

Elevate Login Instructions

New Student Elevate Account

If you haven't registered online using Elevate for a previous event, fee, membership due, workshop or course, you must create an account. Please follow these steps:

- 1) Select the enrollment link provided on the appropriate webpage, or email. This will take you to our online registration system, Elevate.
- 2) Enter your First Name, Last Name and School Email Address (school email address preferred but is not mandatory)
- 3) Select 'New Account' button
- 4) Please retain your username, password and any security answers for future reference.

Returning Student Elevate Account

If you registered online using Elevate for a previous event, fee, membership due, workshop or course, you're already in our system! Please follow these steps:

- 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 your Username and Password
- 4) If you do not remember your username that was used to register, please email hornetcentral@su.edu for more information. If you need to reset a password, select the "Sign In" button under the "Welcome Back" section, then select 'I forgot my sign in details' to reset your password.
- 5) DO NOT attempt to create a new account to enroll. Please contact hornetcentral@su.edu

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Online Reset Password

If you have registered in Elevate and have forgotten your password. Please follow these steps:

- 1) Select the link to enroll from the appropriate webpage, or from the link provided
- 2) Scroll to the bottom of the page under the 'Welcome Back' section and select the "I forgot my sign in details"
- 3) It will ask you to enter your "Username" (email address)
- 4) Locate the reset email that was sent from hornetcentral@su.edu with Subject: Shenandoah University-Forgotten Password
- 5) Select the link and instructions to reset password.
- 6) If you are unsuccessful, please contact hornetcentral@su.edu to request a manual reset. DO NOT attempt to create a new account to enroll.

Forgotten Username

If you are confident that you have paid using this system in the past but are uncertain as to what username was set up or unable to login, please email the following information to hornetcentral@su.edu

Please do not attempt to create a new account at this time.

- 1) First and Last Name
- 2) Phone Number
- 3) Date of Birth
- 4) Type of event you may have paid for in the past such as...Cheerleading Dues, Vocal Pedagogy Conference, Faculty Staff Parking etc.

A Hornet Central staff member will review your information and get back to you as soon as possible with more information.

Thank you.