Banner - Contacting Ellucian

There are several ways to contact the Ellucian's ActionLine for Banner help - telephone, Customer Support Center or E-mail. All 3 methods of contact require the same basic information:

* Organization Name: Rollins College

* User's Name and Phone Number

* Severity Level of Call
  
  - Critical/Priority 1 Service - full system failure preventing you from performing critical processing
  - High/Priority 2 Service - partial failure preventing you from performing critical processing
  - Medium/Priority 3 Service - intermittent failure or a problem that causes a significant delay in critical processing
  - Low/Priority 4 Service - problems that do not significantly affect processing or general questions

* Product Name and Release Number

* Detailed Description of issue

**Telephone**
To place a telephone call to the ActionLine, please dial 1-844-358-7222.

You will connected to Ellucian's Help Desk. If you are placed on hold, you have the opportunity to leave a message. Please provide all of the information listed above and it will be provided to the appropriate Ellucian product consultant. You will most likely be initially contacted by e-mail from customersupport@ellucian.com.
Customer Support Center
The Customer Support Center continues to be the most convenient and efficient method to get your issue to an Ellucian analyst. From the web site, you can enter Service Requests, review the status of open Service Requests, and search the FAQ database. You will need a user ID and password to use the secured client area. You may set these up by going to connect.ellucian.com; click on Request a Customer Center Account. This is a good page to bookmark.

To open an ActionLine Service Request, click on the Submit a Service Request link. This will open a template. Just complete the information on the template, and click the Submit button. After a few seconds, you will get confirmation your Service Request has been received and the Service Request number. You may use that number to update your Service Request via the web or view the status of your Service Request. If you need to call or e-mail the ActionLine, you should refer to your Service Request number even if you opened it via the Customer Support Center.

E-Mail
In addition, the ActionLine can be contacted by sending an e-mail to actionline@ellucian.com.
When e-mailing the ActionLine, for the most expedited service, please include Product Name (for example: Student) in the subject of the e-mail followed by the details requested above.