**Downloading Banner Release And User Guides**

Use these instructions for downloading a software copy of any Banner User or Release Guide. You will need an Ellucian “Customer Support Center Account” to access the Ellucian Download Center. If you do not have one, following the instructions in the “Obtaining Your Customer Support Center Account” portion of this document:

To download any **Banner Documentation/Release Guides**, follow these steps:

1. Set your web browser to access the Customer Support Center homepage:

URL: **https://connect.sungardhe.com/customer\_support**

1. Log into the Customer Support Center with your User ID and Password.
2. Under the "**Self Service**" tab, click on "**Documentation & Download Center**".
3. Click on "**Documentation**" tab near the top left most side.
4. Towards the middle of the page and on the right hand side look for

"**Find Documentation by Title**:" and in the empty box next to it enter "release guide", case insensitive.

1. On the next line look for "**In This Product:**", click on the down arrow to open a list of ALL Banner products and select the product name whose Release Guide you want to download.

**For Example**: To download a Banner Financial Aid Release guide, select product "Banner-Financial Aid" from the drop-down Banner product list.

1. Click on "**Find It**" button.
2. On the search results page:
	1. Check the checkbox next to the name(s) of the Release guide(s)
	2. Click the "Prepare Selected Files For download" button at the bottom of the page
	3. The selected Release Guides will have the version number associated in the filename and they will be listed in reverse order meaning the latest release guide will be at the bottom.

**NOTE**: The release guides file names always end with "rg.pdf".

1. On the following page, click on the "Click Here to Download the ZIP File" Button to download the zip file to your local work station.
2. Unzip the file on your work station and extract the selected Banner Release Guide PDF file from it.

To download any California Solutions Center's **CALB/CALBHR/CALBFA Documentation/Release Guides**, follow these steps:

1. Set your web browser to access the Customer Support Center homepage:

URL: **https://connect.sungardhe.com/customer\_support**

1. Log into the Customer Support Center with your User ID and Password.
2. Under the "**Self Service**" tab, click on "**Documentation & Download Center**".
3. From the top menu bar select "**Software Downloads**".
4. On the extreme right hand side of the web page, you will see "**Download Custom and International Files**". Under it click on "**List Files**" tab.
5. All CALB/CALBHR documentation and software resides on this page. Just scroll down to the appropriate document section.

**For Example**: To get to CALB 8.x docs, scroll down to section "CALB 8.x 8.x documentation".

1. Under the selected documentation section, find and select the appropriate release guide(s) for downloading by clicking in the square box next to any/all release guide.

**For Example**: To get CALB 8.6 release guide, find and select this file for downloading "calb80600rg.pdf"

**NOTE**: The release guides file names always end with "rg.pdf".

1. Once any/all release guide(s) are selected, go to the very bottom of this web page and click on "**Zip for Download**".
2. On the following page, click on the "**Click Here to Download the ZIP File**" Button to download the zip file to your local work station.
3. Unzip the file on your work station and extract the selected CALB/CALBHR Release guide PDF file from it.

**Obtaining Your Customer Support Center Account**

If you do not have an Ellucian Customer Support Center Account, follow these instructions:

1. From any browser, access www.ellucian.com
2. In the Customer Support Center, click on the ‘Log in to All Other Software Support’ link
3. Click on the ‘Request a Support Center Account’ link
4. Follow the instructions within the link:
	1. Enter your email address in the From field
	2. Enter your Name, Client Account Name, Title, Work Phone number , and Fax number in the Description field
5. Click ‘Submit’

Your request will be processed within 24 business hours. Ellucian will create a new Customer Support Center account and then send a confirming e-mail message, containing your user id and a temporary password.

Once registered, you may return to www.ellucian.com and access the Customer Support Center by using your User ID and password in the ‘**Customer Support Center Login**’