Request Account Access to the Ellucian Support Center (ESC)

Note: The text in this document is excerpted from documentation titled Customer Resource Guide available on the NCLOR at https://explorethelor.org/.

1 Ellucian Support Center

The Ellucian Support Center (ESC) provides support to all Ellucian clients. The ESC is a repository for Knowledge Articles, documentation (without NC customizations), Change Requests, Ideas, and Support Cases. Any employee at a community college or the System Office may request access to the ESC.

Access the following link to self-register for an account with the ESC:

http://www.ellucian.com/Solutions/Ellucian-Client-Support/

Click the Ellucian Hub button.

Figure 1.1
Click Sign up for a HUB account.

![Sign In Form](image)

**Figure 1.2**

Enter the required information, then click the **Submit** button.

The person at the college identified to approve access to the Ellucian Hub will receive an email. In most cases, this person is the college system administrator or someone in the Business Office. College approval is required to ensure the requestor is indeed employed at the college.

An employee with access to the Ellucian Hub can search for documentation, research error messages, watch videos, and join the eCommunities forum where he/she can ask a question, write a document, share thoughts, or send someone a message.
Note: Please keep in mind that the Ellucian Hub does not contain information specific to North Carolina. Also, all requests for assistance should go through the CIS Service Desk in order to open an Ellucian Ticket. **Do NOT contact Ellucian directly.**

Note: All users are encouraged to participate in the eCommunities forum.