Heartland ECSI Student Refunds Quick Start Guide

OFFICE OF STUDENT ACCOUNTS

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What is Heartland ESCI?

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

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@bccc.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@bccc.edu

For all other IT support, contact **ITS Helpdesk** at 410-462-7411 or helpdesk@bccc.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.
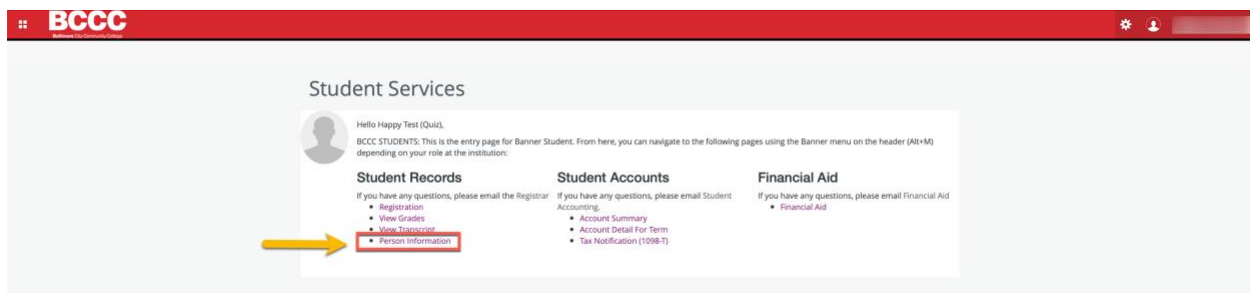
1. Navigate to http://bccc.edu/mybccc

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@bccc.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.
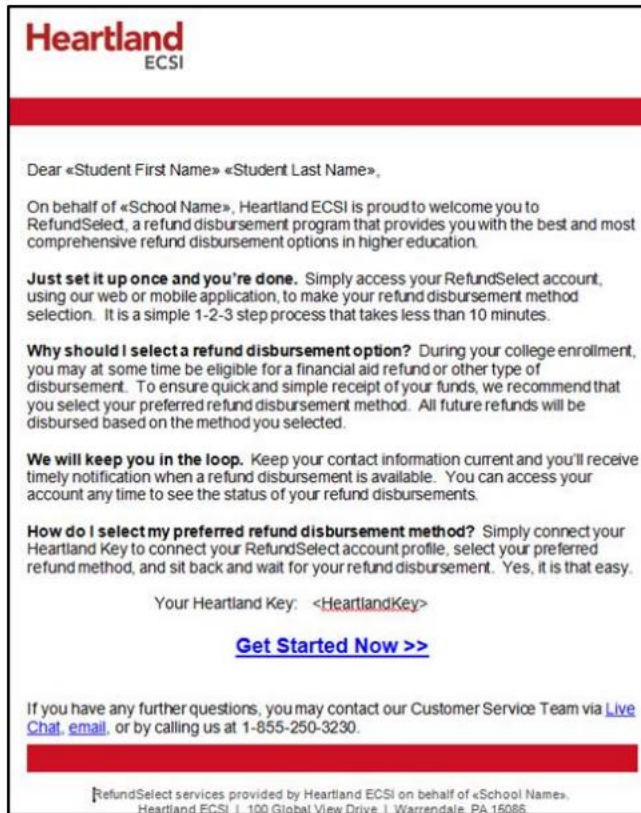
Option 2

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: bccc.edu/mybccc.

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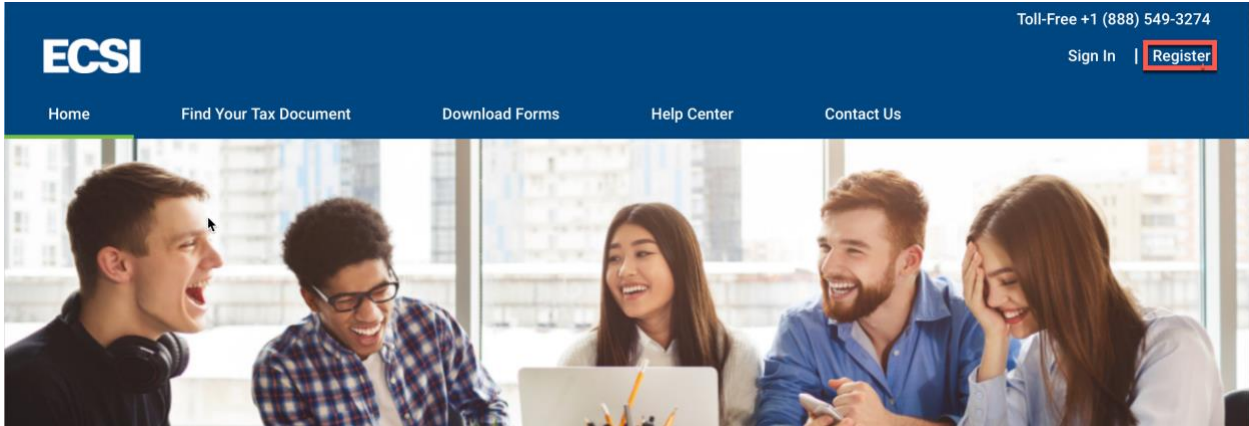
3. In the register column, enter your Banner ID number in the username field and create a secure password. Then click the **continue** button.

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.

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.

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.
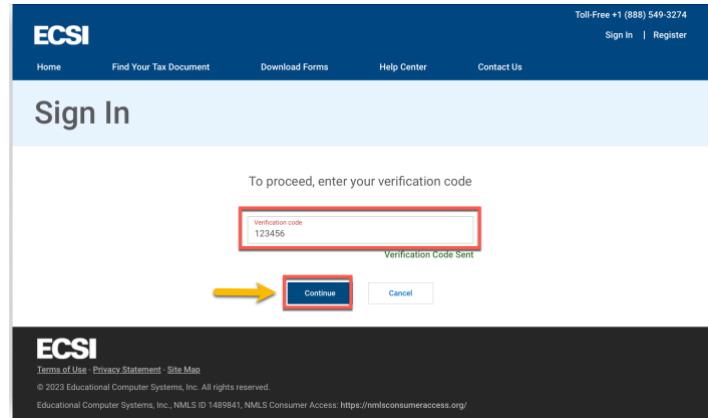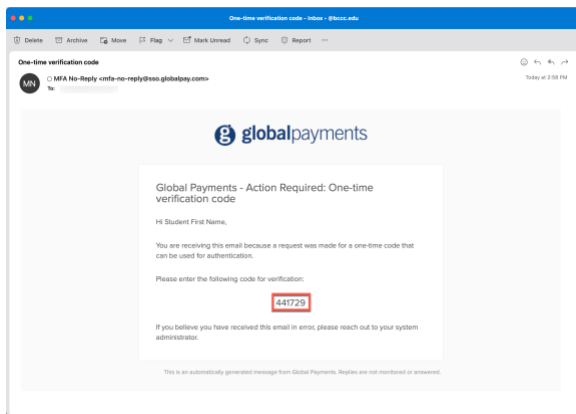

7. You will now receive a successful completion message. You can now sign in with the credentials that you choose.
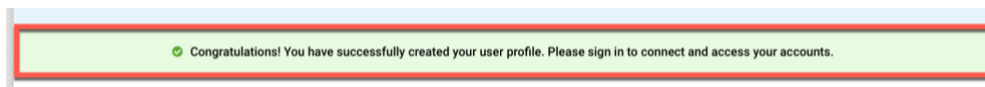
8. Check the email verification option. A unique code 6 digit code will be sent to your email.
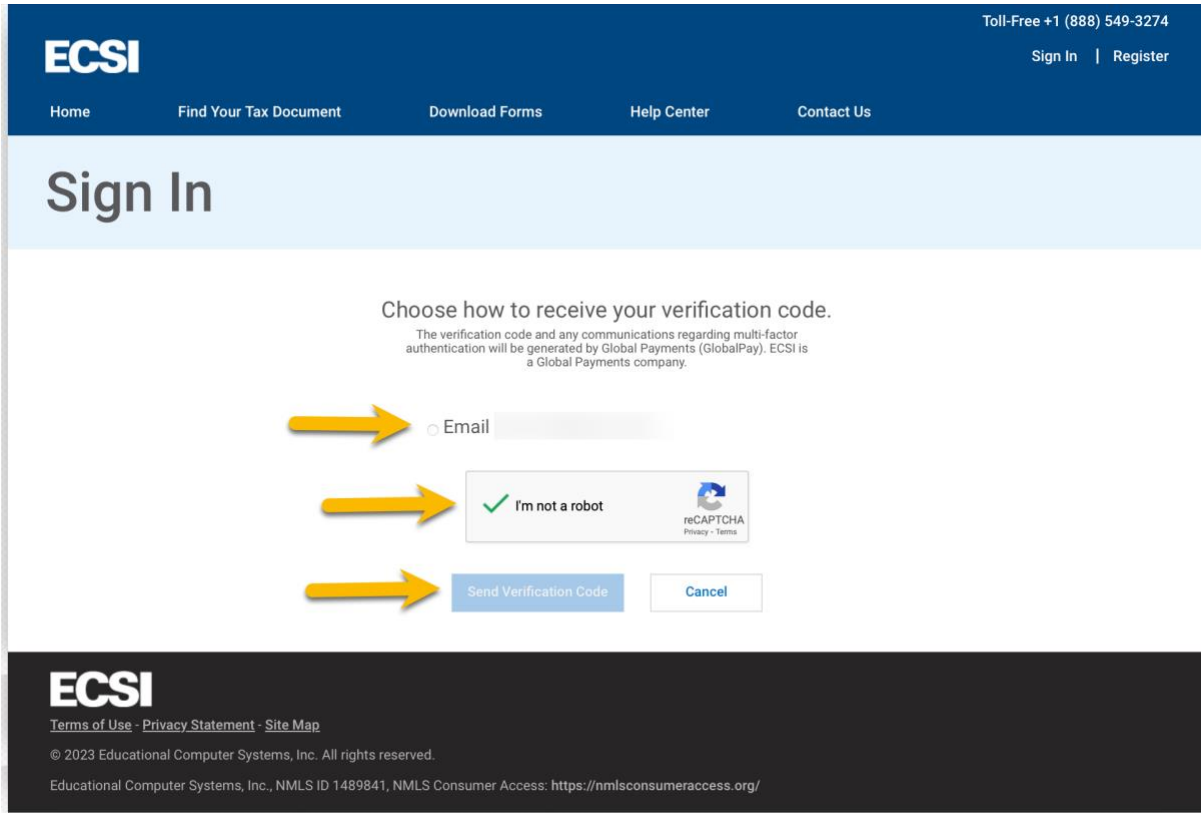
9. Check your email inbox and junk mail folder for the unique code. You will enter this on the website, and then click the **continue**.

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.