

Shenandoah University
Elevate Login Instructions
Enroll and Pay

New Student/Participant Elevate Account

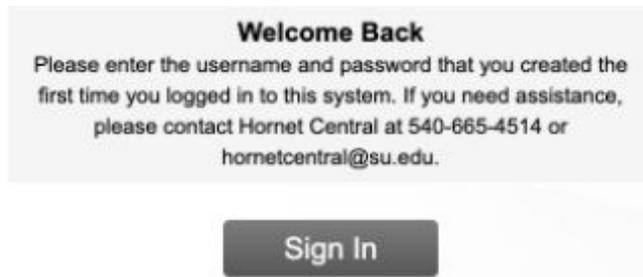
If you have not registered online using Elevate for a previous conference, event, fee, membership due, workshop or course etc. with Shenandoah University, you must create a new account. Shenandoah University accepts VISA, Mastercard, AMEX and Discover as payment methods. Please follow these steps to enroll and pay:

- 1) Select the link to enroll on the appropriate webpage, or from the link provided. The link will take you to our online registration system, **Elevate**.
- 2) Enter your **First Name**, **Last Name** and a **Valid Email Address**
- 3) Select '**New Account**' button
- 4) Please retain your username, password and any security answers for future reference.
- 5) Follow the prompts to finish enrollment and to make payment.
- 6) Two confirmation emails will be sent to the email address provided. (A payment email and a confirmation of enrollment email)

Returning Student/ Participant Elevate Account

If you registered online using Elevate for a previous conference, event, fee, membership due, workshop or course, you're already in our system! **DO NOT** attempt to create a new account to enroll. Shenandoah University accepts VISA, Mastercard, AMEX and Discover as payment methods. Please follow these steps to enroll and pay:

- 1) Select the link to enroll on the appropriate webpage, or from the link provided. This will take you to our online registration system, Elevate.
- 2) Scroll to the bottom of the page and select the '**Sign In**' button under the '**Welcome Back**' section of the screen.



- 3) Enter the Username and Password created when you set up the Elevate account.
- 4) Follow the prompts to finish enrollment and to make payment.
- 5) Two confirmation emails will be sent to the email address provided. (A payment email and a confirmation of enrollment email)

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Questions?

I forgot my Elevate Username?

If you do not remember the username that was created the last time you enrolled in this system, please email hornetcentral@su.edu to obtain. In the email communication, please provide your full name, address, phone number and the event name you are wanting to enroll in. **DO NOT** attempt to create a new account to enroll.

I forgot my Elevate Password?

If you need to reset a password, select the “**Sign In**” button located under the “**Welcome Back**” section of the enrollment link and select '**I forgot my sign in details**' to reset your password. If you are unsuccessful at resetting your password, please contact hornetcentral@su.edu to request a manual reset. **DO NOT** attempt to create a new account to enroll.

I submitted my Elevate registration and payment but did not receive my two confirmation emails, who should I contact?

If you submitted the enrollment and payment but did not receive email confirmations, please email hornetcentral@su.edu to review your account. Hornet Central will review your account information, and confirm if registration/payment was successful.

I have another Elevate enrollment and/or payment question that is not listed above, who should I contact?

Please email hornetcentral@su.edu with any questions related to the online Elevate registration/payment system. In the email communication, please provide your full name, address, phone number, event name and a brief summary.

All other questions should be addressed to the event coordinator.