Information Technology Services

RANCHO SANTIAGO
Community College District
Santa Ana College • Santiago Canyon College

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 inquires, contact us for assistance at: csenablement@ellucian.com

NOTE: The Ellucian Customer Center at https://login.ellucian.com is not compatible with Internet Explorer.
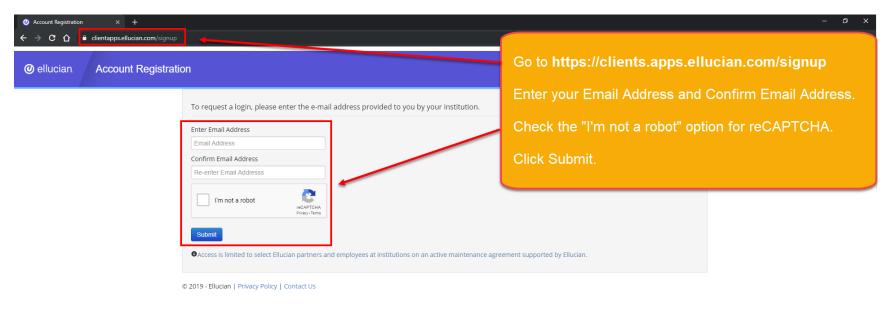
They suggest that you use Chrome, Firefox, Microsoft Edge or Safari.

Step 1

Go to https://clientapps.ellucian.com/signup

Enter your Email Address and Confirm Email Address.
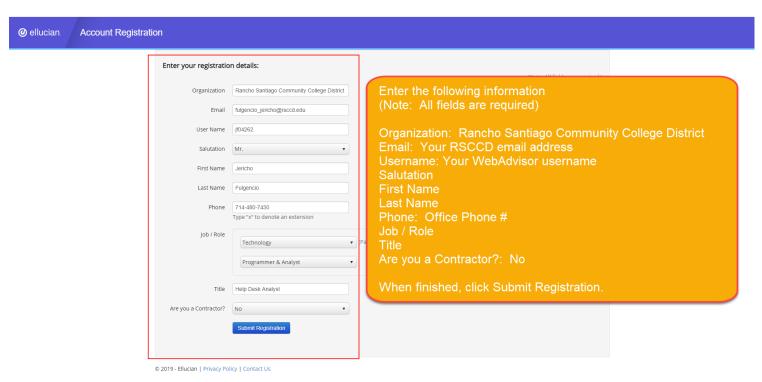
Check the "I'm not a robot" option for reCAPTCHA.

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".

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.

Your registration request has been submitted!

The Employee Confirmation Contact at your institution is able to process your request immediately. However, if an NDA is required, it may take up to 5 business days to process your request (An NDA is needed if you are a third party contractor who is working with an Ellucian customer and need access to the Ellucian Customer Center). 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 be blocked or sent to your spam folder.

NOTE: If you do not require a NDA and have not received an email from "noreply@okta.com" within two business days of your registration submission, this means we have not received the employment verification from your Employee Confirmation Contact. Please send an email to csenablement@ellucian.com and in the subject line include "Have not Received ECC confirmation". In the email body, include your name, institution and email address. A case will be created and we will follow-up with your ECC(s) to confirm your employment.

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.

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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.

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.

ellucian **Customer Center**   RESOURCES   SUPPORT   Jericho Fulgencio

REPORT
Open Change Requests: Created last 5 yrs   Export

Total Records
30

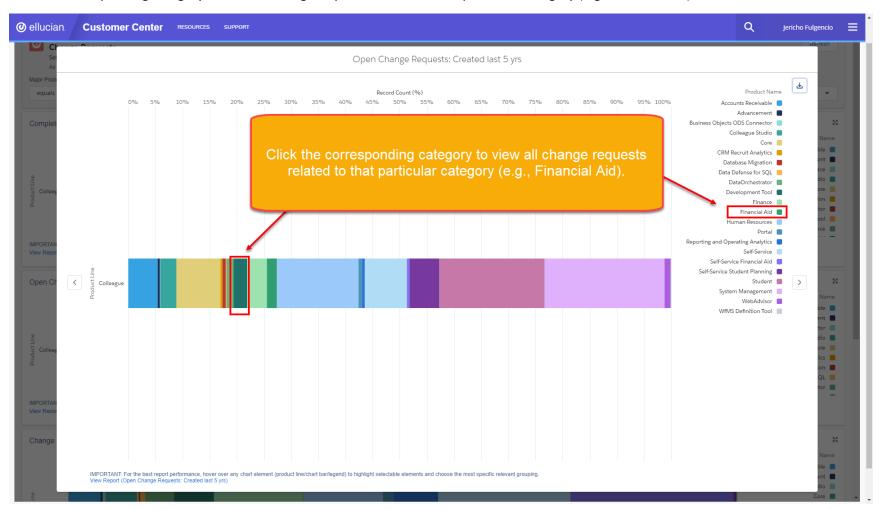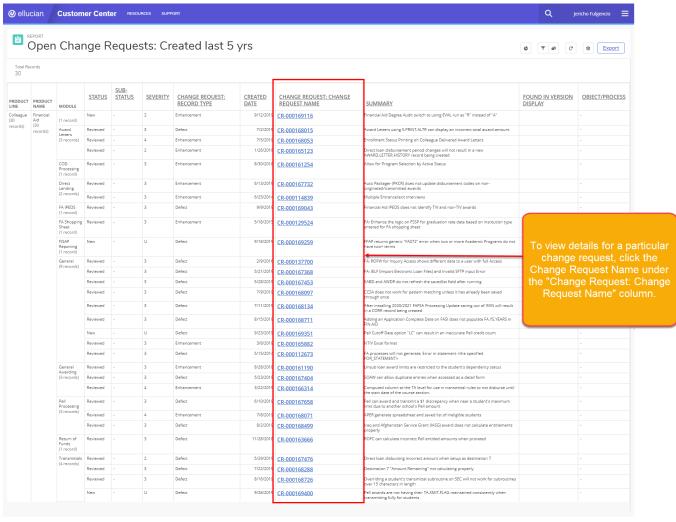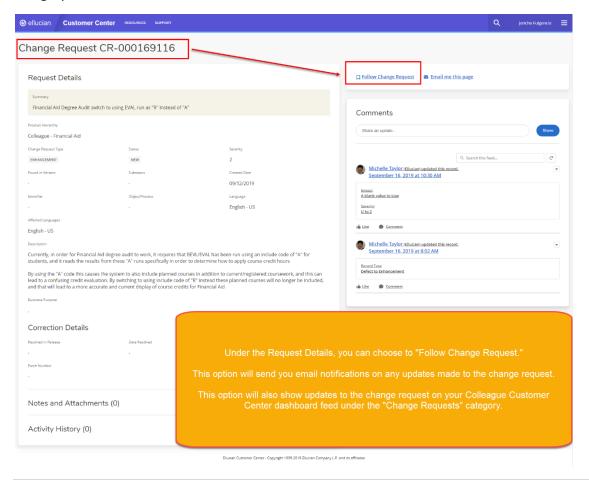| PRODUCT LINE	PRODUCT NAME	MODULE	STATUS	SUB-STATUS	SEVERITY	CHANGE REQUEST: RECORD TYPE	CREATED DATE	CHANGE REQUEST: CHANGE REQUEST NAME	SUMMARY	FOUND IN VERSION DISPLAY	OBJECT/PROCESS
Colleague (30 records)	Financial Aid (30 records)	(1 record)	New	-	2	Enhancement	9/12/2019	CR-000169116	Financial Aid Degree Audit switch to using EVAL run as "R" instead of "A"		-
		Award Letters (3 records)	Reviewed	-	3	Defect	7/2/2019	CR-000168015	Award Letters using S.PRINT.ALTR can display an incorrect total award amount		-
			Reviewed	-	4	Enhancement	7/5/2019	CR-000168053	Enrollment Status Printing on Colleague Delivered Award Letters		-
			Reviewed	-	2	Enhancement	1/26/2019	CR-000165123	Direct loan disbursement period changes will not result in a new AWARD.LETTER.HISTORY record being created		-
		COD Processing (1 record)	Reviewed	-	3	Enhancement	8/30/2018	CR-000161254	Allow for Program Selection by Active Status		-
		Direct Lending (2 records)	Reviewed	-	3	Enhancement	6/13/2019	CR-000167732	Auto Packager (PKCR) does not update disbursement codes on non-originated/transmitted awards		-
			Reviewed	-	3	Enhancement	6/25/2014	CR-000114839	Multiple Entrance/exit interviews		-
		FA IPEDS (1 record)	Reviewed	-	3	Defect	9/9/2019	CR-000169043	Financial Aid IPEDS does not identify TIV and non-TIV awards		-
		FA Shopping Sheet (1 record)	Reviewed	-	3	Enhancement	5/18/2015	CR-000129524	FA: Enhance the logic on FSSP for graduation rate data based on institution type entered for FA shopping sheet		-
		FISAP Reporting (1 record)	New	-	U	Defect	9/18/2019	CR-000169259	FFAP returns generic "FA072" error when two or more Academic Programs do not have two+ terms		-
		General (9 records)	Reviewed	-	3	Defect	2/9/2016	CR-000137700	FA: ROFW for Inquiry Access shows different data to a user with full Access		-
			Reviewed	-	3	Defect	5/21/2019	CR-000167368	FA: IELF (Import Electronic Loan Files) and Invalid SFTP input Error		-
			Reviewed	-	3	Defect	5/28/2019	CR-000167453	SABD and AWDR do not refresh the savedlist field after running		-
			Reviewed	-	3	Defect	7/9/2019	CR-000168097	CCSA does not work for pattern matching unless it has already been saved through once		-
			Reviewed	-	3	Defect	7/11/2019	CR-000168134	After installing 2020/2021 FAFSA Processing Update saving out of ISVN will result in a CORR record being created		-
			Reviewed	-	3	Defect	8/15/2019	CR-000168711	Adding an Application Complete Date on FASI does not populate FA.YS.YEARS in FIN.AID		-
			New	-	U	Defect	9/23/2019	CR-000169351	Pell Cutoff Date option "LC" can result in an inaccurate Pell credit count		-
			Reviewed	-	3	Enhancement	3/8/2019	CR-000165882	NTIV Excel format		-
			Reviewed	-	3	Defect	5/15/2014	CR-000112673	FA processes will not generate; Error in statement <the specified FOR_STATEMENT>		-
		General Awarding (3 records)	Reviewed	-	3	Enhancement	8/28/2018	CR-000161190	Unsub loan award limits are restricted to the student's dependency status		-
			Reviewed	-	3	Defect	5/23/2019	CR-000167404	SOAW can allow duplicate entries when accessed as a detail form		-
			Reviewed	-	4	Enhancement	3/22/2019	CR-000166314	Computed column at the TA level for use in transmittal rules to not disburse until the start date of the course section.		-
		Pell Processing (3 records)	Reviewed	-	3	Defect	6/10/2019	CR-000167658	Pell can award and transmit a $1 discrepancy when near a student's maximum limit due to another school's Pell amount		-
			Reviewed	-	4	Enhancement	7/8/2019	CR-000168071	APER generate spreadsheet and saved list of ineligible students		-
			Reviewed	-	3	Defect	8/2/2019	CR-000168499	Iraq and Afghanistan Service Grant (IASG) award does not calculate entitlements properly		-
		Return of Funds (1 record)	Reviewed	-	3	Defect	11/28/2018	CR-000163666	ROFC can calculate incorrect Pell entitled amounts when prorated		-
		Transmittals (4 records)	Reviewed	-	2	Defect	5/29/2019	CR-000167476	Direct loan disbursing incorrect amount when setup as destination 7		-
			Reviewed	-	3	Defect	7/22/2019	CR-000168288	Destination 7 "Amount Remaining" not calculating properly		-
			Reviewed	-	3	Defect	8/16/2019	CR-000168726	Overriding a student's transmittal subroutine on SEC will not work for subroutines over 15 characters in length		-
			New	-	U	Defect	9/26/2019	CR-000169400	Pell awards are not having their TA.XMIT.FLAG maintained consistently when transmitting fully for students		-

To view details for a particular change request, click the Change Request Name under the "Change Request: Change Request Name" column.

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Tracking Change Requests

Step 5

Under the Request Details, you can choose to "Follow Change Request."
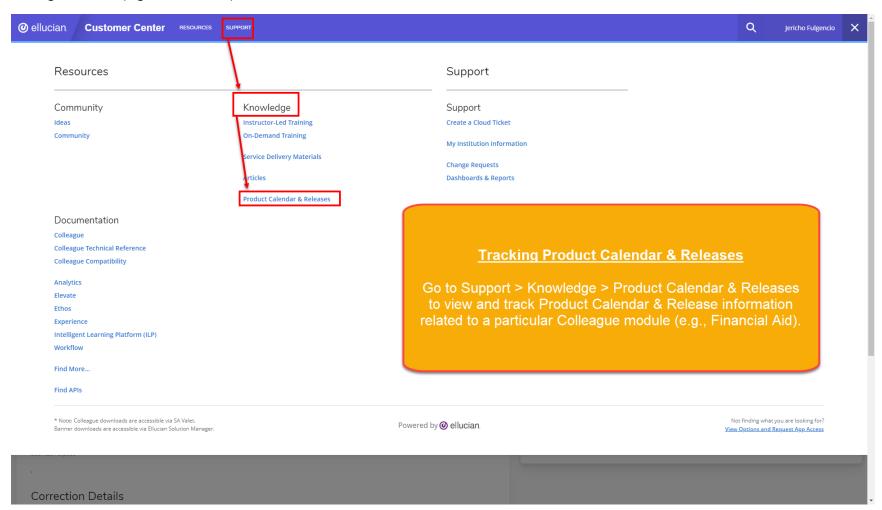
This option will send you email notifications on any updates made to the change request.

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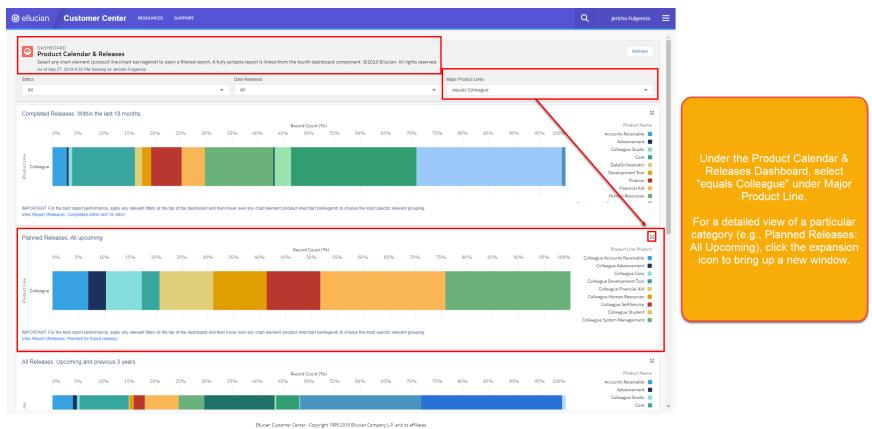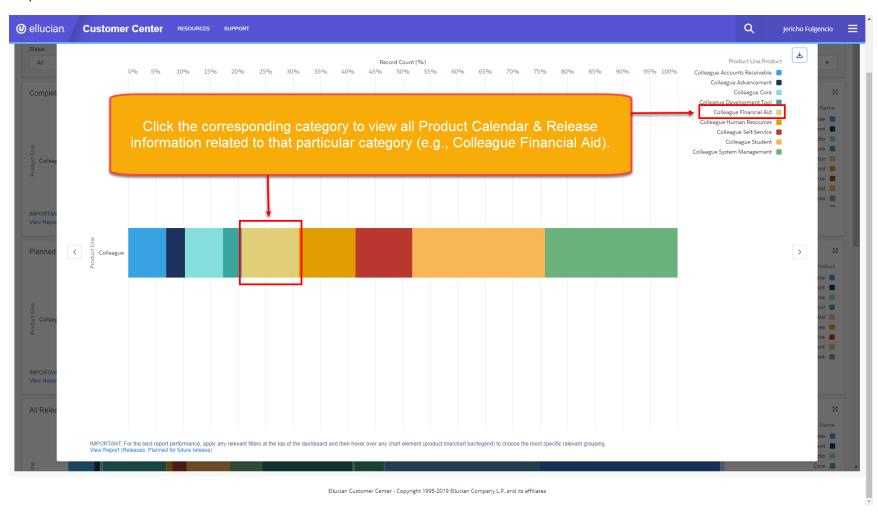
Tracking Product Calendar & Releases

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.

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".

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).
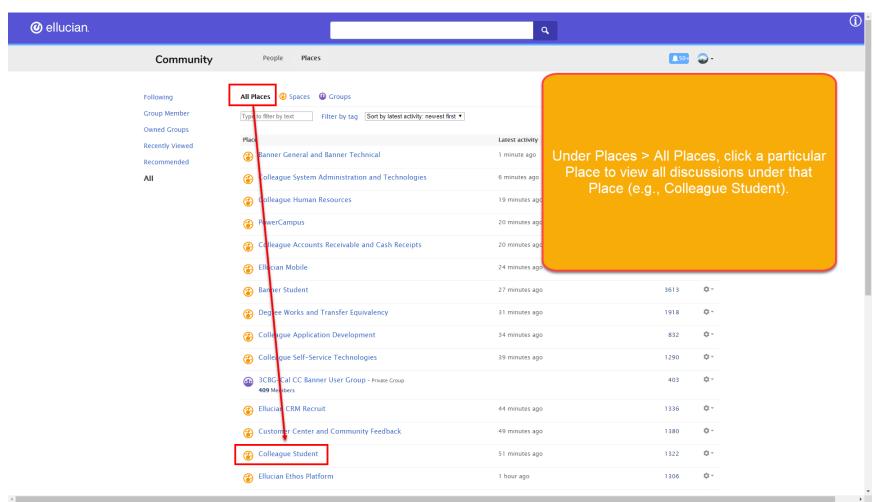
Tracking Community Discussions

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.

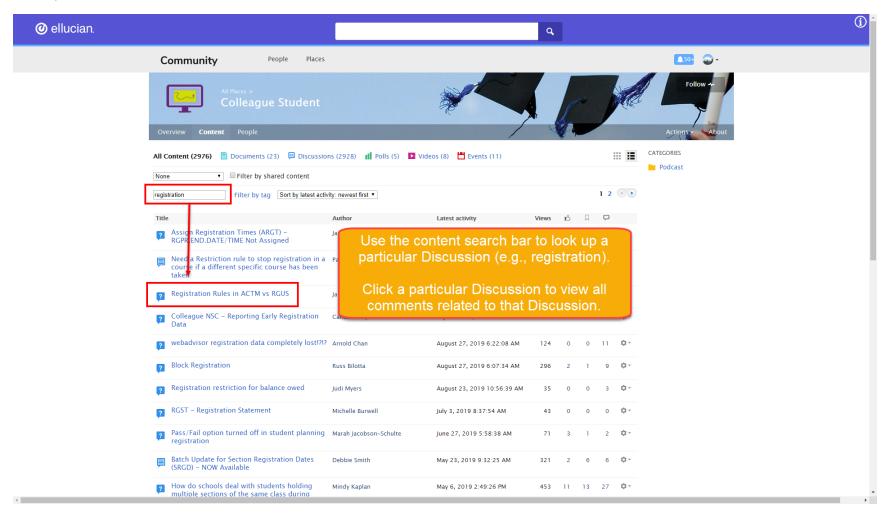**Tracking Community Discussions**

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).

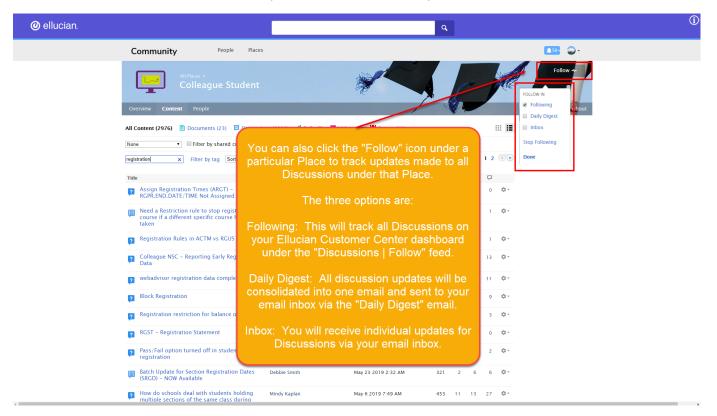Click a particular Discussion to view all comments related to that Discussion.

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.