Instructions

Ellucian will no longer publish a Bookshelf of documentation for products formerly branded as SunGard Higher Education. Ellucian will continue to provide all Banner by Ellucian, Degree Works and other product materials that had been bundled in the Bookshelf through the Documentation and Download Center. Use this document to learn how to create an account, and to access the documentation library.
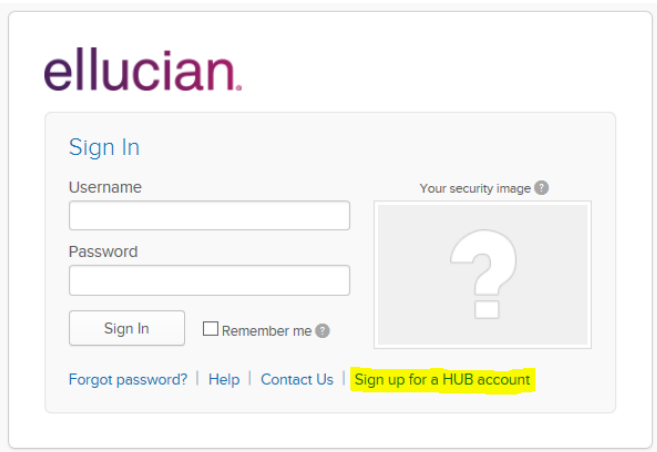
Create an account

To access the Documentation and Download Center you create an Ellucian Client Support account. The information below will provide you instructions on how to set up your account.
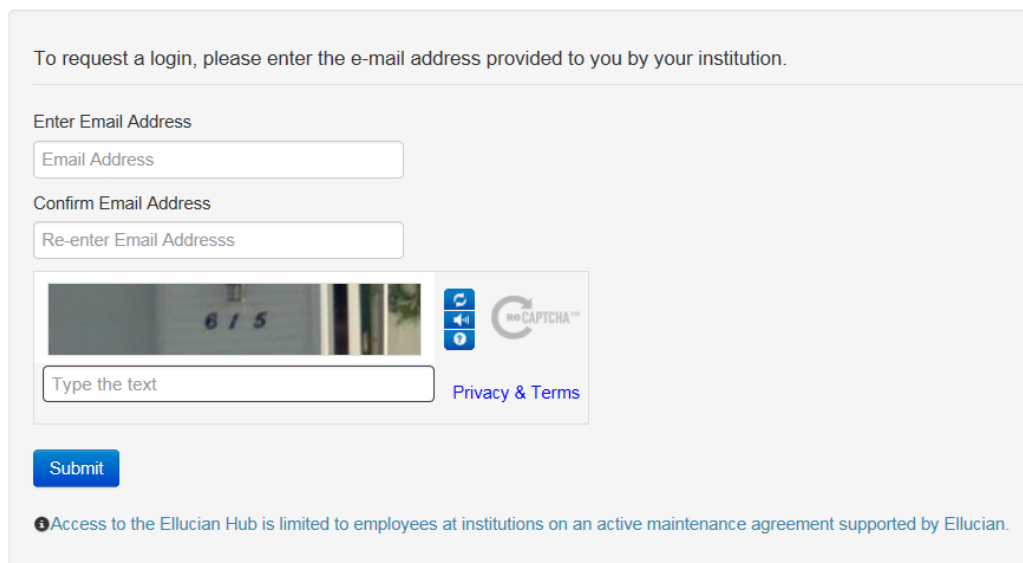
Go to:

https://ellucian.okta.com/

Click on "Sign up for a HUB account"

Enter your slcc.edu email address. Confirm your address, and complete the CAPTCHA verification step

Complete the form below. Click Submit registration.

Accept the Disclaimer.

Be sure to follow the instructions on the confirmation page.

ellucian.
Ellucian Hub Registration

Your registration request has been submitted!

It may take up to 5 business days to process your request. Once your registration has been verified, an email containing an activation link will be sent to you from "noreply@okta.com".
Please make sure that this email will not blocked or sent to your spam folder.

Important: Your registration will not be completed until you click on the activation link and follow the instructions to complete the registration process. The activation link will expire in 7 days after being sent.

Please visit our FAQ page which offers solutions to common problems you may experience. If you require further assistance, please contact us directly.

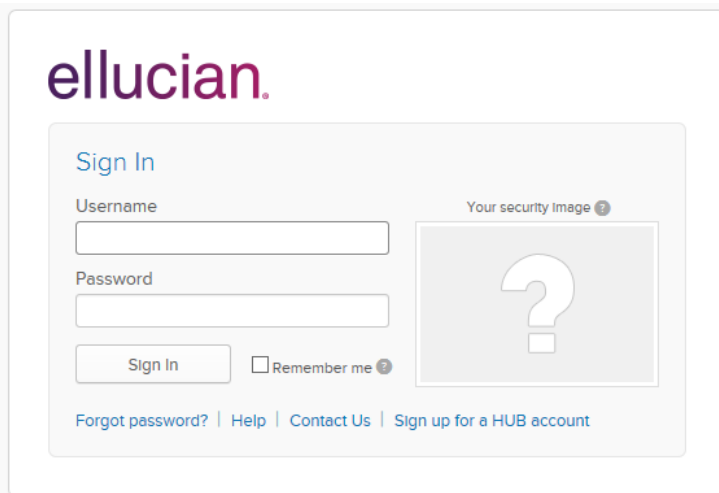© 2015 - Ellucian | Privacy Policy | Contact Us

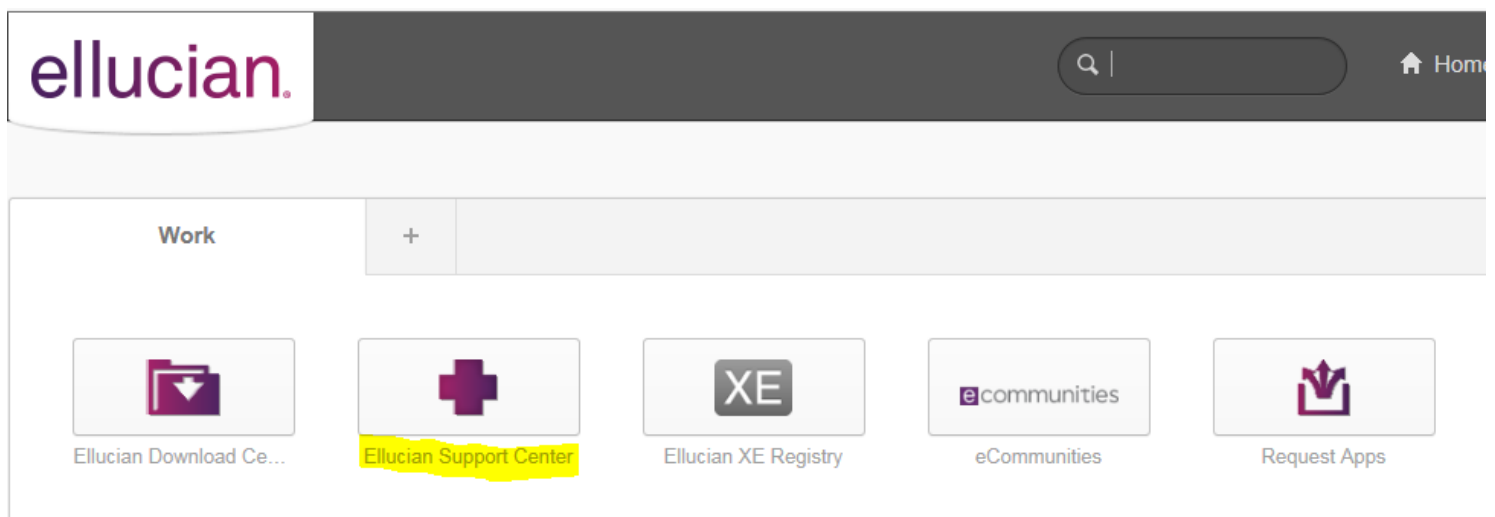# Accessing the support portal

Log in at:

https://ellucian.okta.com/

Enter your username and password

Click on "Ellucian Support Center". Depending on your security role, the options you see below will vary.

Additional Support Center Resources

The screen capture below illustrates the main landing page of the support portal. On this main page you have access to "How to" tools for using the support site, such as global search, search documentation, search articles, etc. Please note the available links under "Additional Support Center Resources" to become more familiar with the support portal.

Accessing the Documentation Library

To search the documentation library, click on "Documentation Libraries" at the top of the screen.

In the Upper left hand corner, a search box is provided.

As an example, searching sfaregs returned the following results. On the left hand side, there are filtering options.

Click on any of the search results links and you will see the following. Click the "Download" button to download the documentation.