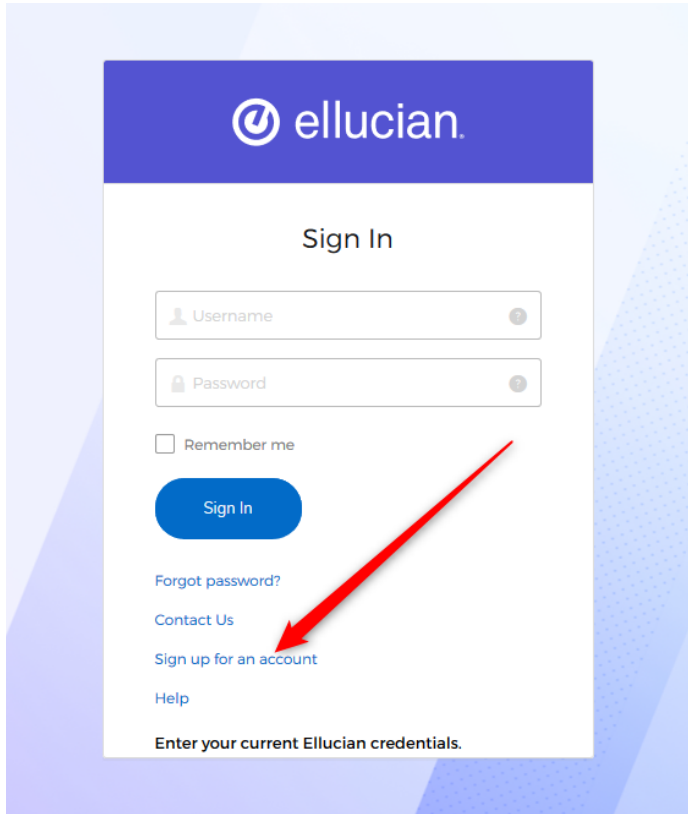


Banner Resources

Our vendor, Ellucian, provides numerous online resources for Banner and other products on the Ellucian Hub.

You can access the hub by going to <https://ellucian.okta.com/> and requesting an account, if you don't already have one.



The following pages show screen shots from the hub environment where documentation is available as well as how to contact Ellucian support.

You can see documentation and training by clicking Resources in the top bar.

ellucian. **Customer Center** RESOURCES SUPPORT

FOLLOWED CHANGE REQUESTS DISCUSSIONS I FOLLOW PLACES I FOLLOW

Welcome to the new Customer Center, we are glad you are here and we look forward to your feedback. In the Helpful Links section below we have resource sites available that include FAQ's, browser compatibility information, detailed recorded webinars and overview tutorials. ×
Announcement expires on: April 30, 2019

Followed Change Requests View All

Discussions I Follow Create a Discussion View All

Places I Follow View All

Helpful Links
UPDATED 02/23/2019
[Customer Center Resource Site \(English\)](#)
[Sitio de Recursos del Centro de Atención a Clientes \(Español\)](#)
[Product Calendar](#)
[Product Roadmaps](#)

My Product News
UPDATED 02/22/2019

Resources



Community

[Ideas](#)

[Community](#)

Knowledge

[Instructor-Led Training](#)

[On-Demand Training](#)

[Product Calendar & Releases](#)

Documentation

[Banner](#)

[Banner Compatibility](#)

[Analytics](#)

[CRM Advise](#)

[CRM Recruit](#)

[Degree Works](#)

[Ethos](#)

[Workflow](#)

[Find APIs](#)

[Find More...](#)

* Note: Colleague downloads are accessible via SA Valet.
Banner downloads are accessible via Ellucian Solution Manager.

Powered by ellucian.

Not finding what you are looking for?
[View Options and Request App Access](#)

To submit a case, click on Support in the top bar.

The screenshot shows the top navigation bar of the ellucian Customer Center. The bar is dark blue and contains the ellucian logo, the text 'Customer Center', and three menu items: 'RESOURCES', 'SUPPORT', and 'CONTACT'. A red arrow points to the 'SUPPORT' link. To the right of the navigation bar, there is a search icon, a user profile icon for 'Sue Taylor-Owens', and a hamburger menu icon. Below the navigation bar, there are three sub-headers: 'FOLLOWED CHANGE REQUESTS', 'DISCUSSIONS I FOLLOW', and 'PLACES I FOLLOW'. A light blue announcement banner is displayed below these sub-headers, containing a welcome message and a close button. The main content area is divided into two columns. The left column contains three white cards: 'Followed Change Requests' with a 'View All' button, 'Discussions I Follow' with a 'Create a Discussion' button and a 'View All' button, and 'Places I Follow' with a 'View All' button. The right column contains two white cards: 'Helpful Links' with a 'UPDATED 02/23/2019' date and three links: 'Customer Center Resource Site (English)', 'Sitio de Recursos del Centro de Atención a Clientes (Español)', 'Product Calendar', and 'Product Roadmaps'; and 'My Product News' with a 'UPDATED 02/22/2019' date.

ellucian. Customer Center RESOURCES SUPPORT

SEARCH Sue Taylor-Owens

FOLLOWED CHANGE REQUESTS DISCUSSIONS I FOLLOW PLACES I FOLLOW

Welcome to the new Customer Center, we are glad you are here and we look forward to your feedback. In the Helpful Links section below we have resource sites available that include FAQ's, browser compatibility information, detailed recorded webinars and overview tutorials. ×
Announcement expires on: April 30, 2019

Followed Change Requests View All

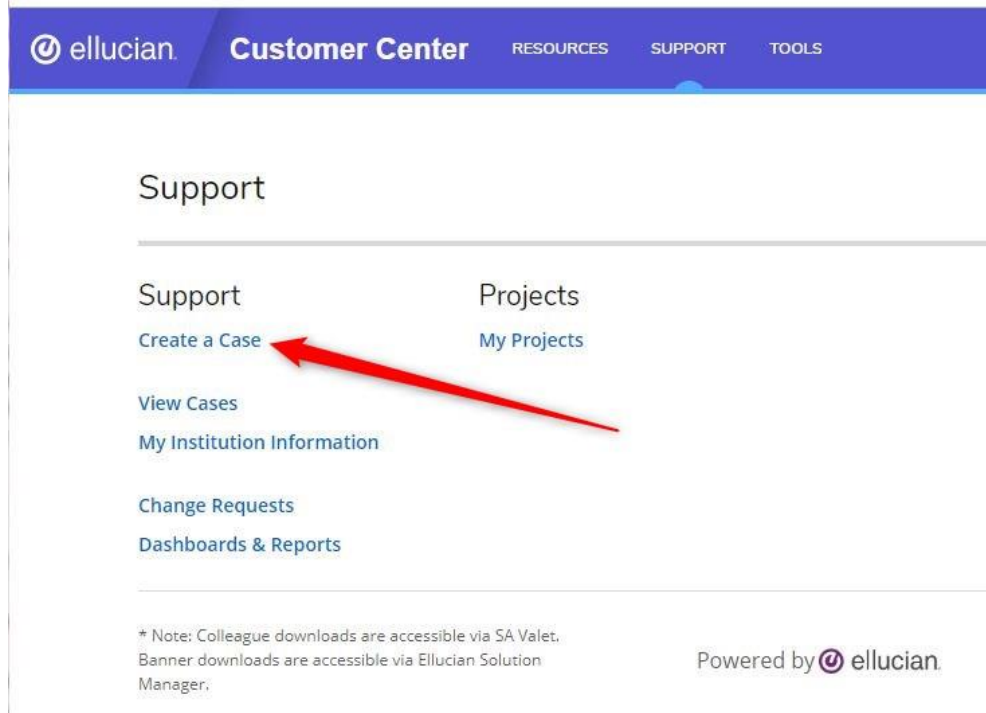
Discussions I Follow Create a Discussion View All

Places I Follow View All

Helpful Links
UPDATED 02/23/2019
[Customer Center Resource Site \(English\)](#)
[Sitio de Recursos del Centro de Atención a Clientes \(Español\)](#)
[Product Calendar](#)
[Product Roadmaps](#)

My Product News
UPDATED 02/22/2019

Then click "Create a Case"



The screenshot shows the Ellucian Customer Center interface. At the top is a blue navigation bar with the Ellucian logo and the text "Customer Center". To the right of the logo are the menu items "RESOURCES", "SUPPORT", and "TOOLS". Below the navigation bar is a "Support" section header. Underneath, there are two columns of links. The left column contains "Support", "Create a Case", "View Cases", "My Institution Information", "Change Requests", and "Dashboards & Reports". The right column contains "Projects" and "My Projects". A red arrow points from the right towards the "Create a Case" link. At the bottom left, there is a note: "* Note: Colleague downloads are accessible via SA Valet. Banner downloads are accessible via Ellucian Solution Manager." At the bottom right, it says "Powered by ellucian." with the Ellucian logo.

ellucian. Customer Center RESOURCES SUPPORT TOOLS

Support

Support Projects

Create a Case My Projects

View Cases

My Institution Information

Change Requests

Dashboards & Reports

* Note: Colleague downloads are accessible via SA Valet.
Banner downloads are accessible via Ellucian Solution Manager.

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