Imagenow Troubleshooting:

1. If you are attempting to print documents to imagenow, and the document keys for a student are not being pulled from banner, you may have more than one screen open in banner. The best way to solve this is by closing banner and logging back in to it and re-attempting the print.

2. Check to see what version of Java you have on your machine. If it is version 7, it will not be compatible with imagenow. Version 6.1 is compatible.

3. If you are having problems accessing any of the features you normally have access to, please send an email with a full explanation of the problem, your name, position and department to toby.boyle@wmich.edu or Thomas.marquardt@wmich.edu in OIT.

4. If you have had OIT respond to your request and you are still unable to access your features, remember to log out and back in to imagenow. Changes are not made until you log into the system again.