

MYBENU OFF-CAMPUS TECHNICAL REQUIREMENTS

If you experience technical difficulties accessing MyBenU from off-campus, please check the following items:

1. You will need to be connected to the Internet via BenUConnect using broadband or dial-up when off-campus. The preferred browser to use is **Microsoft's Internet Explorer**.
2. You will need to **temporarily disable your web browser's pop-up blocker** or add the Benedictine University website to the list of "Allowed Sites".
3. When prompted to log in, use b+student ID (example *b1234567*) and a password. The username and password you use will be the same for the network, email access, BenUConnect and MyBenU.
4. Please remember to log off the system once you have completed your transactions.

SUPPORTED WEB BROWSERS - The preferred browser to use is **MS Internet Explorer**

Windows XP

Firefox 1.5
Firefox 2.0
Mozilla 1.7
MS Internet Explorer 6
MS Internet Explorer 7
Netscape 7.2
Netscape 8.1

Windows Vista

MS Internet Explorer 7

Mac OS X

Firefox 1.5
Firefox 2.0
Mozilla 1.7
Netscape 7.2
Safari 2.0.4
Safari 3.0.4
Mac OS 9
Netscape 7.2

UNIX

Firefox 1.5
Mozilla 1.7
Netscape 7.2

Linux

Firefox 1.5
Mozilla 1.7
Netscape 7.2

WHERE TO GO FOR HELP

Student Services:

Please contact Ben Central by phone at (630) 829-6500 or via email BenCentral@ben.edu. Business hours are Monday – Thursday 8:30 a.m. -6:30 p.m. and Friday 8:30 a.m. - 5:00 p.m.

Fact Sheets:

Fact Sheet links are provided on MyBenU. Examples are: Self-Registration Fact Sheet, Student Account View and Payment Navigation, Grade Report View and Print Fact Sheet.

Technical Assistance:

Please call the helpdesk at 630 829-6684 or via email Helpdesk@ben.edu. The helpdesk is staffed from 7:00 am to 10:00 pm, Monday through Friday.