



Getting Connected

Version 3.0



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Please Note:

This document refers to many other documents, which are all available via the University of Manitoba web site. If you are reading this document online as a PDF, you can click on an underlined link to directly access the referenced document. If you are reading this document in print and wish to access one of the linked documents, you can either:

- open the PDF file, which is available on the **Access Aurora Finance and Student** page of both the Aurora Finance and Aurora Student web sites, or
- type the URL directly into your browser. All the URLs are listed in Appendix B.

Categories of Users

1. On Campus (University of Manitoba intranet)

- includes users at:

- Fort Garry campus
- Bannatyne campus
- Extended Education
- Inner City Campus (Selkirk Ave.)

2. Partners and Satellites (University of Manitoba extranet)

- includes, for example, users at:

- Collège universitaire de Saint-Boniface
- Health Sciences Centre
- St. Boniface General Hospital and Research Centre
- School of Social Work - Thompson, Manitoba

For a complete list, see Appendix A.

3. Internet

This category comprises users not included in either of the other two categories, who may be accessing Aurora Finance or Aurora Student via the Internet from anywhere in the world.

The University of Manitoba's Financial and Student Administration system, known internally as **Aurora**, has been developed using a software product called **Banner**. More specifically, it uses a version of Banner designed to run inside an Internet browser, which is called **Internet Native Banner (INB)**. This environment reduces the installation requirements on users' PCs and allows system maintenance and upgrades to be more automated.

This means that you do not need to install any Banner client software on a PC to run it, but INB does still have some minor Windows configuration requirements and dependencies on other software.

Security Access

In order to use the Aurora system, you need to have the necessary Security Access. The instructions for obtaining this access are in the following documents, available on the Aurora web site:

- **Set Up My Security Access For Aurora Finance**
- **Set Up My Security Access For Aurora Student**

Please note the following important points:

1. For Aurora INB, your User ID and password are the same as your UMnet/CCU/JUMP UserID and password.
2. For Aurora INB, your User ID and password are the same for Aurora Finance and Aurora Student.
3. For Aurora Self Service, you will have a different User ID and password.

For further details, see the documents listed above.

Connecting to Aurora

Once you have your Security Access set up, you should be able to access Aurora INB and FAST. The way you connect to them will depend on what category of user you are (see page 1).

Category 1 - On Campus

At the bottom of the University of Manitoba home page, click on the **Aurora** link.

For Aurora Finance, select **Aurora Finance** → **Access Aurora Finance**

For Aurora Student, select **Aurora Student** → **Access Aurora Student**

Note: Banner requires the *Sun Java Runtime Environment (JRE)*. This should automatically install on your computer the first time you start Banner (assuming you have administrator rights on your computer). For further information, see **Installing Java Runtime Environment (JRE)**.

Category 2 - Partners and Satellites

See Appendix A for the list of Partners and Satellites. For users in these organizations, access to the University's network has already been authorized.

To access Aurora, follow the instructions for Category 1 above. The first time you access Banner on a computer, the *Sun Java Runtime Environment (JRE)* will need to be installed. Depending on your workstation rights, you may need to contact your Technical Support group (see page 6).

If your job function includes printing Accounts Receivable invoices, you will need additional access through a Remote Desktop (Terminal Server) connection. To set up this connection, complete the following steps:

- Install the Windows Remote Desktop Connection client software, following the instructions in the document **Windows Remote Desktop Connection Client Installation**.
- Follow the instructions in the document **Windows Remote Desktop Configuration Instructions**.

Note: To obtain your terminal server Username and password, contact the Systems Renewal Help Desk at 474-6342.

Category 3 - Internet

In order to access Aurora INB (see page 1) from an off-campus PC, you will need to complete the following steps:

1. Proxy script setup

Instructions for setting up the University of Manitoba's proxy script for Internet Explorer and Firefox are available in one of the following documents:

- **PROXY SCRIPT SETUP (For Off-Campus Machines Using a Router)**
- **PROXY SCRIPT SETUP (For Off-Campus Machines Using MTS DSL)**

Note: The Proxy Script will only apply when you are accessing U of M applications.

2. Connect to INB

The instructions for doing this for Internet Explorer and Firefox are available in the following document:

- **Connecting to Aurora INB from Off-Campus**

Note: INB runs reports in “pop-up” browser windows, but these will be prevented if the PC is running any type of *pop-up blocker* in a default configuration, such as the ones in Windows XP SP2, or in the Google and Yahoo toolbars. Therefore, if any blockers are active on the PC, they will need to be disabled. The method of doing this will vary depending on the software doing the blocking, but there are normally easy-to-use options or settings menus for this purpose.

Troubleshooting

These are the most common problems encountered by external users in attempting to access Aurora INB:

1. I get an “Access Denied” or “Forbidden” error.

Solution: Your workstation is denied access through the University of Manitoba firewall. Proceed as follows:

- Contact the Help Desk which services your organization, as indicated on page 6.
- You may need to determine the IP address of your workstation - go to the following URL:
<http://pasweb.cc.umanitoba.ca/webapp/whoami>

2. I see a blank page, nothing prompted and no login screen OR I want to download the JRE plug-in but my workstation won't let me.

Solution: Are your administration rights restricted on your workstation? If so, you will need to contact Technical Support (see page 6) for them to complete the plug-in installation. If you know you have Administrator rights on your workstation, be sure to allow pop-up windows for the Banner site.

3. For help with printing Accounts Receivable invoices, see the document **Print Invoices** in the Aurora Finance Online Help.

For other problems, contact the appropriate Technical Support group - see page 6.

Technical Support

All Users

General Support - Questions about performing tasks in Aurora, training, and general inquiries: Aurora Help Desk, 272-1555

Password resets for Aurora Finance: John DiNoto 474-9754

Password resets for Aurora Student: Dave Waldie 474-9429

Category 1 - On Campus

PC Desktop Workstation Support: Contact your department administrator. To find out who your department administrator is, go to the following URL: <http://umanitoba.ca/computing/ist/compreps/departmentadmins.html>

General IST Help Desk: Fort Garry 474-8600 / Bannatyne 789-3541

Computer Accounts (ClaimID) 474-9788

Category 2 - Partners and Satellites

HSC Users PC Desktop Support: E-Health Services Regional Service Desk 787-2222 (for downloads and other issues related to HSC desktops, like software installs)

Workstation issues are best addressed through your local Technical Support group.

Remote Desktop/Terminal Server Support: Systems Renewal Help Desk 474-6342 (for help installing, setting up, and passwords)

Category 3 - Internet

Computer Accounts (ClaimID) 474-9788
(for help with proxy server UserID, UMnet ID)

Appendix A: Partners and Satellites

Collège universitaire de Saint-Boniface
Health Sciences Centre - all units
St. Boniface General Hospital
St. Boniface Research Centre
Misericordia Health Centre
Seven Oaks General Hospital
Riverview Health Centre
Canadian Blood Services
Manitoba Centre for Health Policy
Manitoba Institute for Child Health
Delta Marsh Field Station
School of Social Work - Thompson, Manitoba
Elizabeth Hill Counselling Centre
University College of the North
Campus Manitoba (Brandon)
Red River College
Keewatin Community College

Appendix B: URLs of Documents Referenced

Installing Java Runtime Environment

<http://umanitoba.ca/computing/ist/compureps/jre.html>

Windows Remote Desktop Connection Client Installation

http://umanitoba.ca/computing/ist/software/remote_client.html

Windows Remote Desktop Configuration Instructions

http://umanitoba.ca/computing/ist/systems/connect_systems.html

Proxy Script Setup (For Off-Campus Machines Using a Router)

http://umanitoba.ca/computing/ist/compureps/proxy_router.html

Proxy Script Setup (For Off-Campus Machines Using MTS DSL)

http://umanitoba.ca/computing/ist/compureps/proxy_dsl.html

Connecting to Aurora INB From Off-Campus

<http://umanitoba.ca/computing/ist/compureps/auroraoffcampus.html>

Print Invoices

http://umanitoba.ca/computing/renewal/aurora/finance/ohelp/print_invoices.html