

## Tutorial: How to join Ellucian Customer Center (Formerly Ellucian Hub)

Ellucian Customer Center is the primary and largest central location of support resources, including case management, training, software downloads, and documentation for Ellucian products, such as AppNav (Application Navigator/Banner 9), Communication Manager, etc. This is how you can submit AppNav/Banner support tickets directly to Ellucian.

Open up Firefox or Chrome and go to:

<https://login.ellucian.com/>

Left-click on 


Enter your @enmu.edu email address, then Confirm your @enmu.edu email address

Enter Email Address

Confirm Email Address

Prove to the website you are human by defeating the CAPTCHA, left click to start.

I'm not a robot

Left click on 

A message will now be sent to ITS Systems and they will approve your joining the Ellucian Hub, this is a verification step Ellucian makes the university do.

To see additional AppNav tutorials, or download this tutorial, visit

[ENMU ITS AppNav Training](#)

–ENMU Portales ITS Technical Trainer