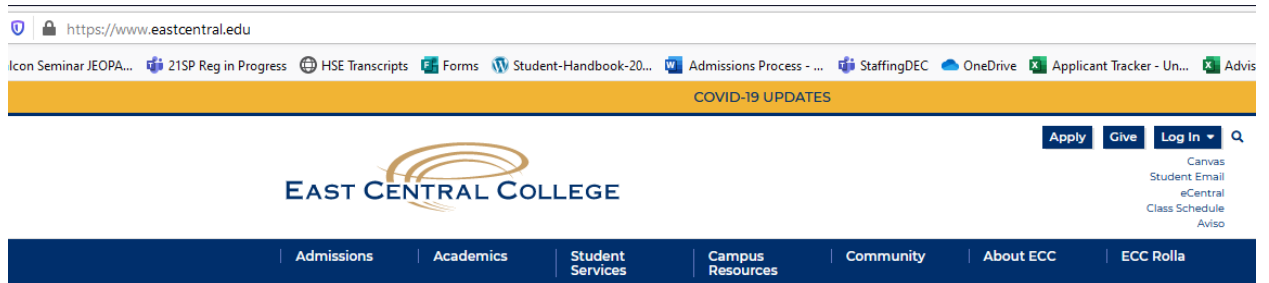


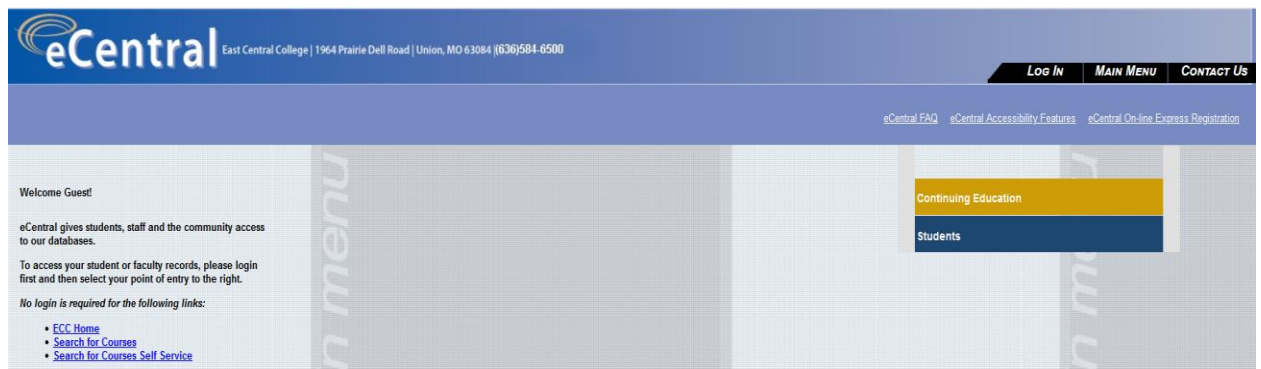
# How to Access your East Central College Student Account (eCentral)

## Steps to Locate your eCentral User ID:

1. Go to [www.eastcentral.edu](https://www.eastcentral.edu), and click eCentral at the top right.



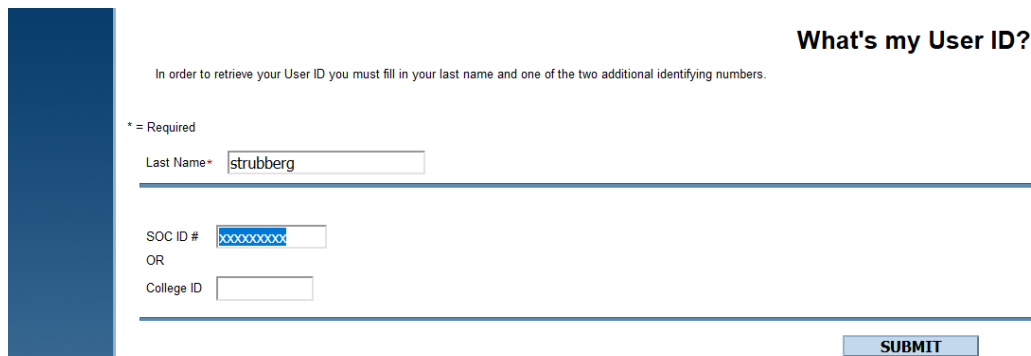
2. Click Log In at the top right.



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

A screenshot of the eCentral login form. It features a grey sidebar on the left. The main form area has input fields for 'User ID' and 'Password', and a 'Hint' checkbox. Below the form is a dark blue footer bar containing two links: 'What's my User ID?' and 'What's 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 acceptance letter.



**What's my User ID?**

In order to retrieve your User ID you must fill in your last name and one of the two additional identifying numbers.

\* = Required

Last Name\*

SOC ID #

OR

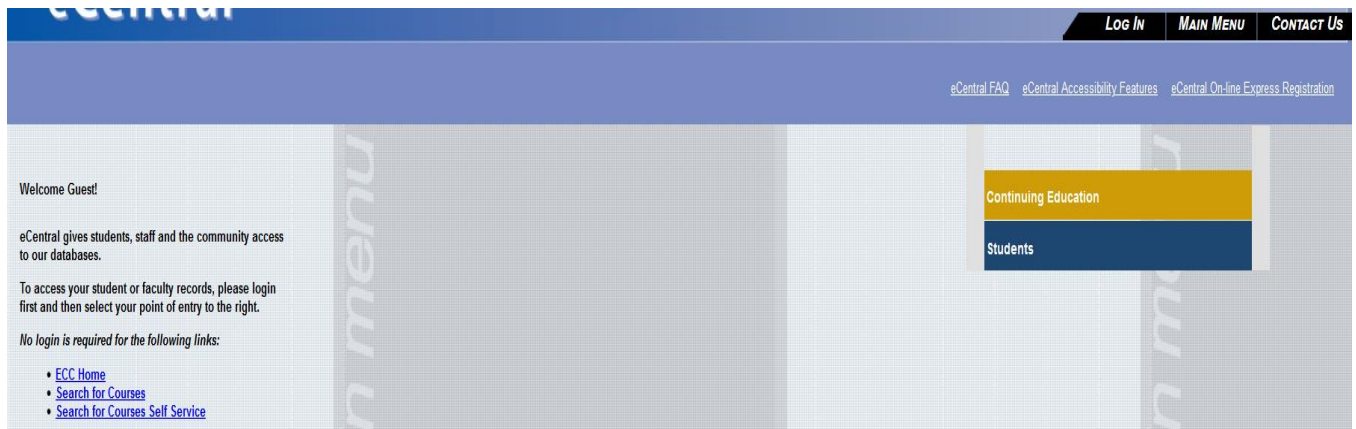
College ID

**SUBMIT**

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.



User ID

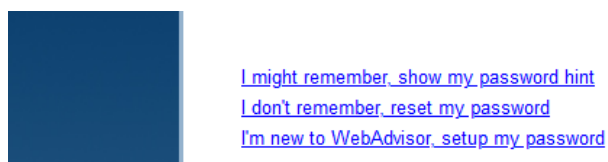
Password

Hint ☐

[What's my User ID?](#)

[What's my Password?](#)

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



[I might remember, show my password hint](#)

[I don't remember, reset my password](#)

[I'm new to WebAdvisor, setup my password](#)

4. Enter your Last Name, one of the numbers below, and click Submit.

- SOC ID # (nine digit Social Security Number) **OR**
- College ID (seven digit number). This is listed on your acceptance letter.

**Reset my password**

In order to retrieve your User ID you must fill in your last name and one of the two additional identifying numbers.

\* = Required

Last Name\*

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SOC ID #

OR

College ID

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**SUBMIT**

5. 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.

**SELECT STUDENTS**

**Select an e-mail address**

\* = Required

Send my temporary password to this email address\*

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**SUBMIT**

6. After you receive the email with your temporary password, bring up a **new** browser window or tab.
7. Go to **eCentral**, and click on **Log In**.
8. Type in your **User ID** and **Password** (this is the temporary password in the email you received. ***Be sure not to include the period at the end of your temporary password from the email.***
  - a. On the next screen, type in your **User ID** again.
  - b. In the **Old Password field** - type in your temporary password in the email you received. (*Again, do **not** include the period at the end of your temporary password from the email*)
  - c. In the **New Password field** – create a new password.
  - d. In the **Confirm Password field** – enter the same password you entered in the New Password field.
  - e. This will now be your login for eCentral, FalconMail, and ECC Online.

User ID

Password

Hint ☐

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[What's my User ID?](#)

[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.