

EICConnect Login Procedures

Must be set up for online classes and e-Companion classes

Logging In

1. Enter <http://eicc.edu/eicconnect> into the address bar of your internet browser and press enter. If this is your first time logging in, or if you do not know your username or password, follow the steps below to retrieve your username and/or establish a password. (If you had a Campus Cruiser account your username will be the same for EICConnect but the password will not be the same.)
2. If you do not know your username click on the “What is my username” link. You will be asked for your last name and SSN or college ID. Enter that information and click the “Retrieve Username” button.

Retrieve Username

Last Name
jcole

SSN or College ID

Retrieve Username

Your username will be displayed on the next page. Then select the “Click here to Reset or Change Password” link.

Retrieved Username

Your Username is: jcole

[Please click here to return to the login page](#) [Click here to Reset or Change Password](#)

3. If it is your first time logging in and you know your username select the “Reset Password” link and enter your username, SSN, and what you would like to use for your password, twice. (If you do not have a SSN on file with the colleges please call the EICC Help Desk at 563-336-3456.) Then click the “Reset Password” button. Once you have successfully reset your password click the link to return to the login page.

Reset Password

Your password must be a minimum of 8 characters with both upper and lower case letters and contain at least one number and/or special character. It cannot contain any portion of your user name.

Username
jcole

Social Security Number

New password

Confirm new password

Reset Password

For further assistance contact the EICC Help Desk
helpdesk@eicc.edu or 563-336-3456

4. Log into the EICConnect site using `eiccd\` before your username. While the `eiccd` is not case sensitive, both the username and passwords are and the slash between the `eiccd` and Username is a backslash (`\`) which is above the Enter key on a computer keyboard. A forward slash (`/`) will not allow you to log in.

Type your username in the "EICCD\username" format and enter your password

Username: Example: EICCD\username

Password:

@live.eicc.edu E-mail Accounts

The first time you log into your @live.eicc.edu e-mail account you will need to make sure the language is English (United States) and set the time zone to (UTC-06:00) Central Time (US & Canada)

Online and e-Companion Students:

Check your email for a confirmation email from ICCOC. That email contains information on how to log in to your classes. If you do not receive that email, please contact Heidi Hilbert at hhilbert@eicc.edu. Give her your name, your student ID number (located at the top of your EICConnect home screen) and the class you registered for and she will resend that information to you. ICCOC keeps you very well informed via email so be sure to check it often!

e-bridge

On the left side of the home screen you will find the e-bridge area. This is where you will find your personal information. Under the Student menu you can locate your Financial Aid, Financial Information and Academic Profile. You can access your Grades, Schedules, Transcripts, Degree Audit under the Academic Profile menu.

Logging Out

Click on the "Log Out" button next to your name in the upper right corner. For improved security it is recommended that you close all internet browser windows at the end of your session.



EICConnect Tips and Helpful Hints:

1. For security purposes EICConnect has a timeout feature that begins after 10 minutes of inactivity on the site. After 20 minutes of inactivity you will be logged out and will be required to log in again. If you see an error message at any time that what you are trying to access is unavailable or receive a 101 error message when trying to access My Classes or the Online Classroom please try refreshing the page in the internet browser or log out, close all internet browser sessions, and log back in.
2. Your password to EICConnect will expire every 120 days. Please keep in mind that you cannot re-use a password, though you can use the same password with progressive numbers, characters, or letters. For example you could start with `Abcdefg1` and then use `Abcdcefg2`, or `Abcdefg!`, or `Bbcddefg1`.
3. Supported browsers for this application are Internet Explorer, Mozilla Firefox, and Google Chrome.

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