Issue

How to request access to the Ellucian Customer Center (formerly known as the Ellucian Hub) at https://login.ellucian.com.

The Ellucian Customer Center is used for:

- Following upcoming Releases, Change Requests and product updates for Colleague UI and it's component
- Participation in Community discussions and suggest Ideas to Ellucian for future changes.
- Reference for Documentation, Training and Knowledgebase articles.

NOTE:

The Ellucian Customer Center at https://login.ellucian.com is not compatible with Internet Explorer.

They suggest that you use Chrome, Firefox, Microsoft Edge or Safari.

Unsupported Browser Detected

It appears you are using Internet Explorer to log into your Ellucian community. Internet Explorer is not a currently supported browser and we suggest that you use Chrome, Firefox, Microsoft Edge or Safari. Please refer to our browser compatibility communication found on the Customer Center section of our corporate website. Click here to view communication.

If you have any questions or inquiries, contact us for assistance at: csenablement@ellucian.com

NOTE: The Ellucian Customer Center at https://login.ellucian.com is not compatible with Internet Explorer.

They suggest that you use Chrome, Firefox, Microsoft Edge or Safari.
Step 1
Go to https://clientapps.ellucian.com/signup
Enter your Email Address and Confirm Email Address.
Check the “I’m not a robot” option for reCAPTCHA.
Click Submit.
Step 2

Enter the following information. (Note: All fields are required)

1. Organization: Rancho Santiago Community College District
2. Email: Your RSCCD email address
3. User Name: Your WebAdvisor user name
4. First Name and Last Name
5. Phone
6. Job / Role
7. Title
8. Are you a Contractor?: No

When finished, click Submit Registration.
Step 3

Review the Terms of Use Agreement.

Then click “I Agree”.

TERMS OF USE AGREEMENT FOR THE CUSTOMER CENTER AND PARTNER COMMUNITY WEBSITES

Ellucian created the Customer Center and Partner Community websites to provide a forum where current Ellucian clients or partners (the Institution) and employees, consultants, and agents working on their Institution’s behalf (You or Your) and Ellucian software experts, developers, users, and other interested parties (each, a User and collectively, Users) may share information and engage in conversation threads and collaborate around Ellucian’s products and services. Any references herein to “You” or “Your” shall include Your Institution. "Services" is defined as the Customer Center, Partner Community, Content (defined in Section 6), and any forums, wikis, blogs or services provided on the Customer Center or Partner Community. As a licensee of certain software products owned or licensed for use by Ellucian or an Ellucian affiliate under one or more agreements (Ellucian Software), Institution wishes for You to participate in the Services.

By accessing and/or using Services, You represent and warrant that (i) Your Institution has a current License Agreement (as defined in Section 1) and (ii) You have the authority to act on behalf of and bind Your Institution to the terms of this Terms of Use Agreement (TOU). By accessing or using the Services, You accept and agree to abide by the terms of this TOU. If You do not agree to the terms of this TOU, You must not attempt to access or use the Services without a separate written acknowledgment from Ellucian.

Review the Terms of Use Agreement.
Then click "I Agree".
Step 4

After registration, you will be taken to a confirmation page that states “Your registration request has been submitted!”.

The Employee Confirmation Contact at RSCCD will then review the request and process it.

Once the request has been processed, you will receive an email at your registered email address with a confirmation link.
Step 5

The confirmation email will come from noreply@okta.com.

The subject line will read as:

“*** From Ellucian: Activate Your Account. ”

Open the email and click the link provided to activate your account.

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**Step 6**

Fill out the fields for:

1. Enter New Password
2. Repeat New Password
3. Choose a forgot password question
4. Answer

When finished, click “Create My Account”.
Step 7

Once the password has been created, you will be taken to the Ellucian sign in page at https://login.ellucian.com.

Test your username and password to make sure you can login.

NOTE: The website https://login.ellucian.com is not compatible with Internet Explorer.
**Tracking Change Requests**

**Step 1**

Go to Support > Change Requests to view and track Change Requests related to a particular Colleague module (e.g., Financial Aid).
Tracking Change Requests

Step 2

Under the Change Requests Dashboard, select “equals Colleague” under Major Product Line.

For a detailed view of a particular category (e.g., Open Change Requests: Created Last 5 yrs), click the expansion icon to bring up a new window.
Tracking Change Requests

Step 3

Click the corresponding category to view all change requests related to that particular category (e.g., Financial Aid).
Tracking Change Requests

**Step 4**

To view details for a particular change request, click the Change Request Name under the “Change Request: Request Name” column.
Tracking Change Requests

Step 5

Under the Request Details, you can choose to “Follow Change Request.”

This option will send you email notifications on any updates made to the change request.

This option will also show updates to the change request on your Colleague Customer Center dashboard feed under the “Change Requests” category.
Tracking Product Calendar & Releases

**Step 1**

Go to Support > Knowledge > Product calendar & Releases to view and track Product Calendar & Release information related to a particular Colleague module (e.g., Financial Aid).
Tracking Product Calendar & Releases

**Step 2**

Under the Product Calendar & Releases Dashboard, select “equals Colleague” under Major Product Line.

For a detailed view of a particular category (e.g., Planned Releases: All Upcoming), click the expansion icon to bring up a new window.
Tracking Product Calendar & Releases

Step 3

Click the corresponding category to view all Product Calendar & Release information related to that particular category (e.g., Colleague Financial Aid).
Tracking Product Calendar & Releases

**Step 4**

To view details for a particular Release, click the Release Name under the “Release: Release Name” column.
Tracking Product Calendar & Releases

Step 5

Under the Release Details, you can choose to “Follow Release”.

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Release 021070
Tracking Product Calendar & Releases

Step 6

To view the list of Product Releases you are following – go to the Ellucian Customer Center dashboard (homepage), click your name in the top right corner and go to My Profile.
**Tracking Product Calendar & Releases**

**Step 7**

Scroll to the bottom of your Profile page and expand the menu for “Releases” to view all of the Releases you are following.
Tracking Community Discussions

Step 1

Go to Resources > Community to view and track Community Discussions related to a particular Colleague subject (e.g., Colleague Student).
Tracking Community Discussions

Step 2

After clicking the Community link, you will be taken to a new web page at https://ecommunities.ellucian.com/news

Under the Community page, go to “Places” to see a list of all Community Discussions currently in circulation.
Tracking Community Discussions

Step 3

Under Places > All Places, click a particular Place to view all discussions under that Place (e.g., Colleague Student).
Tracking Community Discussions

Step 4

Use the content search bar to look up a particular Discussion (e.g., registration).

Click a particular Discussion to view all comments related to that Discussion.
Tracking Community Discussions

Step 5

You can also click the “Follow” icon under a particular Place to track updates made to all Discussions under that Place.

The three options are:

- **Following:** This will track all Discussions on your Ellucian Customer Center dashboard under the “Discussions | Follow” feed.
- **Daily Digest:** All discussions updates will be consolidated into one email and sent to your email inbox via the “Daily Digest” email.
- **Inbox:** You will receive individual updates for Discussions via your email inbox.
Tracking Community Discussions

Step 6

Under a particular Discussion, you can click the “Follow” icon to receive updates made to that Discussion.

The three options are:

- **Following**: This will track updates to this particular Discussion on your Ellucian Customer Center dashboard under the “Discussions | Follow” feed.
- **Daily Digest**: Updates for this particular discussion will be consolidated into one email and sent to your email inbox via the “Daily Digest” email.
- **Inbox**: You will receive individual updates for this particular Discussion via your email inbox.