Viewing Legacy Transcripts in ApplicationXtender—Getting Started Guide

Legacy transcripts are stored as PDFs in ApplicationXtender, a third party application that is integrated with Internet Native Banner (INB). Access is via single-sign on from myNEU portal to Banner INB to ApplicationXtender. Below are quick instructions on logging into the various systems and querying for legacy transcripts.

Logging into myNEU
1. Open Internet Explorer.
2. Go to www.neu.edu.
3. Click on the myNEU link (myNEU).
4. Enter your myNEU username and password.
5. Click on the login button (Login).

Accessing Internet Native Banner (INB)
1. Log into myNEU.
2. From within myNEU...
3. Click on the Services and Links tab (Services and Links).
4. Click on the link for INB (Internet Native Banner (INB)).

NOTE: When INB opens in a new window, you may get prompted to install plug-ins for running INB, and you may get notification that your password in INB has been synchronized with your portal password.

Accessing ApplicationXtender (BDMS)
1. Log into Internet Native Banner (INB)
2. From within INB, ensure that you are at the startup page (GUAGMNU)

NOTE: ApplicationXtender will attempt to log you into the application in a new Internet Explorer Window. You may get notification that your ApplicationXtender password has been synchronized with your INB password.

NOTE: Logging into ApplicationXtender from the INB startup form will place you in the context of the B-G-ID application. You will get notification that no documents are found. Proceed to the next section for querying legacy transcripts.

Accessing the NEU-S-LEGACY-TRANSCRIPTS Application
1. Log into ApplicationXtender (BDMS).
2. From within ApplicationXtender...
3. On the ApplicationXtender toolbar, click on the 'Application List' icon (AppList).
4. Within the Application List, double-click on the NEU-S-LEGACY-TRANSCRIPTS application:
   (NEU-S-LEGACY-TRANSCRIPTS - NEU STUDENT LEGACY TRANSCRIPTS)
5. You will be presented with a query page. Proceed to the next section for querying and viewing legacy transcripts.

Querying and Viewing Legacy Transcripts
1. Log into ApplicationXtender (BDMS) and access the NEU-S-LEGACY-TRANSCRIPTS application.
2. On the Query Criteria for Application ‘NEU-S-LEGACY-TRANSCRIPTS’ page, enter any combination of search criteria in the appropriate fields.
   a. Valid fields are: ID (NUID), FIRST NAME, LAST NAME, SSN, BIRTH DATE
   b. The asterix (*) is the wildcard symbol used for partial searches.
3. Click on the Submit button (Submit) to run the query.
4. Query may result in one of the following scenario:
   a. No Documents Found message when there is no match.
   b. A list of documents if there are more than one matches found.
   c. A prompt to check out the document when exactly one match is found.
5. To view a transcript, double-click the document on the list resulting from the search. In the event of exactly one matching document found, proceed to the next step.
6. WARNING: When prompted to Check Out Document DO NOT SELECT the option to CHECK OUT, instead select the option for READ-ONLY (Read-Only) and click on the OK button (OK).
7. You will be presented with the PDF of the legacy transcript on file for the appropriate student.
8. In the toolbar, click on the Query Result icon (Query Result) to go back to your result list to view another document.
9. In the toolbar, click on the New Query icon (New Query) to go back to the Query Criteria page for a new query.
Viewing Legacy Transcripts in ApplicationXtender—Frequently Asked Questions

Below are some answers to frequently asked questions when working with ApplicationXtender.

1. **When I retrieve a legacy transcript for viewing, I am presented with a blank (or black) page, what is happening?**
   
   Answer: PDFs in ApplicationXtender are stored as PDFs and can either be viewed with Adobe Reader or with a native component that can be installed from ApplicationXtender. If you are not seeing the transcript, it means that the machine on which you are viewing does not have either Adobe Reader installed or the ApplicationXtender Web Access Adobe Component 8.0 installed.

2. **When I retrieved a legacy transcript for viewing, the window for ApplicationXtender closed out on me without any notification, what is happening?**
   
   Answer: Similar to the above question, if you have multiple versions of Adobe installed (Reader, Professional, or various versions of Professional), it may cause a conflict and cause ApplicationXtender to crash to the desktop. If you need your desktop versions of Adobe, please contact IS to assist with the installation of the ApplicationXtender Web Access Adobe Component 8.0 on the machine you are using.

3. **Why do I get a message that I do not have access to ApplicationXtender when clicking on the BDMS icon from within Banner INB?**
   
   Answer: You either legitimately do not have access to ApplicationXtender, or that you click on the BDMS icon from the wrong INB form/context. The BDMS icon is always enabled regardless of whether an INB user has access to any application in ApplicationXtender.

4. **If I accidentally Check Out a document that I did not mean to, how do I clear the Check Out?**
   
   Answer: When you have the document displayed in ApplicationXtender, click on the menu item Document→ Cancel Check Out.

5. **What is the inactivity time out period for ApplicationXtender?**
   
   Answer: Fifteen minutes of inactivity.

6. **When I click on the BDMS icon, I do not get a new window that puts me in ApplicationXtender, what is happening?**
   
   Answer: ApplicationXtender via the BDMS icon will try to open a new window and log you into ApplicationXtender. However, if you have multiple Internet Explorer sessions opened, particularly a previous session into ApplicationXtender, it may choose to re-use one of the existing Internet Explorer window which may be hidden behind your current IE window.

7. **What is the cleanest way to log back into ApplicationXtender if my Internet Explorer sessions crashed, or if I get timed out and cannot log back into ApplicationXtender?**
   
   Answer: Close all of your Internet Explorer windows. Open a new IE session, log into myNEU, INB, then ApplicationXtender via the BDMS icon.

8. **How do I properly exit ApplicationXtender?**
   
   Answer: If you are done using ApplicationXtender, click on the logout icon to properly exit ApplicationXtender. If you just close the Internet Explorer window, your connection to ApplicationXtender will be active until it gets timed out after fifteen minutes.

9. **Why does ApplicationXtender give me the message that I am not allowed multiple logins?**
   
   Answer: If you have improperly exited ApplicationXtender, and your connection has not timed out, when you try to log in again, ApplicationXtender will not allow you to log in. If you it is critical for you to log in prior to your previous connection timing out (fifteen minutes), contact IS to clear out your connection.