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What is eCentral?

eCentral is a web-based portal to East Central College network services, allowing users to log-in and view official information. A link to eCentral is located at the top of the East Central College website: www.eastcentral.edu under the Log In dropdown.

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Who can use eCentral?

eCentral is available to applicants, students, faculty and staff. Users may also view parts of eCentral as a “guest.”

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What can eCentral do?

eCentral allows users to do the following and more:

- Check the status of Financial Aid
- Register for classes
- Add and drop classes
- View course grades and GPA
- Email academic advisors
- Make tuition and fee payments
- View East Central College transcripts
- Print unofficial transcripts
- View assessment scores
- Change eCentral and FalconMail Password
- View Personal Information

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How do I start using eCentral?

Users must have a User ID and Password to activate an eCentral account. The **User ID** is a unique identification based on a user’s name. The **User ID** and **initial Password** will be communicated to students by means of a letter from the Admissions Office.

To begin, go to the East Central College web site at www.eastcentral.edu and click **eCentral** under the Log In dropdown. Select **LOG IN** from the menu bar. Enter your **User ID** and **Password** and click **SUBMIT**. NOTE: First-time users will be prompted to change their **initial password** to a unique password that the student assigns. This Password is not accessible to anyone other than the student.

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What if I forget my User ID?

If a student cannot remember the specific **User ID** assigned to enter **eCentral**, the student can retrieve the information by doing the following: From the main **eCentral** menu click on **Students**. Under the **User Account** menu select **What's my User ID?** Enter **Last Name** and either your **Social Security number** or **East Central College Student ID** number. Click **Submit**.

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Step-by-step: How to find your User ID:

1. Go to the ECC website: www.eastcentral.edu
2. Click: **eCentral** icon
3. Click: **Students**
4. Click: **What's my User ID** (under **User Account** menu)
5. Enter your **last name**
6. Enter your **Social Security number** or your **student ID number**
7. Click: **Submit**

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Can I change my User ID?

No. The **User ID** cannot be altered and will remain constant for students enrolled at East Central College.

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How do I change my Password?

Follow the instructions in **What if I forget my Password**.

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What are the parameters when creating an eCentral Password?

eCentral Passwords must be at least 12 characters in length and contain at least one upper case letter, one lower case letter, one number and one special character, excluding ;?:@&=<>\ or space. The password cannot contain any parts of your User ID.

eCentral Passwords are case sensitive, meaning that lower case and upper-case letters are specifically recognized. For example, if a Password is “THXbe!1138” (capital letters), eCentral would not recognize the password if it was entered as “thxbe!1138” (lower case letters).

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What kind of Password should I have?

Keep in mind that an eCentral Password must be at least 12 characters in length and contain at least one upper case letter, one lower case letter, one number and one special character, excluding ;?:@&=<>\ or space. The password cannot contain more than 3 consecutive parts of your User ID.

A password should be easy to remember and difficult for someone else to guess. Passwords should not be based on dictionary words, or the name of anyone or any close family member. A good system is to use the first letter of each word in a verse, saying, song title, or other phrase which is meaningful (and therefore easy to remember). Capitalize some letters (consonants or vowels), add a numeric portion (choose a number easy to remember).

Finally, be sure to enter a **My Password Hint** that will jog a memory as to what the password is.

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What if I forget my Password?

If a student loses or cannot remember the Password to enter eCentral and FalconMail, the student can use **the Reset My Account** tool. **Reset My Account** can be found by clicking on **Students** in the eCentral main menu, then by selecting the **What’s my Password?** function in the **User Account** menu. A student using the **I don’t remember, reset my Password** process will be assigned a **temporary Password** via an outside email account. **When using this function, be sure to include the leading zeros on your College ID.** A student will then need this **temporary Password** to enter eCentral and set a new Password.

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Step-by-step: How to find your Password:

1. Go to the ECC website: eastcentral.edu
2. Click: **eCentral** icon
3. Click: **Students**
4. Click: **What's my Password?** (under **User Account** menu)
5. Select appropriate function in the **What's my Password** screen

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What is the difference between my student ID number and my Password?

A student ID number is the seven-digit number that is assigned when a student enrolls at East Central. If you have an ECC picture ID, you will find the student ID number at the center of your ID below your name.

A **Password**, along with an eCentral **User ID**, will enable a user to log-in to online services such as eCentral, Falcon Mail and Canvas.

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What is FalconMail?

FalconMail is the official East Central College email service for students. FalconMail will be the primary means of communication for the college. Information sent to this account includes: updates on financial aid and billing, academic progress, registration information and other items of concern to students at East Central College. Additionally, instructors may use FalconMail to send class information.

To use FalconMail, go to the East Central College website at www.eastcentral.edu and click on **FalconMail**. Enter the **User ID** and Password that is used to enter eCentral.

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Do I have to use FalconMail?

Yes. Students are required to monitor their FalconMail account on a regular basis.

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Can I forward messages from my FalconMail account to another email account?

Yes. For their convenience, students may forward messages sent to a FalconMail account to another email account. Students may choose to retain the message or automatically delete the message when forwarded. Also, students may set up an email notification which will notify the student at an alternate email address when there is an email waiting in their FalconMail account.

Both Email Forwarding and Email Notifications can be accessed on the **Preferences** tab in FalconMail. Scroll down the page to the **Receiving Messages** section.

For Email Forwarding, type in the alternate email address. Be sure to type carefully. Mark the check box for **Don't keep a local copy of messages**. This means copies will not be kept in your FalconMail. This helps to prevent your FalconMail from overloading. If the check box is not marked, FalconMail must be monitored to prevent overloading.

For email notifications, mark **the Send a notification message to** check box. This will send a notification that there are emails in FalconMail to the email address listed.

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What about security?

eCentral is a secure web-based portal that cannot be accessed without a User ID and Password. Students are strongly advised to protect and keep private their **User ID** and **Password**.

eCentral has a **My Password Hint** feature that can help prompt students if a Password is forgotten. Students should enter a **My Password Hint** when changing the Password.

For security reasons, an eCentral **User ID** and **Password** cannot be given out by telephone. If a student loses or cannot remember the **User ID** or **Password** to enter eCentral and FalconMail, the student should follow the procedures listed in this FAQ under: **What if I forget my User ID** and **What if I forget my Password**.

Again, users of eCentral should protect themselves and their information by keeping the **User ID** and **Password** private.

Users of eCentral should be sure to log out of their account when their online activity is complete so that someone else will not have the ability to view or enter their account.

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How do I view my grades and East Central College transcripts?

Students can view course grades and unofficial student transcripts through eCentral. Log-in to **eCentral**, click on **Students** and select the appropriate function under the **Academic Profile** menu.

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How do I receive an official transcript or copy of my degree?

Students who require an official transcript can request a transcript through their eCentral account or can submit from the East Central webpage.

To request an official transcript on eCentral, log in to **eCentral** and go to the **Student** menu. Click on **Official Transcript Request – Payment Required**.

To request an official transcript from the East Central website, go to this link: www.eastcentral.edu/registrar/request-transcript and order online

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How do I view my East Central College financial account?

Students can view their financial accounts through eCentral. Log-in to **eCentral**, click on **Students** and under the Financial Information menu select **Payment Plan / Student Finance**.

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Can I make a tuition or fee payment through eCentral?

Yes. Log-in to eCentral, click on **Students** and under the **Financial Information** menu **select Payment Plan / Student Finance**. From there you may set up a payment plan or make a full payment.

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How do I log-in to the East Central College library?

Found at www.eastcentral.edu/library, the link to the East Central College Library site provides access to the library's databases and information about the library.

Also, students can use MOBIUS to utilize over 30 million ITEMS...not just books. To order or reserve books, students will need their student ID number followed by EC, for example 0123456ec.

The quickest way to find a student number is to log-in to **eCentral** and click: **Students**. Under **User Account** select **User Profile**. The Colleague/student ID number is the seven-digit number listed on the profile. Also, if you have an ECC picture ID, you will find the Colleague/student ID number below your name.

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Where do I complete my FAFSA?

Found on studentaid.gov/h/apply-for-aid/fafsa, the FAFSA web site offers information on how to sign up or renew your application. This is ***not*** done through eCentral. For more information regarding financial aid or the FAFSA, contact the East Central Student Service Center or the satellite locations in Rolla.

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Where can I go for technical assistance?

If a user is having trouble in activating or entering eCentral and FalconMail accounts, assistance can be provided by the Learning Center or the Student Service Center on the main college campus.

Students can also visit one of the offices at a satellite campus.

Students requiring assistance also can call (636) 584-6738 or email at helpdesk@eastcentral.edu.

Before you call the Help Desk:

- Please be in front of your computer when you make the call
- Check that all cables and cords on your computer equipment are plugged in.
- Restart your machine, log on, and see if that fixed the problem.
- If your problem occurs again, write down the exact wording of the error message that you see on your screen. Knowing the exact wording can help the staff to pinpoint the problem more easily.
- Be prepared to answer to following questions:

1. When did you first notice the problem?

2. Did you make any changes to your computer (i.e. install new hardware or software, or download something from the Internet) before the problem occurred?
3. What exactly were you doing when the problem occurred?
4. What was the exact wording of the error message?

Gathering this information will help minimize the troubleshooting time spent on the phone.

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I am getting a slow response on eCentral. What is the problem?

There are a number of conditions that might affect your response time in eCentral. Often an increase in the response time is related to traffic over the communication lines. eCentral uses campus Intranet and the Internet. The number of users on any portion of those systems will often slow the response time for everyone. Downloading large files via your institution's communications lines will drastically increase response time for all other users on the system. High levels of eCentral use by other members of the college also affect your response time. This is caused not only by increased user traffic, but also by the additional processing required of the institution's host machine to respond to eCentral queries. An example of a high-use time period would be on the first day of East Central's registration period. You may also experience slower performance during peak usage periods for your Internet Service Provider (ISP).

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