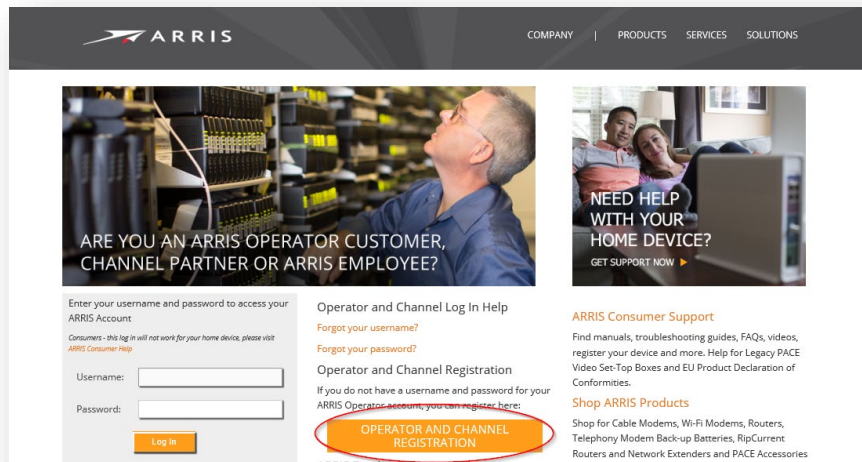


# *ARRIS ACADEMY* NEW USER REGISTRATION WALKTHROUGH

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**. Press *Operator and Channel Registration*.

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

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

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

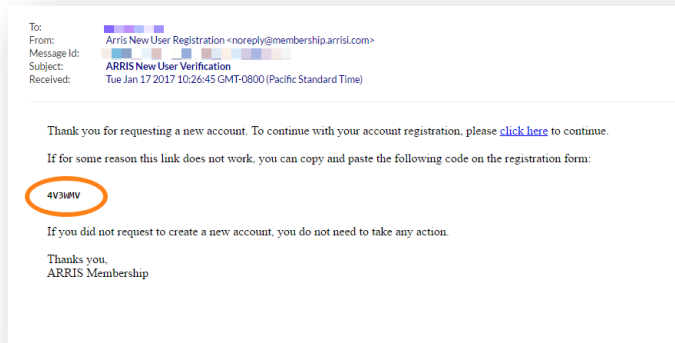
To verify your identity, a security code has been sent to you. Please click the link in the email or copy and paste the security code here.

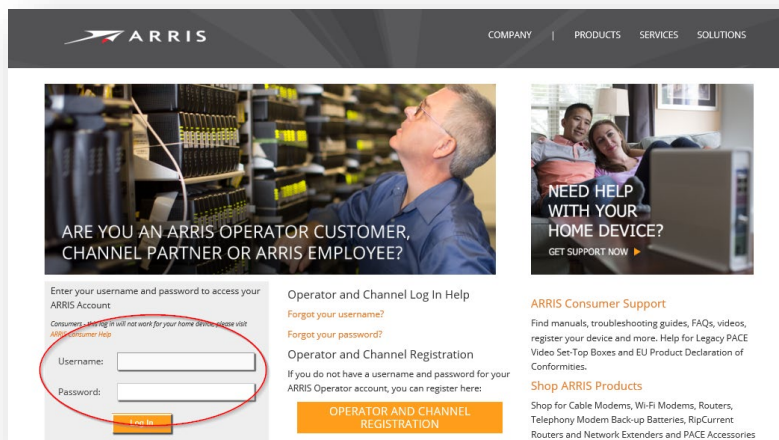
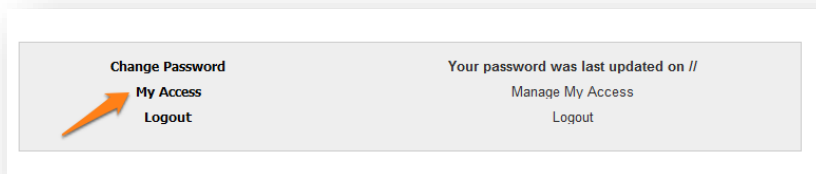
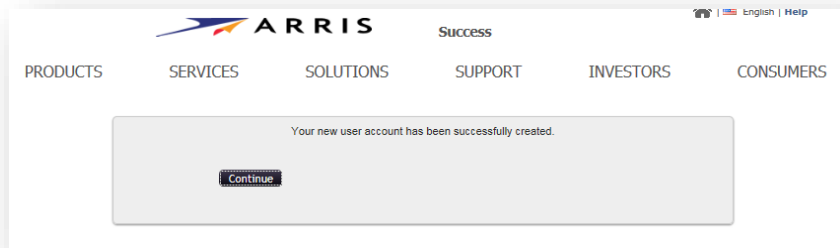
**Code**

Check Code
Cancel

Idle Timeout: 9 minutes

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*.

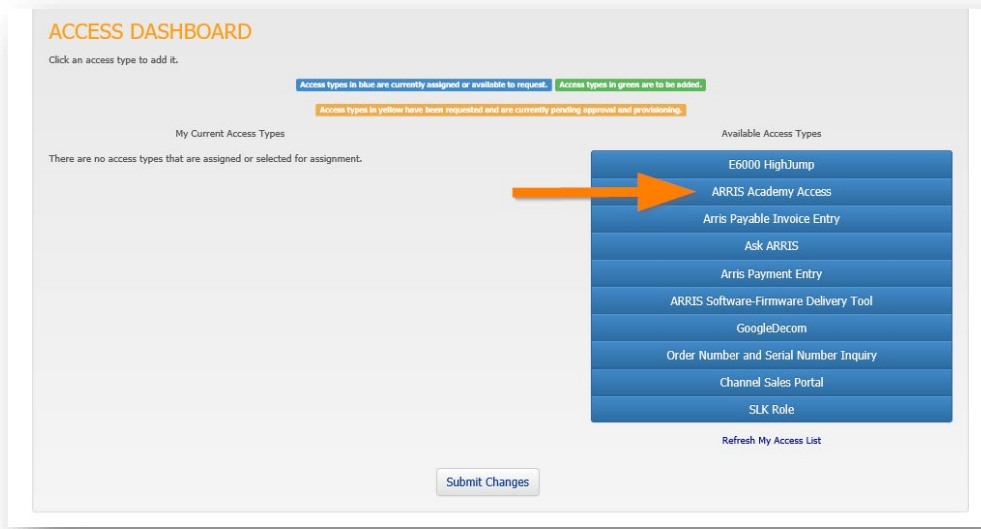




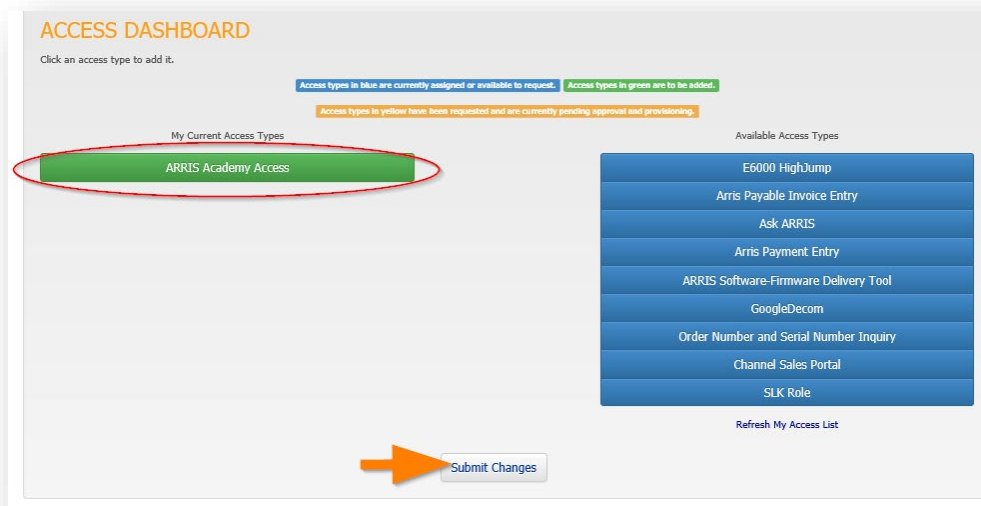
- After a brief progress screen, the screen will refresh to confirm that you have created a new user account at ARRIS which will then allow you to request access to ARRIS Academy. You will also receive an email confirmation of your account registration. **Please note**, that this confirmation means that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

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

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



- From the list of “Available Access Types”, choose *ARRIS Academy Access*.



- The screen will then show *ARRIS Academy Access* listed under “My Current Access Types”. Press *Submit Changes*.

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## 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/>

[Return to Dashboard Home](#)

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

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

ARRIS Access Dashboard

## Access Dashboard

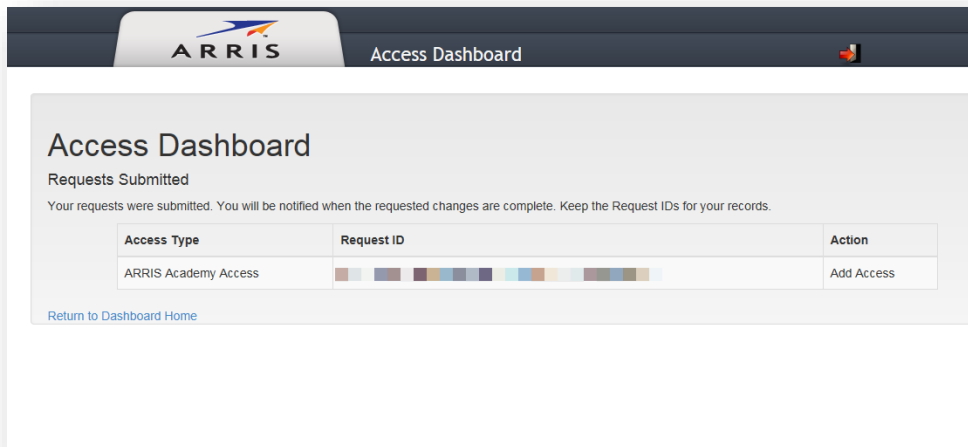
Summary of Requests

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.

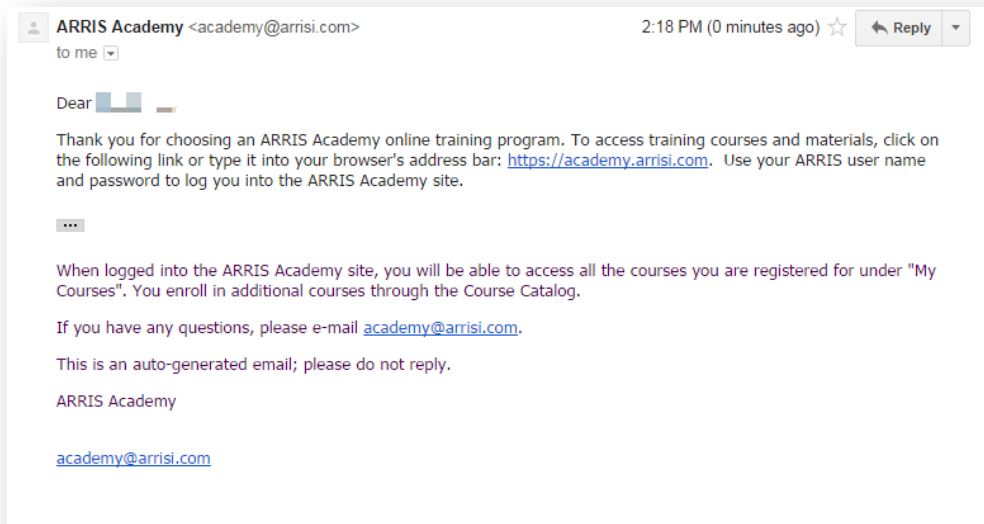
Access Types to be Added	Access Types to be Removed
<a href="#">ARRIS Academy Access</a>	Access removal is not currently enabled.

[Return to Dashboard Home](#) [Confirm Requests](#)

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*.



- 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.



- 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.



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ARE YOU AN ARRIS OPERATOR CUSTOMER, CHANNEL PARTNER OR ARRIS EMPLOYEE?

Enter your username and password to access your ARRIS Account

Consumers looking to set up or troubleshoot their home device please visit [ARRIS Consumer Help](#)

Username:

Password:

Log In

Operator and Channel Log In Help

Forgot your username?

Forgot your password?

Operator and Channel Registration

If you do not have a username and password for your ARRIS Operator account, you can register here:

OPERATOR AND CHANNEL REGISTRATION

ARRIS Consumer Support

Find manuals, troubleshooting guides, FAQs, videos, register your device and more. Help for Legacy PACE Video Set-Top Boxes and EU Product Declaration of Conformities.

Shop ARRIS Products

Shop for Cable Modems, Wi-Fi Modems, Routers, Telephony Modem Back-up Batteries, RipCurrent Routers and Network Extenders and PACE Accessories

- Go to **academy.arris.com** and enter your username and password.

ARRIS ACADEMY

You are logged in as: Justin Loh

E6000 CER ADVANCED TROUBLESHOOTING SUITE

TROUBLESHOOTING CAPACITY AND BANDWIDTH

DEMYSTIFYING TRAFFIC MANAGEMENT

RESUME

MY COURSES

CATALOG

HELP & RESOURCES

JAN 09

New Courses Added and Updated in December 2016

A list of the most recent additions and updates to existing courses in ARRIS Academy.

DEC 06

New Courses Added and Updated in November 2016

A list of the most recent additions and updates to existing courses in ARRIS Academy.

NOV 15

Instructor Profile: John MacDonald

We're proud to highlight one of our training instructors.

- 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 SAMxxxxxxxx.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** 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**, 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** 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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