

Banner not linked - error message in IAM

Summary

This is an article for the error message: "Banner not linked - Send to Specialists." appearing in the IAM User Account Look-up tool

Customers report that they cannot access selected or, in some cases any Bethel computing assets. When the Help Desk checks the IAM User Account Look-up tool we are presented with a message stating, "Banner not linked - Sending to Specialists" This indicates the customer has not logged into the Bethel System for over a year now and our system has automatically kicked them out.

When we are presented with a message stating "Banner not linked - Send to Specialists" in the IAM user look-up. Depending on their role, they need to be sent an account reactivation email by the correct functional office for their current Role.