

Elucian Customer Center Navigation

Ellucian/Banner

- ▶ Welcome to the Ellucian Customer Center
Your one-stop shop for help, information, and more

“ What is the Ellucian Customer Center?

The Customer Center is your go-to BANNER platform for **help, information, and more.**

It offers resources, training materials, and allows you to submit **Support Cases.**

You can:

Ask questions about error messages

Review issues from other schools

Request help from an **Ellucian representative** for your specific product line, role, or process.



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How to Create an Account in Ellucian Customer Center/Support Site

All Banner users can request access to a variety of applications and services through the Customer Center. Follow the steps below to request access.

Step 1: Navigate to the Customer Center

- Open your browser and go to [Ellucian Customer Center](#).

Step 2: Start the Login/Registration Process

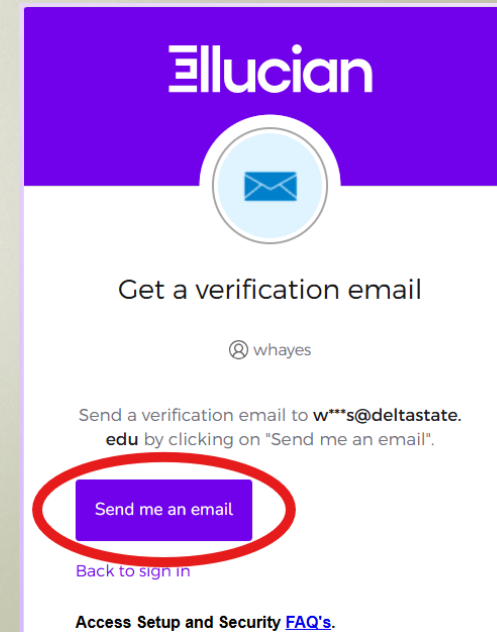
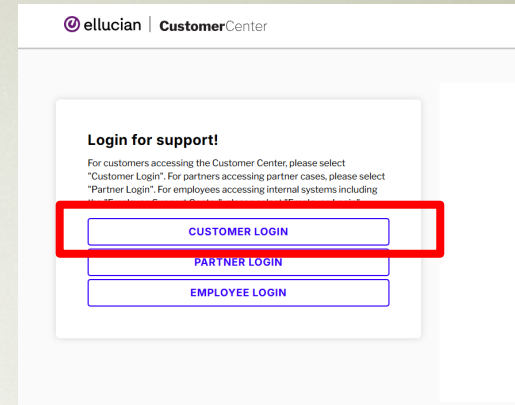
- Click **Customer Login**, then select **Sign Up/Create an Account**.
- Enter the email provided by your institution, complete the CAPTCHA, and click **Submit**.
- Open the registration email from **no-reply@okta.com** (check your spam folder if needed).
- Click the activation link and confirm your registration and set your password.



Login to the Customer Center

► How to Login to the Ellucian Customer Center

1. Go to the Ellucian Customer Center page:
[Ellucian Customer Center](#)
2. Click **Sign In/Customer Login**
 - This will redirect you to the login page
3. Enter your credentials:
 - DSU Email
 - Password
4. Complete login
 - You may be prompted to complete MFA (multi-factor authentication) if it's set up

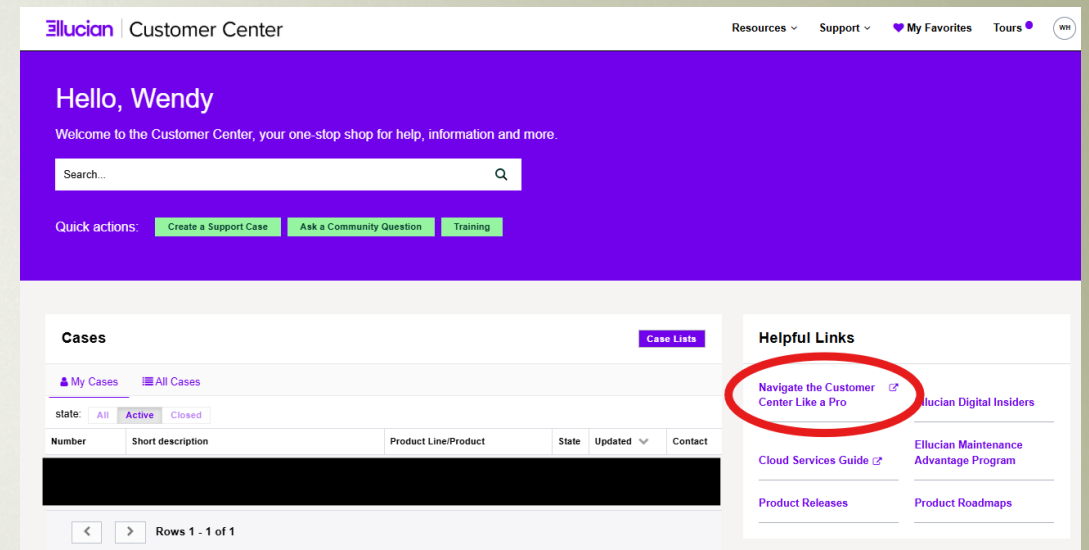


Watch "Navigate the Customer Center Like a Pro" Video

Under “Helpful Links, “Navigate the Customer Center Like a Pro” video is essential for learning how to use the Customer Center effectively.

What you’ll learn:

- ▶ How to navigate the platform
- ▶ Access resources and training materials
- ▶ Submit and track support cases
- ▶ Interact with Ellucian representatives



Key Features of the Customer Center

- **Resources & Training**: Access useful resources and training materials for your product line.
- **Submit Support Cases**: Get assistance with issues you encounter.
- **Review Issues**: See common issues faced by other schools.
- **Ask Questions**: Get answers to specific questions, including error messages.
- **Request Help**: Reach out to Ellucian representatives for personalized support.

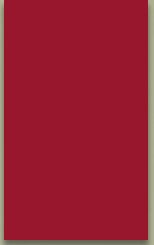
Why It's Important to Learn the Customer Center

Efficiency: Quickly find answers to your questions.

Self-Service: Submit and track your support cases.

Access to Experts: Direct communication with Ellucian representatives.

Collaboration: Learn from issues faced by other schools and share solutions.



When troubleshooting issues with **Banner**, it's important to follow a structured approach to identify, diagnose, and resolve problems.

Please refer to the **step-by-step instructions** for troubleshooting Banner in the following slide. This will help you efficiently address issues.

▶ **1st Step**

Check with Other Staff in Your Department

- Quickly determine if the issue is isolated to you or if others are facing the same problem.
- Share experiences to better understand the problem.

▶ **2nd Step**

Connect to Ellucian Customer Center

- Visit the **Ellucian Customer Center** to check if other users have faced similar issues.
- Review existing support cases, FAQs, and training materials for possible solutions.
- Ask questions in the Customer Center community if needed.

▶ **3rd Step**

Check with Other Schools

- Determine if the issue is widespread across other institutions using Banner.
- Other schools may have encountered the same issue and have a solution or workaround.

▶ **4th Step**

Contact Your Office of Information Technology (OIT)/Enterprise Applications

- If the issue persists, escalate to your internal **OIT** team for assistance.
- Provide them with detailed information about the issue (error messages, steps taken).

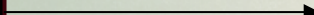
Check with other
Staff



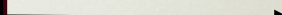
Connect to
Ellucian
Customer Center



Check with other
Schools



Contact
OIT/Enterprise
Applications



Submit a Support
Case

► 5th Step

Submit a Support Case

- OIT will work with you to submit a **Support Case** to Ellucian for more personalized and technical support.
- Provide necessary details for a quick resolution (logs, screenshots, error codes, etc.).

Thank You!

We hope this guide helps you get the most out of the Ellucian Customer Center!

Reminder:

Be sure to watch the "[Navigating the Customer Center Like a Pro](#)" video under "Helpful Links" for more tips and tricks.

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