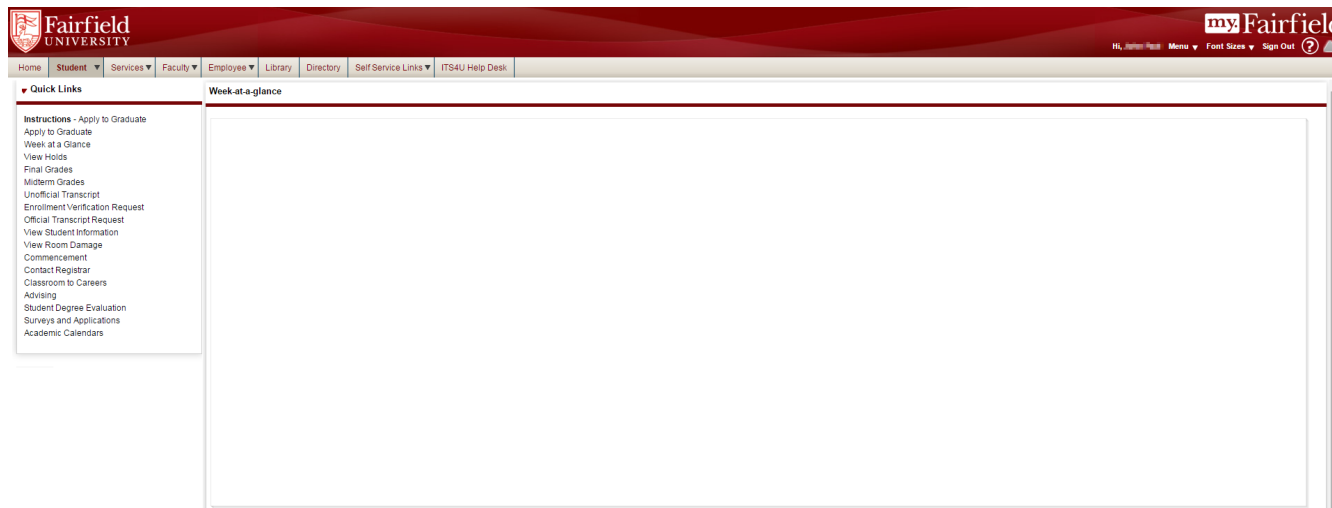


# Trouble Viewing Modules in my.Fairfield (Banner Self-Service)

Browsers, network environments, and other factors could impact your access to modules (Banner Self-Service) within the my.Fairfield Portal.

These modules can include, but are not limited to Week-At-A-Glance, Grades, Financial Aid, Pay Stubs, Personal Information and more.

When selecting a module or Banner Self-Service link, the module may display a blank screen or a blank screen with an error message such as Connection Timed Out.



## Information

These are the possible scenarios for what may be occurring and what you may need to do:

1. **Browser Compatibility** - All Up-to-Date Internet Browsers are supported for accessing Banner Self-Service. If your browser is out-of-date, we recommend updating it to the latest version.
  1. Firefox 36 or Higher
  2. Internet Explorer 9 or Higher
  3. Safari 6 or Higher
  4. Google Chrome 44 or Higher
2. **Network Environment Issues** - Depending on the network that you are connected to, there may be issues accessing Banner Self-Service due to security settings on the network you are connected to. **We recommend accessing it at home, on-campus, cellular networks or possible at public hotspot.** You may not be able to access Banner Self-Service if you are:
  1. Connected to a Workplace/Business/Corporate Network
  2. Connected to a Home network with strict firewall settings.
  3. Connected to a Public network with poor security settings.
  4. Connected to a network that has been seen as malicious.

## Related articles

Page: [Trouble Viewing Modules in my.Fairfield \(Banner Self-Service\)](#)

Page: [my.Fairfield 2.0 Publisher Information:](#)

Page: [Purchase Books in the Portal](#)

Page: [my.Fairfield 2.0!](#)

Page: [Input Final Grades in my.Fairfield.edu](#)

**For further assistance, please visit the ITS Help Desk located in NYS 230 or call 203-254-4069 during business hours.**

**Hours can be found here: [ITS Help Desk Hours of Operation](#)**