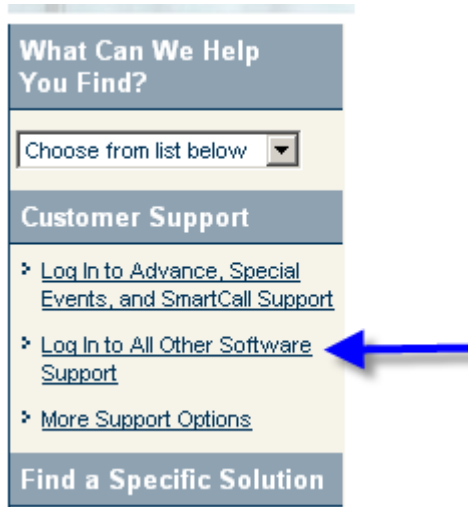


CUSTOMER SUPPORT LOGIN

Follow these steps to gain access:

1. For ActionLine Support, Go to <http://sungardhe.com>.
2. Click on: Log in to All Other Software Support.



3. If you have an account, enter your User ID and Password.



Customer Support Center Login

* Fields with * are required fields.

***User ID:**

***Password:**
 Remember my User ID and Password

[Forgot Your Password?](#)

[Request a Customer Support Center Account](#)

4. If you do not have an account, click on: Request a Customer Support Center Account.



Customer Support Center Login

* Fields with * are required fields.

***User ID:**

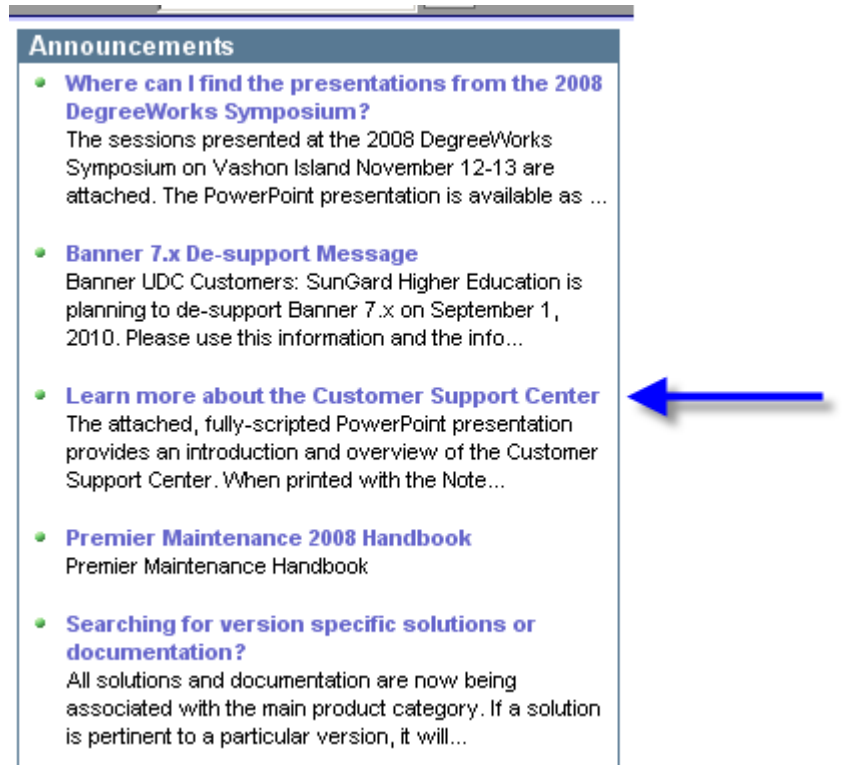
***Password:**
 Remember my User ID and Password

[Forgot Your Password?](#)

[Request a Customer Support Center Account](#)

There are two very important links on the first page of the Customer Support Center site:

Learn more about the Customer Support Center - The link takes you to an attached, fully scripted PowerPoint presentation which provides an introduction and overview of the Customer Support Center. When printed with the Notes pages, it serves as a manual to the Customer Support Center.



Announcements

- **Where can I find the presentations from the 2008 DegreeWorks Symposium?**
The sessions presented at the 2008 DegreeWorks Symposium on Vashon Island November 12-13 are attached. The PowerPoint presentation is available as ...
- **Banner 7.x De-support Message**
Banner UDC Customers: SunGard Higher Education is planning to de-support Banner 7.x on September 1, 2010. Please use this information and the info...
- **Learn more about the Customer Support Center** ←
The attached, fully-scripted PowerPoint presentation provides an introduction and overview of the Customer Support Center. When printed with the Note...
- **Premier Maintenance 2008 Handbook**
Premier Maintenance Handbook
- **Searching for version specific solutions or documentation?**
All solutions and documentation are now being associated with the main product category. If a solution is pertinent to a particular version, it will...

Premier Maintenance Program Services Handbook - The Handbook is designed as a general reference guide for clients that have an active Maintenance Agreement with SunGard Higher Education. It is also FAQ/Solution #1-3RJMWX.

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SUBMITTING A SERVICE REQUEST

Notes for submitting ActionLine Service Requests:

1. Before contacting the ActionLine, take a few minutes to search the “knowledge data base” in the Customer Support Center for related topics (defects, requests for enhancements, frequently asked questions (solutions)), to determine your if question/issue has an answer in the Support Center. Remember to enter your search criteria within double quotes: e.g. “search criteria”.
2. Decide who should submit the service request. Is this a functional issue or is this a technical issue?
 - a. It is usually more efficient to work with a functional user for functional issues and with a technical user for technical issues.
 - b. Consider working together when the nature of the issue overlaps.
3. When submitting a Service Request assign an appropriate priority level to ensure a timely response based on the nature of your question/issue:

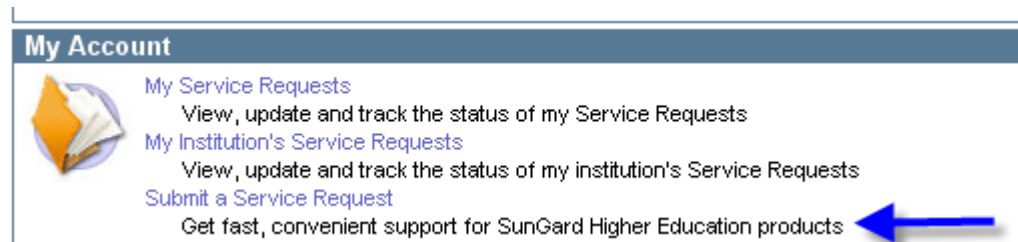
Priority levels:

1-Critical: Your production (“live”) system is down and/or a major system has failed, preventing critical processing from completing.

2-High: Operation of the production (“live”) system is seriously degraded or a component of the system is unusable, but critical processing can complete and/or there is a realistic workaround.

3-Medium: Intermittent failure or a problem on any system that causes a delay in processing or delays moving ahead with an implementation or upgrade.

4-Low: General questions or problems that do not significantly affect processing or implementation.



Provide the following information with your initial contact:

- a) Relevant and detailed information describing the issue.
- b) Attach Form (snapshot of the data) that demonstrates the issue.
- c) Attach lis and log files if issue is with a report or process.

NOTE: If the attachment contains personally identifiable information (PII) enclose it in a zipped password-protected file before attaching it to the Service Request.

SUGGESTED TROUBLE-SHOOTING TECHNIQUES:

1. If it appears that some damage may have been done to some data, before attempting to "fix" it, contact the ActionLine for advice.
2. If the issue reported to the ActionLine is technical but requires a functional solution, get the end user involved in the Service Request. Likewise, if the issue is functional and requires a technical solution get the technical staff member involved. The function/technical team approach often provides the most expedient solution.
3. Before using sql or other tools to delete data from Banner tables, contact the ActionLine to verify that additional dependencies do not exist.

Prepared by:
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