

# **ARRIS ACADEMY**

# **NEW USER**

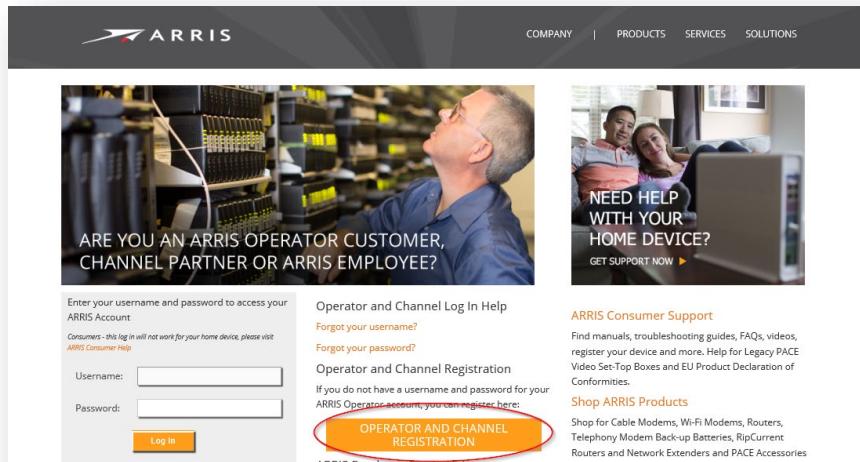
# **REGISTRATION**

# **WALKTHROUGH**

UPDATED 2.13.19



This document details the process that should be followed by customers or channels to request access to ARRIS Academy. To ensure success, users should follow every step of this 10 page document.



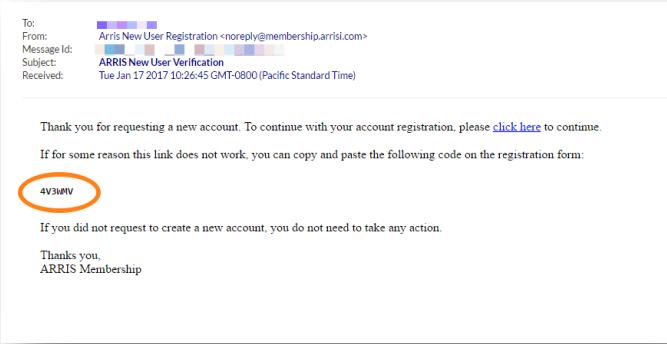
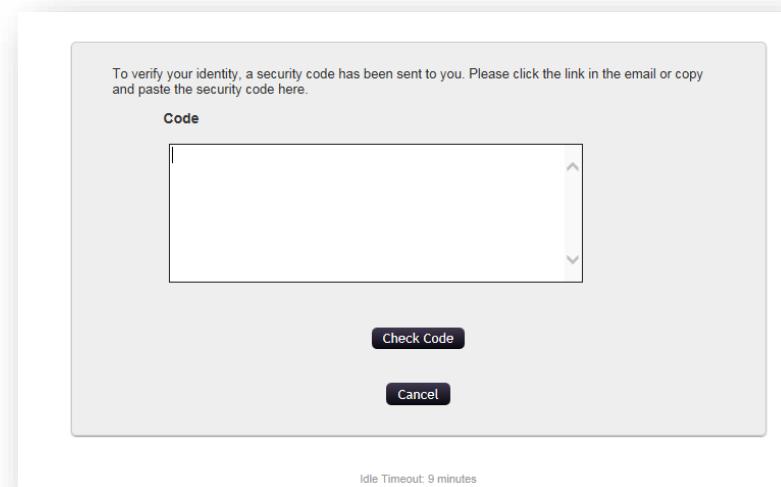
1. Go to [academy.arris.com](http://academy.arris.com). Press *Operator and Channel Registration*.

**NOTE:** If you have already created an account with ARRIS, (such as ARRIS Tech Support) then go to [membership.arrisi.com](http://membership.arrisi.com) login with your User ID and Password and skip to Step 6 to continue.

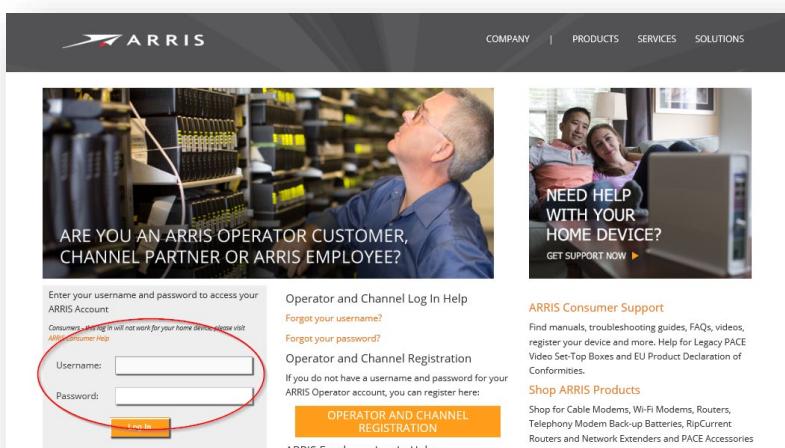
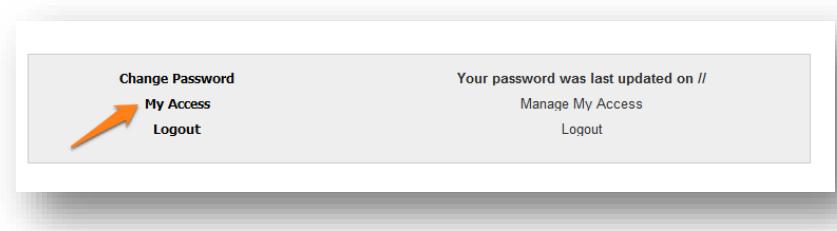
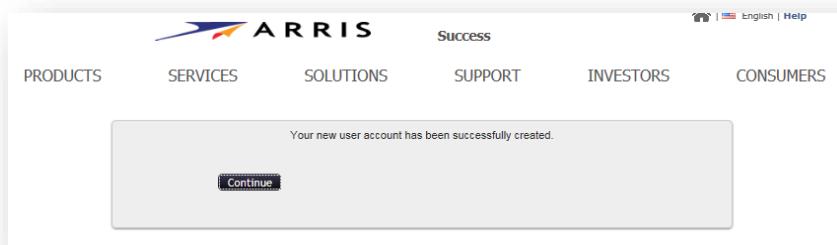
The image shows the 'New User Registration' form. At the top, there is a header with the ARRIS logo and links for 'Home', 'English', and 'Help'. Below the header, there are navigation links for 'PRODUCTS', 'SERVICES', 'SOLUTIONS', 'SUPPORT', 'INVESTORS', and 'CONSUMERS'. The main form area has a title 'To register a new account, please complete the following form.' and a list of fields: 'First name\*', 'Last name\*', 'Street\*', 'Suite', 'City\*', 'State'. Each field is accompanied by an input field. The 'First name\*' field has a red asterisk indicating it is required.

2. Complete the required fields (\*) on the page.

**NOTE:** You must use your work email address. DO NOT use your personal email address.



3. To verify your identity, a security code has been sent to the email that you have provided on the previous screen. You can either click on the link in the email or copy and paste the security code in the box on the screen. Press *Check Code*.



4. After a brief progress screen, the screen will refresh to confirm that you have created a new user account at ARRIS which will then allow you to request access to ARRIS Academy. You will also receive an email confirmation of your account registration. **Please note**, that this confirmation means that you have an ARRIS account; you still need to request access to ARRIS Academy. Press *Continue*.

5. Choose *My Access* from the list of options. If you unable to reach this screen then login to **membership.arrisi.com** and proceed to complete the remaining steps.

6. For verification reasons, you will be logged out; log back in with your username and password.



7. From the list of "Available Access Types", choose *ARRIS Academy Access*.



8. The screen will then show *ARRIS Academy Access* listed under "My Current Access Types". Press *Submit Changes*.

## ACCESS DASHBOARD

ARRIS Academy Access

Please read the following terms and agree before requesting this access:

If you and your company do not already have a contractual relationship with ARRIS, then by you requesting access to ARRIS Academy you are granting your consent for ARRIS to send and to store your personal information to ARRIS' servers in the USA.

For more information please see our privacy policy <https://www.arris.com/company/privacy/>

[AGREE](#) [DISAGREE](#)

[Return to Dashboard Home](#)

9. You will then be presented with a brief terms and conditions statement. Please read and click "Agree".

10. On the next page will be a summary of requests. **ARRIS Academy Access** should be the only item listed under "Access Types to be Added". If this is correct, press **Confirm Requests**.

ARRIS

Access Dashboard

## Access Dashboard

Summary of Requests

Below is a summary of the changes you are requesting. Please review this page for accuracy and click the Confirm Requests button to submit this access change request.

Access Types to be Added

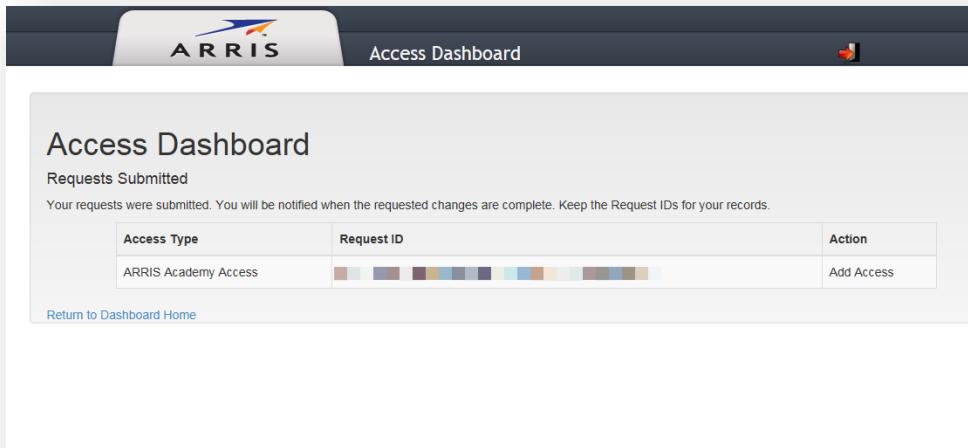
ARRIS Academy Access

Access Types to be Removed

Access removal is not currently enabled.

[Return to Dashboard Home](#)

[Confirm Requests](#)

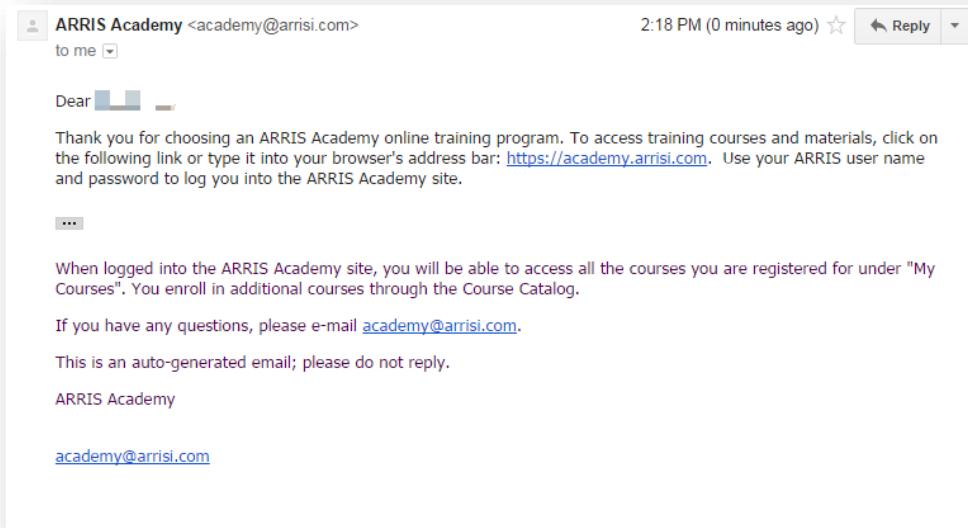


The screenshot shows the 'Access Dashboard' page. At the top, there is a header with the ARRIS logo and the text 'Access Dashboard'. Below the header, a section titled 'Access Dashboard' is displayed. Underneath this, a sub-section titled 'Requests Submitted' is shown with the message: 'Your requests were submitted. You will be notified when the requested changes are complete. Keep the Request IDs for your records.' A table is present with the following data:

Access Type	Request ID	Action
ARRIS Academy Access	<span style="background-color: #ccc; display: inline-block; width: 150px; height: 15px; vertical-align: middle;"></span>	<a href="#">Add Access</a>

At the bottom of the page, there is a link 'Return to Dashboard Home'.

11. The next page will display a confirmation of your submitted requests. At this point there will be a brief waiting period as your request is processed and your ARRIS Academy account is created.

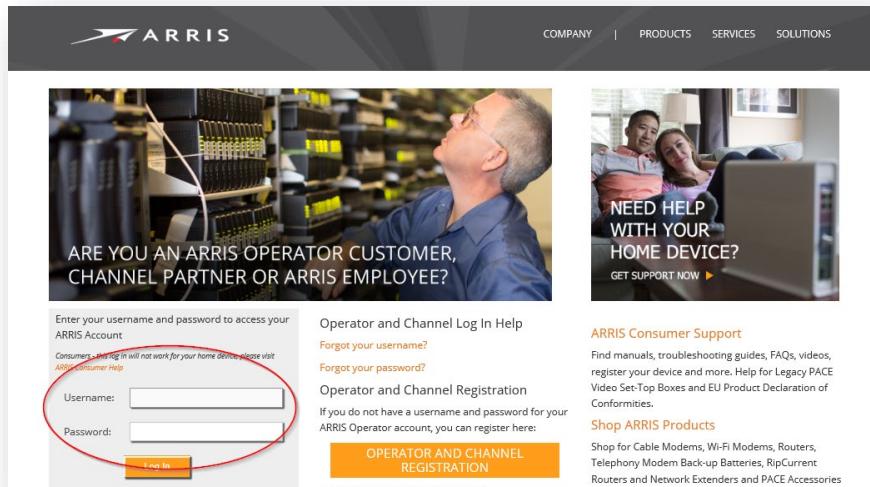


The screenshot shows an email from 'ARRIS Academy <academy@arrisi.com>' to the user. The email was sent at 2:18 PM (0 minutes ago). The subject line is 'to me'. The body of the email reads:

Dear [REDACTED]  
Thank you for choosing an ARRIS Academy online training program. To access training courses and materials, click on the following link or type it into your browser's address bar: <https://academy.arrisi.com>. Use your ARRIS user name and password to log you into the ARRIS Academy site.

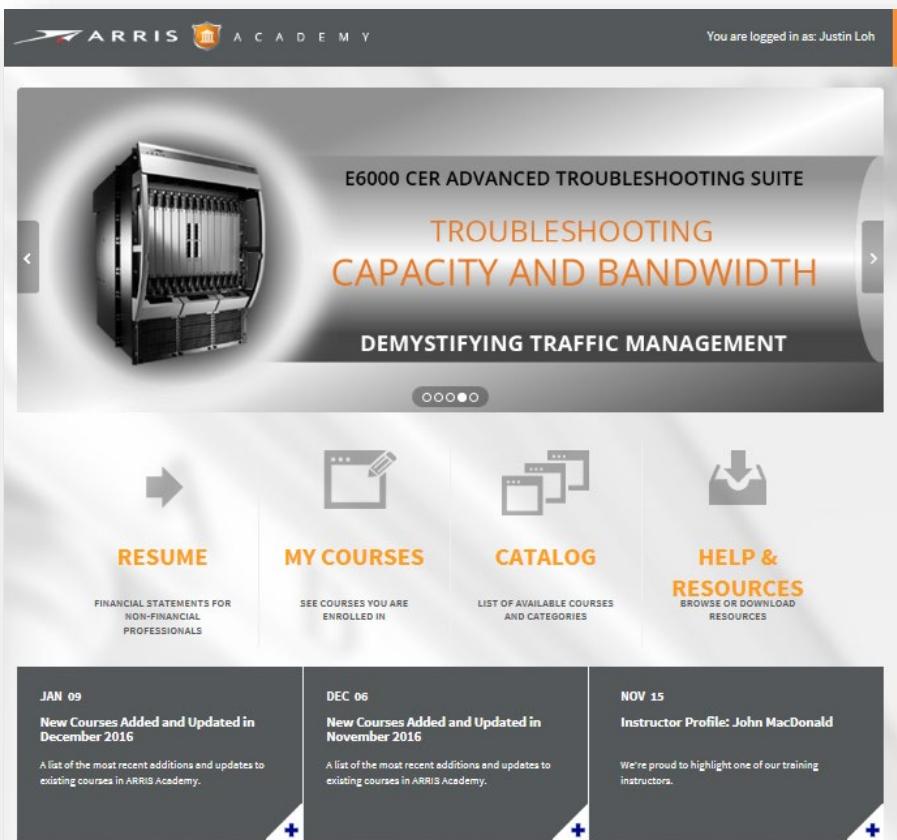
[REDACTED]  
When logged into the ARRIS Academy site, you will be able to access all the courses you are registered for under "My Courses". You enroll in additional courses through the Course Catalog.  
If you have any questions, please e-mail [academy@arrisi.com](mailto:academy@arrisi.com).  
This is an auto-generated email; please do not reply.  
ARRIS Academy  
[academy@arrisi.com](mailto:academy@arrisi.com)

12. You will receive an email confirming that your ARRIS Academy account has been created. Click on the URL or enter it into your browser's address bar.



The screenshot shows the ARRIS login page. At the top, there is a navigation bar with links for COMPANY, PRODUCTS, SERVICES, and SOLUTIONS. Below the navigation is a large image of a man in a blue shirt looking up at a server rack. To the right of this image is another smaller image of a couple sitting on a couch with a laptop, with text overlaying it that says "NEED HELP WITH YOUR HOME DEVICE? GET SUPPORT NOW". The main login form is in the center. It includes fields for "Username" and "Password", both of which are circled in red. Below these fields is a "Log In" button. To the right of the login form, there are links for "Operator and Channel Log In Help", "ARRIS Consumer Support", and "Shop ARRIS Products".

13. Go to [academy.arris.com](http://academy.arris.com) and enter your username and password.



The screenshot shows the ARRIS Academy login page. At the top, it says "ARRIS ACADEMY" and "You are logged in as: Justin Loh". The main content area features a large image of a server rack with the text "E6000 CER ADVANCED TROUBLESHOOTING SUITE", "TROUBLESHOOTING CAPACITY AND BANDWIDTH", and "DEMYSTIFYING TRAFFIC MANAGEMENT". Below this are four navigation buttons: "RESUME", "MY COURSES", "CATALOG", and "HELP & RESOURCES". Each button has a corresponding icon above it. At the bottom, there are three news items in dark boxes: "JAN 09 New Courses Added and Updated in December 2016", "DEC 06 New Courses Added and Updated in November 2016", and "NOV 15 Instructor Profile: John MacDonald".

14. You are now signed into ARRIS Academy. Welcome!

## Frequently Asked Questions (FAQ)

*I'm trying to login to ARRIS Academy but I receive a prompt that asks me if I want to open or save SAMxxxxxxxxx.json.*

This means that you have not yet completed all of the steps as outlined above. For new users, this is a two step process of 1) creating an ARRIS account 2) requesting access to ARRIS Academy. If you have abandoned the process midway through, then you will receive the aforementioned error. Go to [membership.arrisi.com](http://membership.arrisi.com) and login with your ARRIS username and password. Using this document as a guide, continue to process from where you left off.

*I already have an ARRIS login. Do I need to create another account?*

If you already have an ARRIS login or have used one of our other services like ASK ARRIS, then simply go to [membership.arrisi.com](http://membership.arrisi.com), login with your ARRIS account, and request access to ARRIS Academy (see step 12).

*I did not receive any emails during this process.*

First, please check your SPAM folder in your email client. Secondly, if you still cannot locate an email then please verify that you completed all of the steps outlined in the guide. Finally, if you are still having difficulties, contact [academy@arris.com](mailto:academy@arris.com) as soon as possible.

*Why does this process have so many steps?*

For new users, this is a two step process of 1) creating an ARRIS account 2) requesting access to ARRIS Academy. Users who already have an ARRIS account can simply login to [membership.arrisi.com](http://membership.arrisi.com) and request access to ARRIS Academy. Additionally, this guide is illustrated in such a way in order to ensure complete understanding of each step of the process. Although it may seem like a long process, following along with each step of the guide will ensure that you will have access to ARRIS Academy in just a couple of minutes. We are always striving to make improvements; to that end, the number of steps outlined above represent a reduction of what was previously required. Any deviation from the guide can result in delayed access.

*I have a question not covered by this guide.*

Please contact us at [academy@arris.com](mailto:academy@arris.com)

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