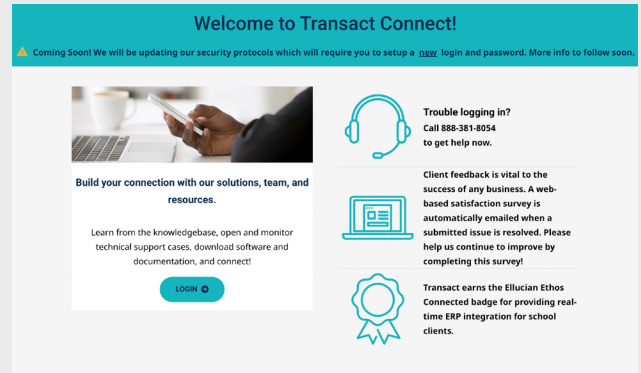# TRANSACT

Transact Support Hub

Support Hub Login Instructions

The new Support Hub, located inside the Transact Connect Portal, gives you access to our newest help articles, release notes and product updates, as well as access to our all-new case management system.

As part of this process, we've updated our security protocols, which will require you to create a new login and password for the Transact Connect Portal.

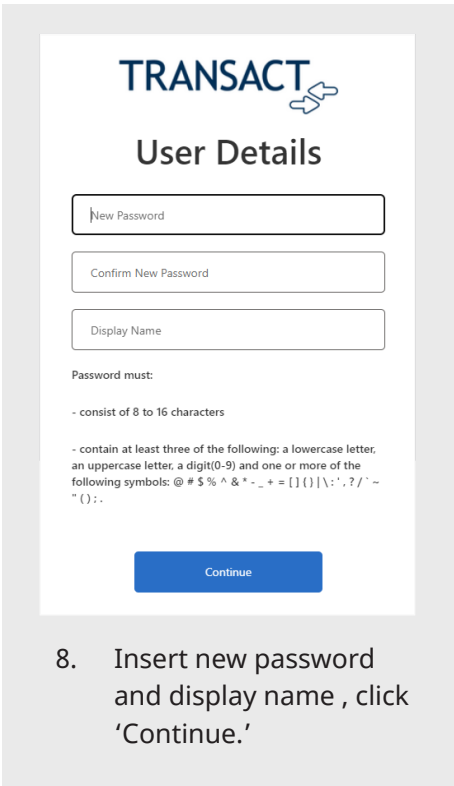To help guide you through this process, we've created this step-by-step guide.

Welcome to Transact Connect!

⚠️ Coming Soon! We will be updating our security protocols which will require you to setup a new login and password. More info to follow soon.

Build your connection with our solutions, team, and resources.

Learn from the knowledgebase, open and monitor technical support cases, download software and documentation, and connect!

LOGIN ⊙

Trouble logging in?
Call 888-381-8054
to get help now.

Client feedback is vital to the success of any business. A web-based satisfaction survey is automatically emailed when a submitted issue is resolved. Please help us continue to improve by completing this survey!

Transact earns the Ellucian Ethos Connected badge for providing real-time ERP integration for school clients.

1. Visit: connect.transactcampus.com

2. Select 'Login'

TRANSACT

Sign in

Sign in with your email address

[Your email address]

[Password]

Forgot your password?

Sign in

Don't have an account? Sign up now
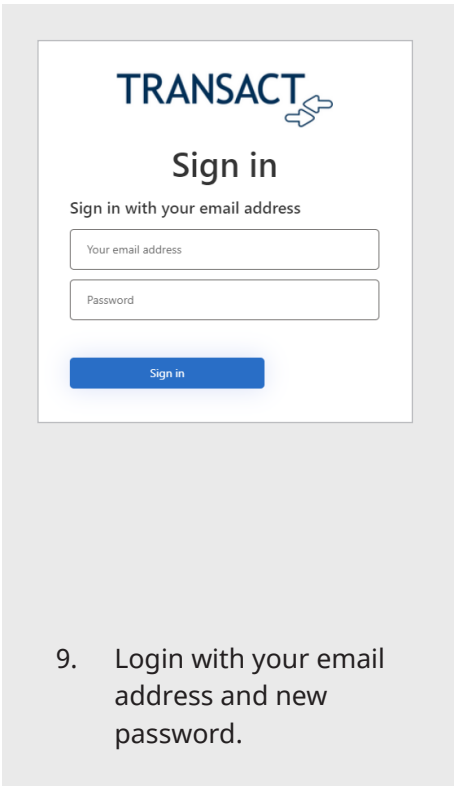
3. The new login screen will appear. Please set your username and password by selecting 'Sign up now' and following the prompts.

TRANSACT

User Details

[Email Address]

Send verification code

Register

4. Insert your email address (it should be the original email that was setup for the Connect Portal.)

5. Click 'Send verification code'

TRANSACT

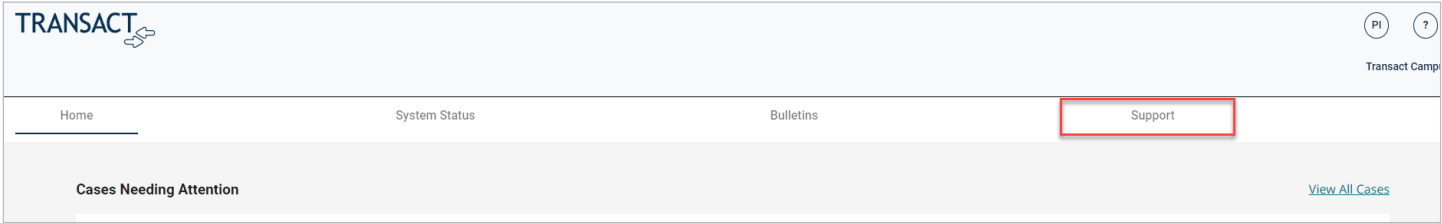## User Details

Verification code has been sent. Please copy it to the input box below.

[ ]

[Verification code]

Verify code   **Send new code**

Register

6. Confirm your email.

7. Insert verification code that was sent to you.

TRANSACT

User Details

New Password

Confirm New Password

Display Name

Password must:

- consist of 8 to 16 characters

- contain at least three of the following: a lowercase letter, an uppercase letter, a digit(0-9) and one or more of the following symbols: @ # $ % ^ & * - _ + = [ ] { } | \ : ' , ? / ` ~ " ( ) ; .

Continue

TRANSACT

Sign in

Sign in with your email address

Your email address

Password

Sign in
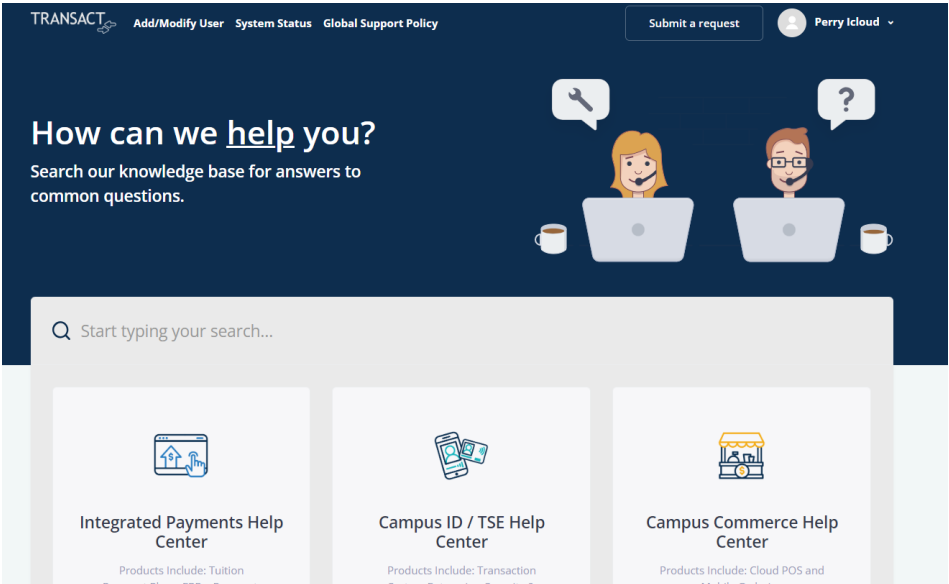
8. Insert new password and display name , click 'Continue.'

9. Login with your email address and new password.

TRANSACT

PI   ?

Transact Camp

Home   System Status   Bulletins   Support

Cases Needing Attention   View All Cases

10. Select the 'Support' tab, which will now redirect you to the new Support Hub.

TRANSACT   Add/Modify User   System Status   Global Support Policy   Submit a request   Perry Icloud ⌄

How can we <u>help</u> you?

Search our knowledge base for answers to common questions.

🔍 Start typing your search...

Integrated Payments Help Center

Products Include: Tuition
Payment Plans, EDR, Payment

Campus ID / TSE Help Center

Products Include: Transaction
System, Enterprise, Security, Space

Campus Commerce Help Center

Products Include: Cloud POS and
Mobile Ordering

11. Welcome to the New Support Hub! You can access the Support Hub directly: support.transactcampus.com