



Self-Service Resources



Transfer Resource Hub

EAB's Transfer Documentation Hub

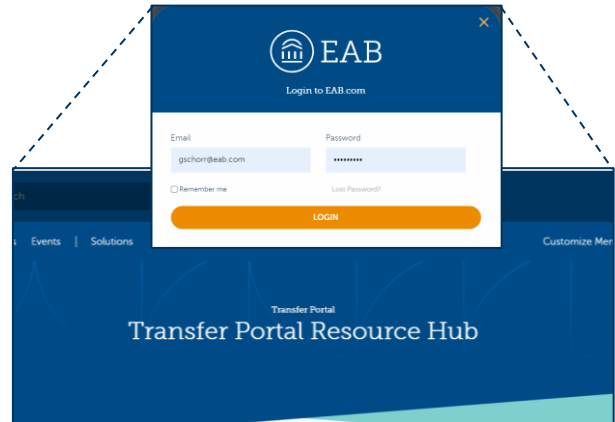
<https://eab.com/technology/resource-center/enrollment/transfer-portal-resource-hub/>

When to Use:

- ▶ [App Admin resources](#) and templates for Portal set up and workflow processes
- ▶ Strategic Resources (Transfer research, toolkits, etc.)
- ▶ [Registration](#) and [on-demand materials](#) for virtual programs (Office Hours, Intensives, Onboarding)

How to Access

1. Log into your eab.com account
2. Click Transfer Portal under My Partnerships
3. Search for "Transfer Resource" or "Transfer Hub"
4. Bookmark!



The Help Center

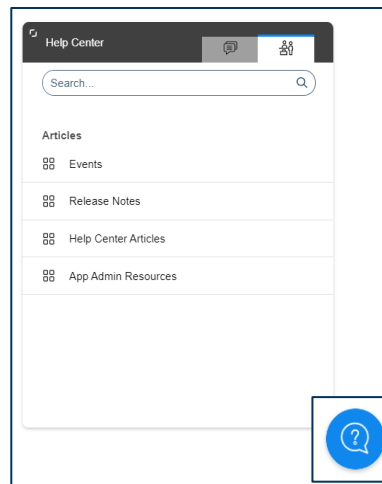
In Portal Resources

When to Use:

- ▶ Review latest release notes
- ▶ Get quick answers to Transfer Portal questions using the Help Center Articles
- ▶ Registration and accessing resources for virtual events

How to Access

1. Log into your Transfer Portal site
2. Click on the "?" widget to launch
3. Search by keyword or browse the articles
4. Use the "Get Help" tab on the left to submit a question directly to the EAB Partner Support Team





EAB Support Teams



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3 Phases of Our Partnership

Providing Comprehensive Support and Coverage To Meet Your Needs



Evolving Support to Provide the Right Service and EAB Team at the Right Time

Transfer Strategic Leader		
Launch Consultant	Launch Consultant	Partner Support Team (<i>All support requests supported by our engineering and technical support teams</i>)
Technical Implementation Team Data Integration Services (DIS)	Technical Implementation Team Partner Support Team (<i>Product Issues only</i>)	



App Admin Onboarding

- Learn about the App Admin role in the Transfer Portal
- Self-study [modules and resources](#)
- Cohort based [virtual programs](#) and Q&A sessions

Your Ongoing EAB Support Teams



Partner Support Team (PST)



- User access
 - Permission changes
- Site configurations
 - College Name changes
 - Catalog Year changes
- Basic functionality
- Receiving enhancement suggestions
- Site issues

Shared Items

- New programs
- Triage data issues

Technical Care Team (TC)



- Data Issues
 - Courses applying to degree audit
- Nightly file feed/automation
- Data Load
- Data Extraction
 - Data inaccuracies
 - Data change requests

Triaged from PST

Strategic Leader (SL)



- Recommendations for optimal configurations for your workflow and content
- Identifying areas of opportunity to strategically expand the use of the technology (breadth and depth)
- Sharing impact from technology usage

Leadership Calls
Individual Email

- Email TransferTechSupport@eab.com
- Submit a ticket through the "Get Help" Help Center widget in the Transfer Portal



Virtual Programs



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Virtual Cohort Based Programs



Join live or view on-demand



Transfer Portal Office Hours

Chat live with EAB Support Analysts during drop-in Office Hours! [Register](#) to join the first Wednesday of each month. View past recordings [on-demand](#).



Transfer Portal Intensive Series

[Join this series](#) for an in-depth look into the seven best practices areas that make up EAB's Transfer Maturity Curve. Sessions include time to connect with other Transfer Portal peers and workshop through ideas. View past recordings [on-demand](#).



App Admin Onboarding

On-Demand Administrator role training modules available in the App Admin Resources Hub. [Link to Modules](#). Live session invites sent separately.