

# How to Contact Us

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## Ellucian Customer Center

- The Ellucian Customer Center refers to the secured area of the *Ellucian* website dedicated to client support and other related services available to clients. Users must be registered to obtain access to the secured site. Users can request an account to gain access to *Ellucian*'s secured web pages by accessing <https://clientapps.ellucian.com/signup>. Client that already have account credentials access the Customer Center here: <https://login.ellucian.com/>
- When submitting a case via the Customer Center, a determination may be made as to if the issue is 'baseline' or TCC-related. If the issue is TCC-related then designating '<product> Texas Modifications' in the 'Product' field will ensure the request is directed to the Texas Connection Shared Services Center.

## Texas Connection Home

- The Texas Connection website is maintained by the TCC Board. It contains information such as the by-laws, names of Board members and voting reps, and other general TCC information.

<http://texas-connection.org/>

## Collaboration Site


- Community is the site used to collaborate on Texas requirements. Everyone is welcome to log on, read, contribute to discussions, and download solution information.
- Instructions for gaining access to Community follow:
  - If you already have access to the Ellucian Customer Center or the Software Download area, you now also have access to Community. All you need to do is go to this URL: <https://ecomunities.ellucian.com>
  - If you are a new user and need a HUB account you can go to: <https://clientapps.ellucian.com/signup>. The screenshot below highlights the option for you to create your account. Once completed, you will be able to access eCommunities.

ellucian Account Registration

To request a login, please enter the e-mail address provided to you by your institution.

Enter Email Address  
Email Address

Confirm Email Address  
Re-enter Email Address

I'm not a robot   
reCAPTCHA  
Privacy - Terms

Submit

● Access is limited to select Ellucian partners and employees at institutions on an active maintenance agreement supported by Ellucian.

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- Once you are in the system, choose the “Places” tab, enter Texas Connection Consortium in the box, and 2 communities will come up - a public and a private. Both are useful. To initiate an invitation to the private community, click on the community link and then click the link requesting access. You will receive an email when access is granted.

**Note** the down arrow to the right of your avatar just below the top purple line. Click the down arrow and then Preferences to access options for setting up streams, daily digest, and email control.