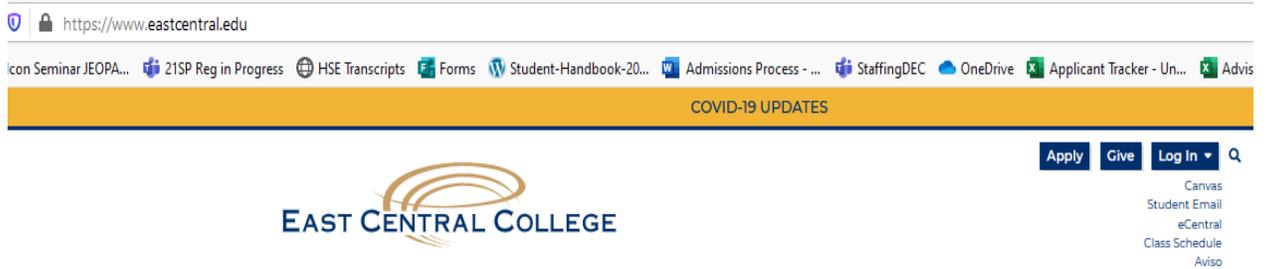


How to Access your East Central College Student Account (eCentral)

Steps to Locate your eCentral User ID:

1. Go to www.eastcentral.edu, and click eCentral at the top right.



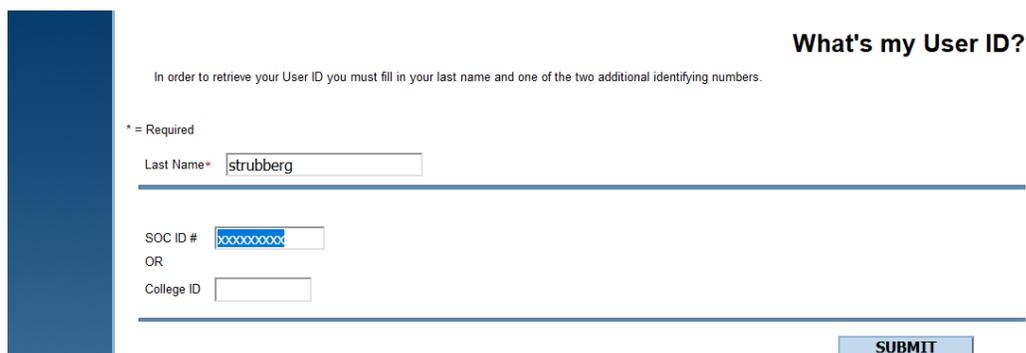
2. Click Log In at the top right.



3. Click, What's my User ID? at the bottom left.



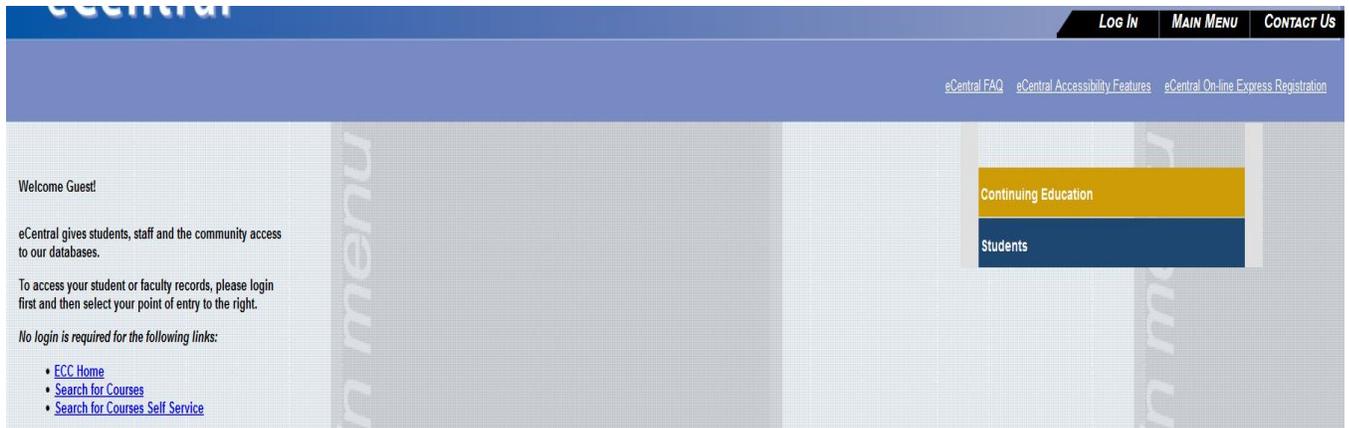
4. Enter your Last Name, one of the numbers below, and click Submit.
 - a. SOC ID # (nine digit Social Security Number) **OR**
 - b. College ID (seven digit number). This is listed on acceptance letter.



5. Your User ID will appear on the next page.

Steps to Reset your Password:

1. Click Log In at the top right.



2. This time, click What's my Password? at the bottom left.

The screenshot shows a login form with three input fields: "User ID", "Password", and "Hint". The "Hint" field has a small square checkbox next to it. Below the form, there are two links: "What's my User ID?" and "What's my Password?".

3. Click second choice, I don't remember, reset my password.

The screenshot shows three blue links: "I might remember, show my password hint", "I don't remember, reset my password", and "I'm new to WebAdvisor, setup my password".

4. Enter your Last Name, one of the numbers below, and click Submit.
 - a. SOC ID # (nine digit Social Security Number) **OR**
 - b. College ID (seven digit number). This is listed on your acceptance letter.

The screenshot shows the "Reset my password" form. At the top right, it says "Reset my password". Below that, it says "In order to retrieve your User ID you must fill in your last name and one of the two additional identifying numbers." There is a legend: "* = Required". The form has three input fields: "Last Name*" with the value "strubberg", "SOC ID #" with the value "xxxxxxxx", and "College ID". Below the form is a "SUBMIT" button.

- The next screen gives you the ability to email a temporary password to yourself to reset the original account password. To receive this information, please **be sure** to indicate your **non-ECC email address** that you provided to us during your application process.

The screenshot shows a web interface with a dark blue header containing the text "CURRENT STUDENTS". Below the header, the page title is "Select an e-mail address". On the left side, there is a note: "* = Required". The main form area contains a label "Send my temporary password to this email address*" followed by a dropdown menu. To the right of the form is a blue button labeled "SUBMIT".

- After you receive the email with your temporary password, bring up a **new** browser window or tab.
- Go to **eCentral**, and click on **Log In**.
- Type in your **User ID** and **Password** (this is the temporary password in the email you received).
 - On the next screen, type in your **User ID** again.
 - In the **Old Password field** - type in your temporary password in the email you received.
 - In the **New Password field** – create a new password.
 - In the **Confirm Password field** – enter the same password you entered in the New Password field.
 - This will now be your login for eCentral, FalconMail, and ECC Online.

The screenshot shows a login form with a grey background on the left. The form has three input fields: "User ID", "Password", and "Hint" with a checkbox. Below the form, there are two links: "[What's my User ID?](#)" and "[What's my Password?](#)".

If you experience issues logging into your account, **clear your browser cache and try again**.
If you still need assistance, please contact the **IT Help Desk at 636-584-6738**.