

# 1 Sign up for an account to the Ellucian Customer Center

Please note, Google Chrome is not supported for this process. Use Edge or Firefox.

Use this procedure to register and create a personal user account for the Ellucian Customer Center. Once approved, you can sign in for one-stop access to your personalized support resources, including case management, training, software downloads, and documentation.

1. Open <https://www.ellucian.com/customer-center> in Edge or Firefox.
2. Click **Sign Up**.
3. Enter your UFV email address.
4. Re-enter your UFV email address.
5. Select **I'm not a robot**.
6. Click the images as per instructed.
7. Click **Submit**.
8. Enter Organization as **University of the Fraser Valley**.
9. Complete the following data:

Field	Response
Username	Create your unique username
Salutation	Select your preferred salutation
First Name	Enter your first name
Last Name	Enter your last name
Phone Number	Enter your work phone number
Department	Select your work department
Position	Select your position or closest match
Title	Enter your job title
Contractor	Select <b>No</b>

10. Click **Submit Registration**.
11. Review the Terms of Use.
12. Click **I agree**.

Your request will be forwarded to ITS for final approval. Once approved, you will receive an email from Ellucian to complete your account activation.

13. Click the [hyperlink](#) to activate your account.

## 2 Navigate to the Ellucian training resources

**Please note, Google Chrome is not supported for this process. Use Edge or Firefox.**

Use this procedure to navigate the Ellucian Customer Center and access the available training resources.

Check out this link: <https://training.ellucian.com/pages/40/using-this-site> for a FAQ about the Ellucian training resources.

To access the training resources, follow the instructions below:

1. From the Ellucian Customer Center homepage, click on **RESOURCES** on the top blue ribbon.
2. On the resources page you'll see three sections. Under the **Knowledge** section, click on **Training**.
3. There are three main ways to find training resources:
  - a. If you know what specific training you'd like to access, use the **Search** at the top. the
  - b. Browse the resources by *product* – you'll want to focus on the links under the heading **Banner**
  - c. Browse the resources *business function*