Agents in Action is an online reporting system designed for Middlebury College volunteers. It is intended to provide efficient and timely information to help Class Agents and Reunion Class Agents do their work.

All Class Agents and Reunion Class Agents have access to the system. If you are a Lead Class Agent or Lead Reunion Class Agent, you have access to an additional level of information.

Agents in Action is tied to the College’s main database, so information is updated nightly.

What can AIA do for you?
- AIA provides a list of unassigned classmates from which you can choose assignments
- AIA provides up-to-date contact and giving information for each of your assignments
- AIA provides email notification when one of your assignments has made a gift
- AIA allows you to enter notes that can also be viewed by the Annual Giving staff

For Returning Users
To log in:
- Enter go.middlebury.edu/aia into your web browser or click Quicklinks at the bottom of Middlebury’s home page (www.middlebury.edu) and then click BannerWeb.
- Enter your user ID and PIN (see Screenshot 1 below)
  - Your user ID is your Middlebury ID number. If you have forgotten your user ID contact us at agentsinaction@middlebury.edu.
  - Your PIN is the 6-digit “password” you chose during your initial log-in.
  - If you’ve forgotten your PIN, click the Forgot PIN? button on the log-in page and you will be asked to answer the security question you set up during your initial log-in.

For New Users
To log in:
- Click here to access AIA. You can also type go.middlebury.edu/aia into your web browser or click Quicklinks at the bottom of Middlebury’s home page (www.middlebury.edu) and then click BannerWeb.
- Enter your user ID and PIN.
  - Your user ID is your Middlebury ID number. If you have forgotten your user ID contact us at agentsinaction@middlebury.edu.
  - Your PIN is your birthday in MMDDYY format.
  - If Middlebury does not have your birth date on file, a PIN will be sent to you under separate cover for security reasons.

AIA Login Screen
- The first time you go to the website, this screen will tell you your PIN has expired. You have not made an error! The system requires you to choose a new secure PIN. Please re-enter the PIN you used on the first page, then choose a new PIN that is your own and enter it twice as shown.
- At the next prompt, please set a security question to use in case you forget your PIN. Once you’ve done that, you’re in!
- Click on “Web for Advancement” and you should now be on the main page for Agents in Action (see Screenshot 2 below)
Using Middlebury’s Agents in Action Tool

Once you are logged in there are four options available to everyone:

**View my current solicitation assignments:** check the progress of your assignments, find contact information (addresses, etc. are visible by clicking on your contact’s name) and add contact notes.

**View all unassigned contacts:** see a list of classmates who have not yet been assigned to a volunteer. To select someone to contact click the box next to their name and press submit. You will receive confirmation of your selection within one business day.

**Get Contact Information of Other Class Agents:** find the information you need to reach out to your fellow volunteers.

**Resources for volunteers:** links to useful information on the Middlebury website.

We welcome your comments and feedback. This system will be evolving and changing as we learn what is most useful to you and as we are able to incorporate new technologies.

Thank you for all you do for Middlebury!

Screen shot 1:

BannerWeb: Self-Service Access to Banner

**User Login**

Please use Internet Explorer when accessing BannerWeb. We cannot guarantee reliability with any other browser. To protect your privacy, always exit and close your browser after each use. BannerWeb may be unstable on your PC if you are using Internet Explorer version 6 and have not applied the required Microsoft patches. If you are experiencing problems, read more here.

NOTE: Regular system maintenance is scheduled for 12:00 AM to 4:00 AM, EST each Saturday and 8:00 AM to 12:00 PM, EST each Sunday and periodically includes BannerWeb.

If logging in for the first time, use your birth date as your PIN (MMDDYY); you will be prompted to select a unique 6-digit PIN. If you forget your PIN, enter your User ID and then click the Forgot PIN? button below to see your challenge question. If you incorrectly enter your User ID/PIN 5 times or more (which locks your account), contact the appropriate Helpdesk below:

- Middlebury Helpdesk (Vermont): 802-443-2200
- Monterey Institute Helpdesk (California): 831-647-6556

Enter your 6-digit Identification Number (ID) and your 6-digit BannerWeb Personal Identification Number (PIN). When finished, click Login. Your ID number appears on your D card. If less than 8-signs, add leading zeros e.g. 00001234.

User ID:  
PIN:  
Login  Forgot PIN?

RELEASE: 8.8

Screen shot 2:

BannerWeb: Self-Service Access to Banner

**Web for Advancement**

Manage My Prospects | Profile Preferences | Moves Management | View Contacts | Add a Contact | Advancement Officer Searches | Open Request Information Page | Phonathon Processes | College Advancement Tools