



Baltimore City Community College

Heartland ECSI Student Refunds Quick Start Guide

OFFICE OF STUDENT ACCOUNTS

Table of Contents

<i>What is Heartland ECSI?</i>	<i>2</i>
<i>Student Refund Options</i>	<i>2</i>
<i>Need Help?.....</i>	<i>2</i>
<i>How to locate my Banner ID number?.....</i>	<i>3</i>
<i>How do I register with Heartland ECSI for Student Refunds?</i>	<i>5</i>
<i>Option 1.....</i>	<i>5</i>
<i>Option 2.....</i>	<i>5</i>

What is Heartland ESCI?

BCCC is implementing a new student refund portal called Heartland ESCI.

Student Refund Options

Students will use this new portal to select their preferred student refund methods for student financial aid. Students will have two methods to receive their refunds in the form of a direct deposit or paper check.

Note: BCCC recommends that students utilize the direct deposit as their preferred method.

Need Help?

The **Student Accounts Office** can assist you with locating your Heartland Account number. Students may call by phone at 410-462-8333 or by email at: studentaccounting@bcc.edu

If you need assistance locating your Banner ID number, please contact the **Records & Registration Office** by phone at: 410-462-7777 or by email at: registrar@bcc.edu

For all other IT support, contact **ITS Helpdesk** at 410-462-7411 or helpdesk@bcc.edu.

How to locate my Banner ID number?

Students can locate their Banner ID number by logging into the panther portal. Follow the instructions below to learn more.

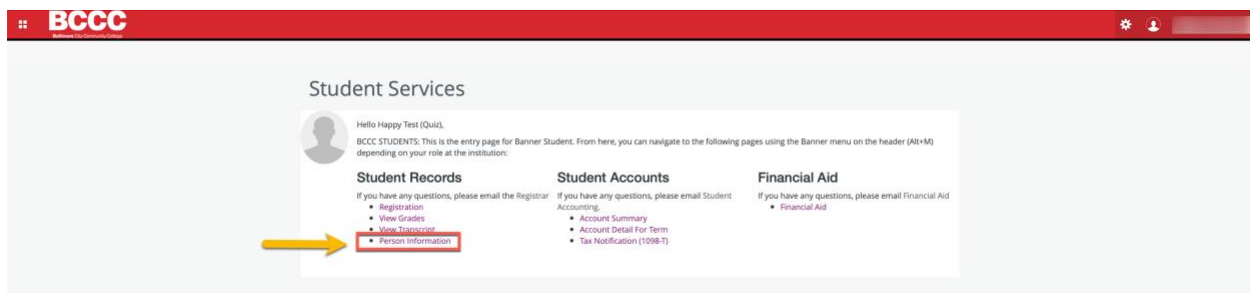
1. Navigate to <http://bccc.edu/mybccc>



2. Login to the [New Panther Portal](#). The Panther Portal is a one stop resource for Students to view registration, grades, transcripts personal information, etc.



3. Navigate to the Personal Information link on the main menu.



Step 4 continued on the next page.

4. Locate your Banner ID number in the top-left hand corner of the Personal Information area. Your Banner ID number will always start with the letter B. For example: B00262333

Note: BCCC recommends that you also check to make sure the address listed on this page is correct.

If you need assistance locating your Banner ID number or updating your address, please contact the **Records & Registration Office** by phone at: 410-462-7777 or by email at: registrar@bcc.edu

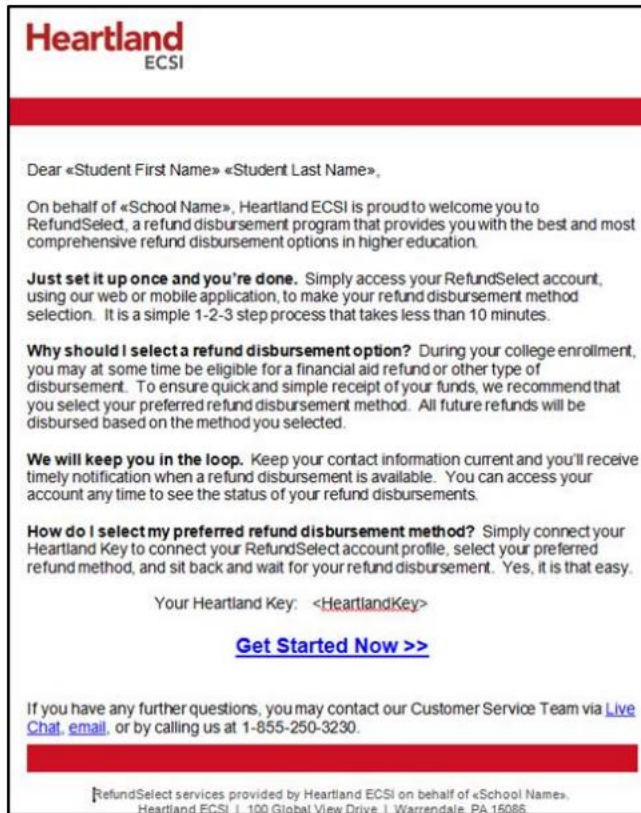
Now that you have your Banner ID number, you are ready to register with Heartland ECSI.

How do I register with Heartland ECSI for Student Refunds?

There are two options for registering with Heartland ECSI for Student Refunds.

Option 1

Follow the instructions in the initial enrollment email you received from Heartland ECSI. Click the **Get Started Now button** in the email and follow the steps to register.



Option 2

You will need to obtain your Heartland Account Key and follow the instructions below:

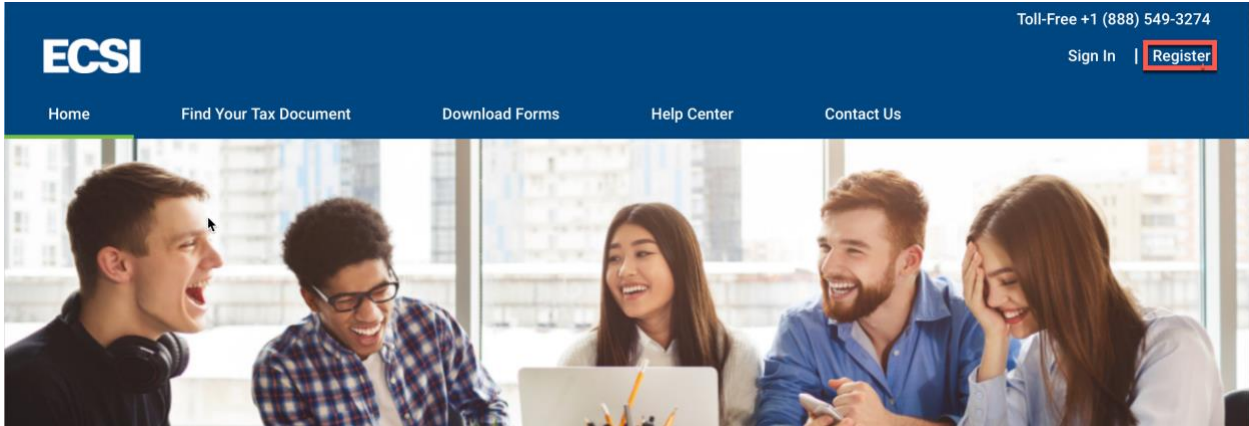
1. Access the student refund portal by locating the **Heartland ECSI icon** at: bcc.edu/mybcc.



Student Refund Portal

Note: You will be redirected to the main Heartland ECSI webpage.

2. Click **Register** on the top right-hand corner of the main Heartland ECSI webpage.



3. In the register column, enter your Banner ID number in the username field and create a secure password. Then click the **continue** button.

A screenshot of the ECSI 'Sign In or Register' page. The page has a light blue header with the ECSI logo and navigation links. Below the header, the main heading is 'Sign In or Register'. The page is divided into two columns: 'Sign In' and 'Register'. The 'Sign In' column has fields for 'Username' and 'Password', with links for 'Forgot Username?' and 'Forgot Password?'. The 'Register' column has fields for 'Username' (containing 'B'), 'Password', and 'Confirm Password'. A yellow arrow points to the 'Continue' button in the 'Register' column. At the bottom of the page, there is a dark blue footer with the ECSI logo, links for 'Terms of Use', 'Privacy Statement', and 'Site Map', and a copyright notice for Educational Computer Systems, Inc.

4. Enter all of the profile info below such as your first and last name, date of birth, telephone number, phone number type, and (preferred) email address. Then click the **continue** button.

The screenshot shows the ECSI Register page. At the top, there is a navigation bar with the ECSI logo, a toll-free number (1 (888) 549-3274), and links for Sign In and Register. Below the navigation bar, the page title is "Register". The main content area has a heading "Fill in the form to create your profile to view all your ECSI accounts together." and a progress indicator with four steps: Profile (1, checked), Contact (2, active), Address (3), and Security (4). The Profile step form is highlighted with a red box and contains the following fields: First Name (Student First Name), Last Name (Student Last Name), Date of Birth (01/01/1990), Phone Number ((410) 462-8300), Phone Number Type (Work), and Email Address. A warning message is displayed below the email field: "Warning: You are using a school email address as your primary email address for your user profile. We recommend that you use a personal email address since you may not have access to your school email address after your graduate or leave your school." Below the warning is a "Confirm Email Address" field with the value "alingerman@bcc.edu". At the bottom of the form are "Back" and "Continue" buttons, with a yellow arrow pointing to the "Continue" button.

5. Enter all of the contact information below including country, street address, city, state and zip code. Then click the **continue** button.

Note: BCCC recommends that you use your most current address and the same address listed in Banner. This address may be used to issue paper checks.

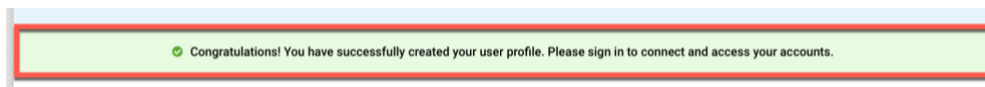
The screenshot shows the ECSI Register page. At the top, there is a navigation bar with the ECSI logo, a toll-free number (1 (888) 549-3274), and links for Sign In and Register. Below the navigation bar, the page title is "Register". The main content area has a heading "Fill in the form to create your profile to view all your ECSI accounts together." and a progress indicator with four steps: Profile (1, checked), Contact (2, checked), Address (3, active), and Security (4). The Address step form is highlighted with a red box and contains the following fields: Country (United States), Street Address, Street Address 2 (Optional), City, State, and Zip Code. At the bottom of the form are "Back" and "Continue" buttons, with a yellow arrow pointing to the "Continue" button.

6. Select the three security questions of your choice and 3 unique answers. Check the box for “I am not a robot.” Then click the **Save Your Profile** button when you’re finished.

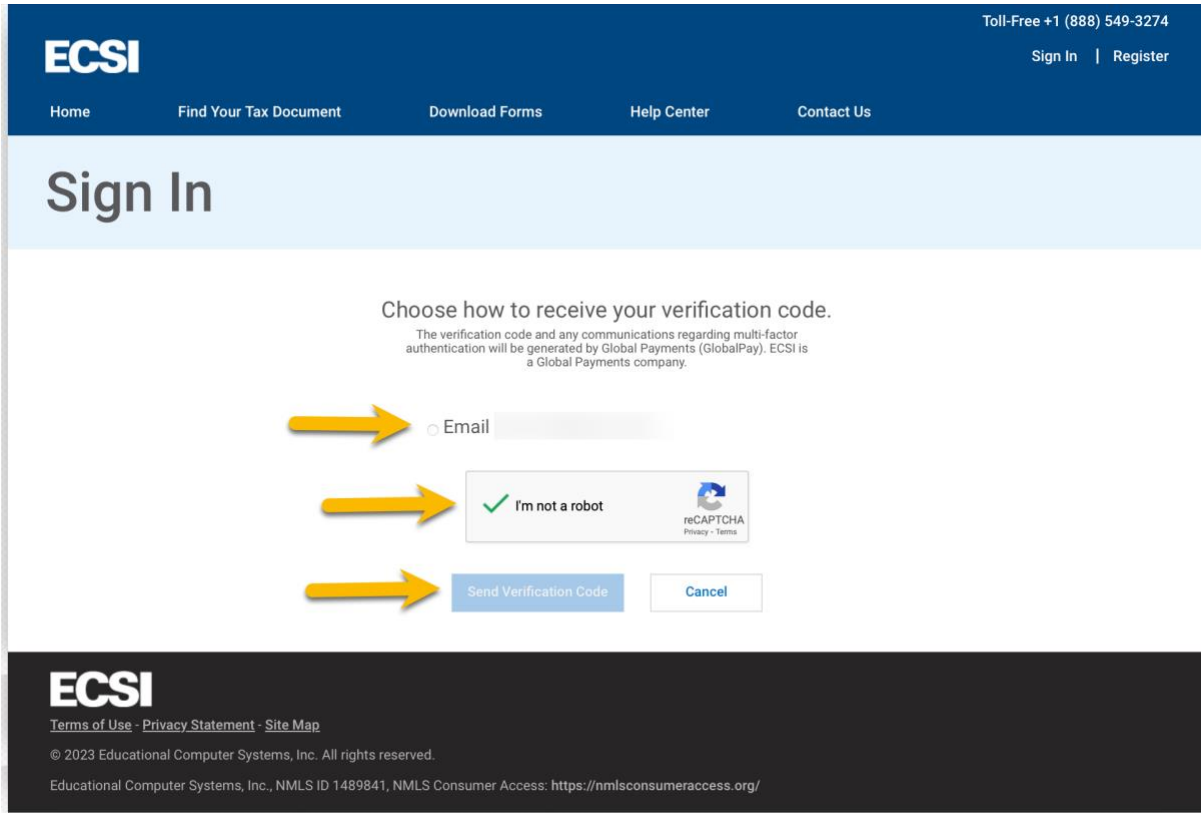
Note: These security questions and answers will be used in the event you need to reset your password in the future.

The screenshot shows the ECSI Register page. At the top, there is a navigation bar with the ECSI logo, contact information (Toll-Free +1 (888) 549-3274), and links for Sign In and Register. Below the navigation bar, the page title is "Register". The main content area contains instructions to fill in the form to create a profile. An important note states: "IMPORTANT: Security answers will be required if you need to reset your password at any time in the future. Be sure to remember your answers for future use." A progress indicator shows four steps: Profile, Contact, Address, and Security. The Security step is currently active. The form includes three security questions, each with a dropdown menu and a text input field for the answer. The questions are: "What school did you attend for sixth grade?", "In what city did you meet your spouse/significant other?", and "In what town or city was your first full time job?". The answers provided are "Baltimore City Community College", "Baltimore", and "Baltimore" respectively. Below the questions is a reCAPTCHA "I'm not a robot" checkbox, which is checked. A "Back" button and a "Save Your Profile" button are located below the reCAPTCHA. The "Save Your Profile" button is highlighted with a red box and a yellow arrow. At the bottom of the page, there is a footer with the ECSI logo, links for Terms of Use, Privacy Statement, and Site Map, and copyright information for Educational Computer Systems, Inc.

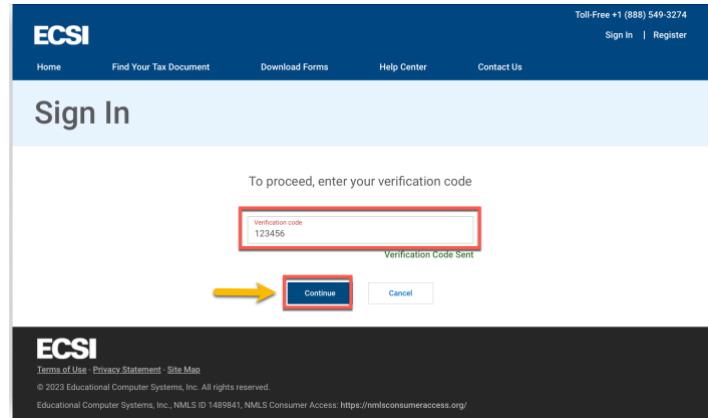
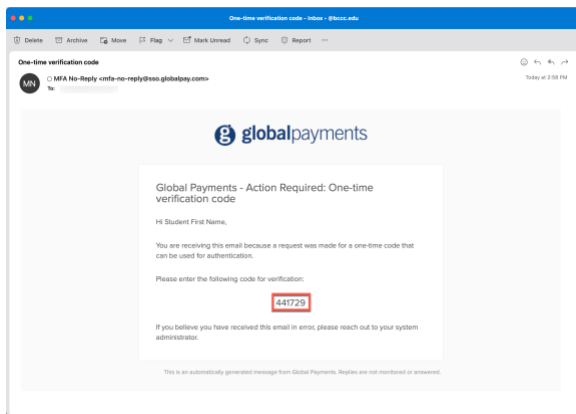
7. You will now receive a successful completion message. You can now sign in with the credentials that you choose.



8. Check the email verification option. A unique code 6 digit code will be sent to your email.



9. Check your email inbox and junk mail folder for the unique code. You will enter this on the website, and then click the **continue**.



10. Once you are successfully logged in you will need to enter your Heartland Account number and click the **connect** button. Follow the onscreen instructions to connect your BCCC Heartland ECSI account to your profile.

The screenshot shows the ECSI website's 'Register' page. At the top, there is a dark blue navigation bar with the ECSI logo on the left and contact information on the right: 'Toll-Free +1 (888) 549-3274', 'B00262333', and 'Sign Out'. Below the navigation bar is a light blue header with the word 'Register'. The main content area has a white background with the heading 'Register' and a sub-heading 'Connect your existing Heartland accounts to your profile. If you don't know your Heartland Account, search using the fields below.' There are two main sections: 'Connect An Account' and 'Search for Heartland Account'. The 'Connect An Account' section is highlighted with a red border and contains instructions on where to find the account number, a text input field labeled 'Heartland Account', and a blue 'Connect' button. The 'Search for Heartland Account' section provides links for loan, past due student, and refund disbursement accounts. At the bottom of the main content area, there is a link to 'Skip this step'. The footer is dark blue and contains the ECSI logo, links for 'Terms of Use', 'Privacy Statement', and 'Site Map', and copyright information for Educational Computer Systems, Inc. (© 2023).

ECSI Toll-Free +1 (888) 549-3274
B00262333 | Sign Out

Home Your Communication Center Download Forms Help Center Contact Us

Register

Connect your existing Heartland accounts to your profile. If you don't know your Heartland Account, search using the fields below.

Connect An Account

ENTER YOUR HEARTLAND ACCOUNT BELOW TO CONNECT AN ACCOUNT.
YOUR HEARTLAND ACCOUNT IS LOCATED ON COMMUNICATIONS SUCH AS BILLING STATEMENTS, PAST DUE NOTICES, AND OTHER NOTIFICATIONS.
EXAMPLE: AA00XX-12345678912

Connect

Search for Heartland Account

HAVING TROUBLE LOCATING YOUR HEARTLAND ACCOUNT?

FOR LOAN ACCOUNTS, [CLICK HERE >>](#)

FOR PAST DUE STUDENT ACCOUNTS, [CLICK HERE >>](#)

FOR REFUND DISBURSEMENT ACCOUNTS, [CLICK HERE >>](#)

If you do not want to connect an account now, skip this step and continue to your profile. You can connect accounts at any time.
[Skip this step >](#)

ECSI
[Terms of Use](#) - [Privacy Statement](#) - [Site Map](#)
© 2023 Educational Computer Systems, Inc. All rights reserved.
Educational Computer Systems, Inc., NMLS ID 1489841, NMLS Consumer Access: <https://nmlsconsumeraccess.org/>