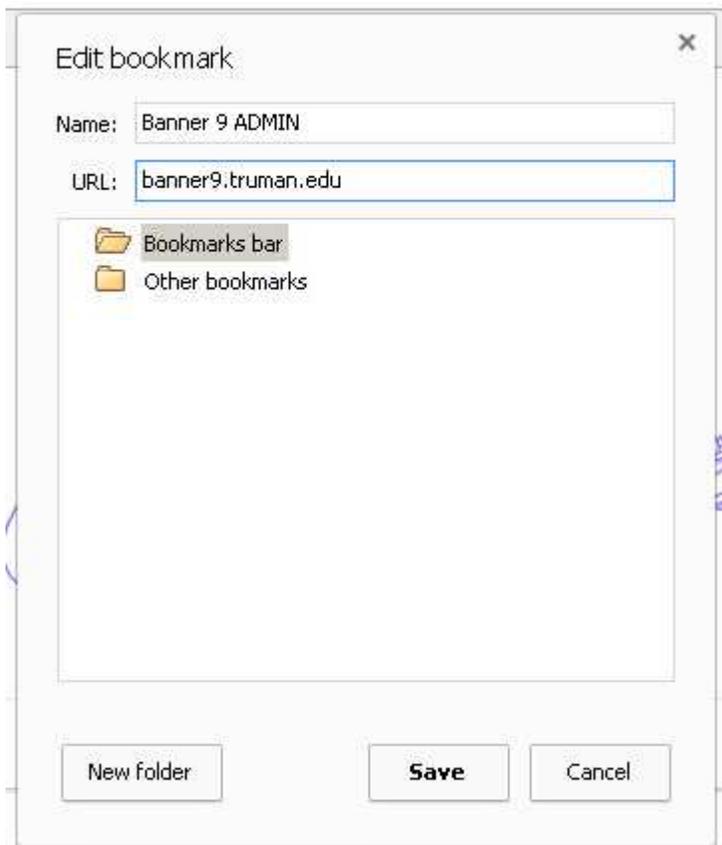
(if you don't see your Bookmark Bar or if it goes away after navigating to a web page see "Adding Bookmark Bar"
at the bottom of this document)

Open Chrome and right-click (control key + click on Mac) in an empty area on the bookmark bar then click "Add page…"
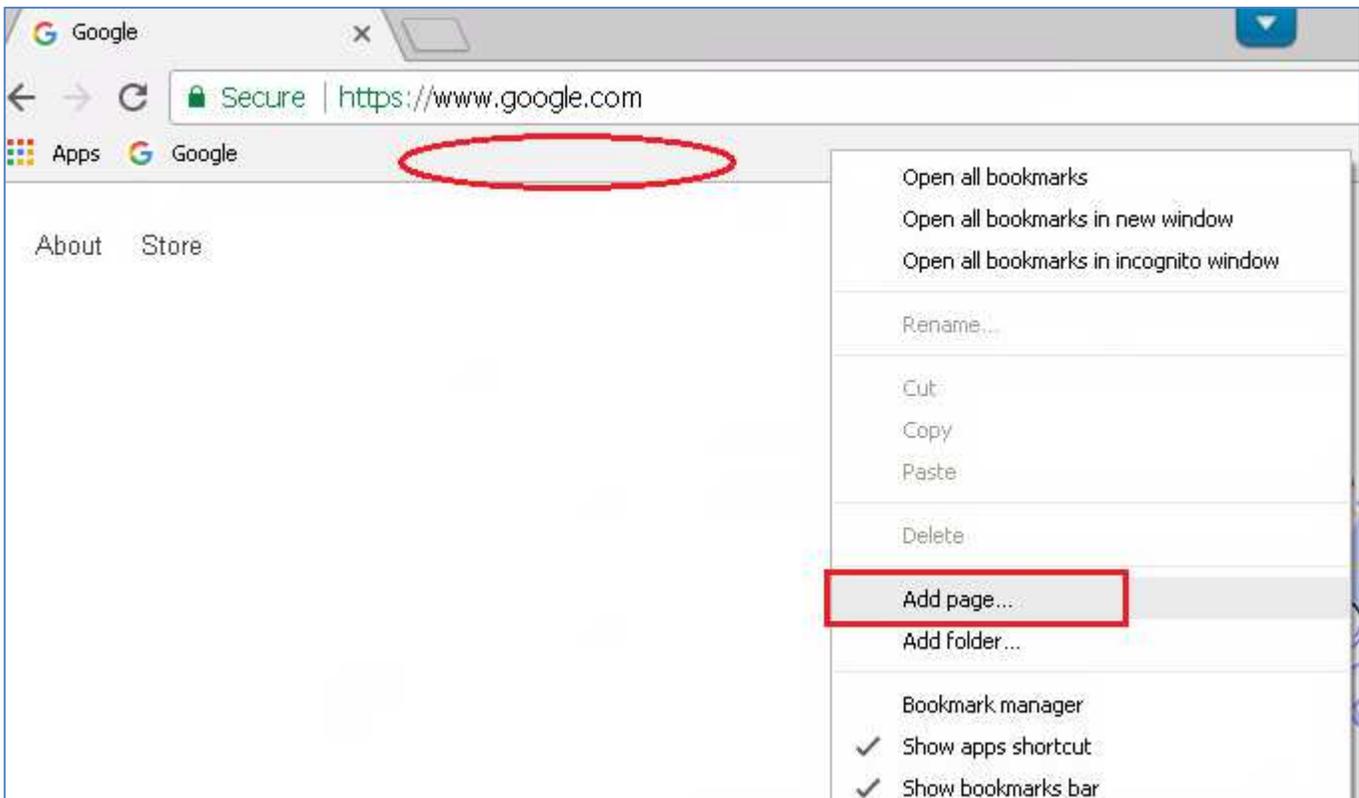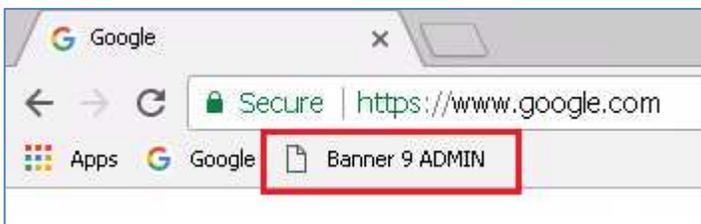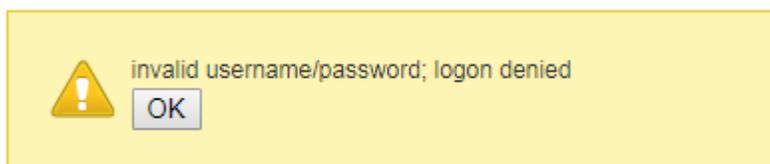

(continue)

In the 'Edit bookmark' window change name to "Banner 9 ADMIN" and change URL to "banner9.truman.edu" Click Save.
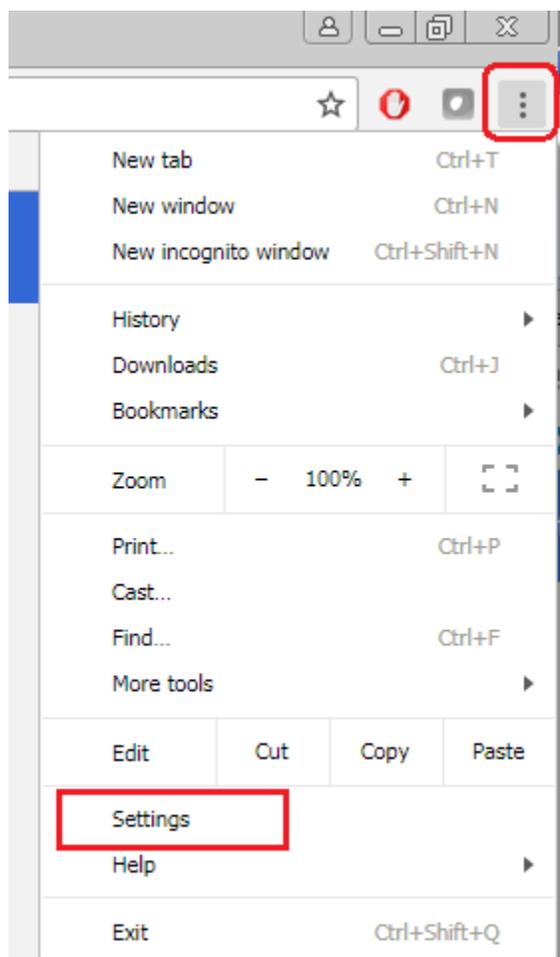

You'll now have a new bookmark on the Bookmark Bar.

Any time you get the yellow (username/password) error click your new bookmark (could take 2 or 3 clicks)

(continue)

*Adding Bookmark Bar

Click the button with 3 vertical doe

In the "Appearance" section slide the toggle bar to the right for "Show bookmarks bar"