

EICConnect Login Procedures

Logging In

Enter <http://www.eicc.edu/eicconnect> into the address bar of your internet browser and press enter. If this is a **new** EICConnect account, you should have received your username and seven digit ID number with us. If you have that information, click on the “Change or Reset Password” link on the login page to set up your EICC Identity Management Portal account. The default password for **new** accounts is PassXXXXXXXX with the Xs being your college ID number. Setting up this account will allow you to reset your password to what you want to use and change it when it expires every 120 days.



If you do not know your username but have your college ID number, click on the “What is my username” link. You will be asked for your last name and college ID. Enter that information and click the “Retrieve Username” button and it will be displayed on the next page. If you do not have or know your college ID number, you will need to contact the EICC Help Desk for further assistance.



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

Once you have successfully set up your Identity Management Portal account and set the password for EICConnect to what you want to use, log into it 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.

EICCONNECT EASTERN IOWA COMMUNITY COLLEGES
CLINTON ♦ MUSCATINE ♦ SCOTT

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

EICCD\Username: Example: EICCD\username

Password:

[Login Help](#) [What is my username](#)
[Identity Management Portal Info](#) [Change or Reset Password](#)

Changing Or Resetting Your Password

Click on the “Change or Reset Password” link on the EICConnect login page and log into your EICC Identity Management Portal account. Select the Change My Password option and enter your current EICConnect account password to continue. If you cannot remember it, click on the “Can’t Remember Password?” link and you will be able to reset it.

Welcome [redacted]

Your Domain Password Expires in 59 Days
Account Status: Normal
Portal Logon Identity Last Changed: 6/3/2015 9:23 AM
Password Last Changed: 6/18/2015 10:28 AM

Select an account activity from the list below:

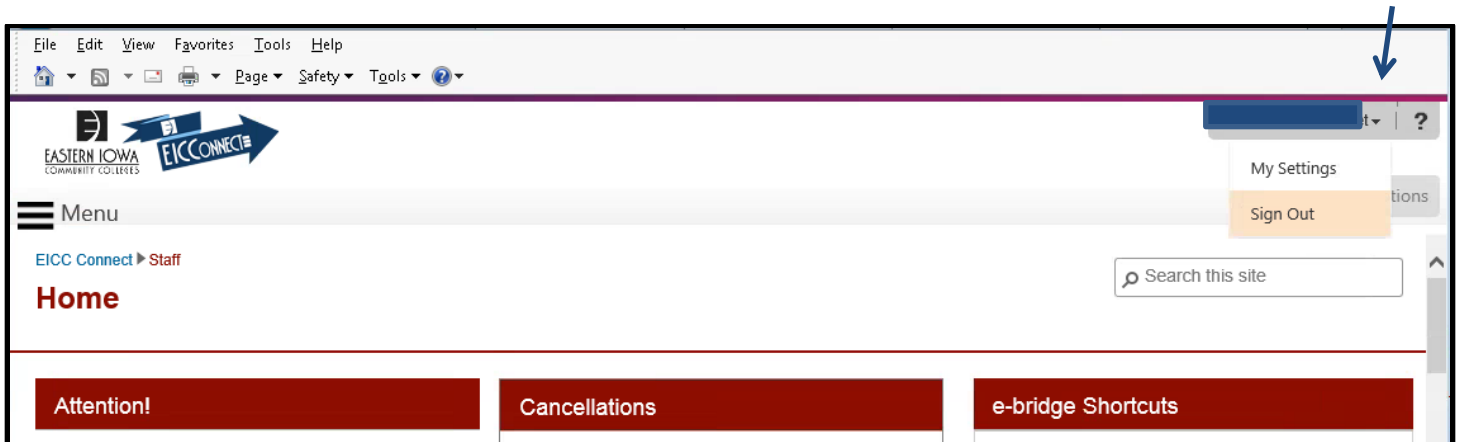
Enter your current password to continue:

[Can't Remember Password?](#)

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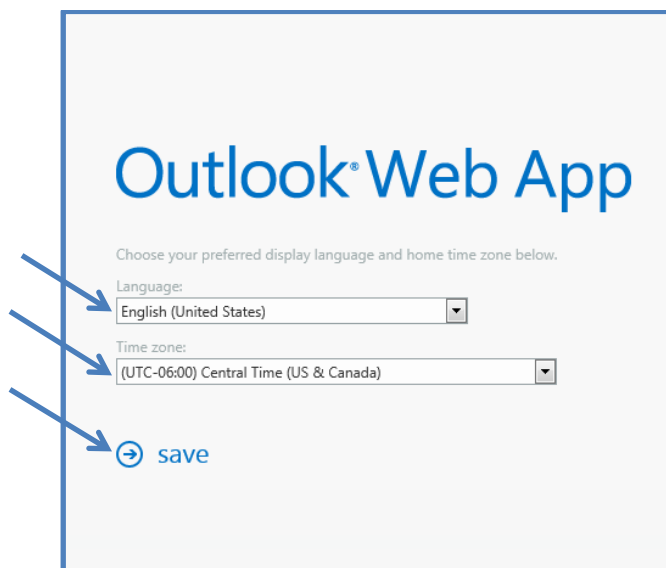
Logging Out of EICConnect

Click on the drop down arrow next to your name in the upper right corner, then “Sign Out”. For improved security it is recommended that you close all internet browser windows at the end of your session.



Setting up @live.eicc.edu e-mail Accounts

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



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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 Baseball1 and then use Baseball2, or Baseball!, or Baseball#. Once you have successfully reset your EICConnect account password you will be not able to reset it again for 14 days. Your Identity Management Portal account password does not expire.
3. Supported browsers for these application are Internet Explorer version 9 or above and Mozilla Firefox.
4. For detailed instructions on setting up your EICC Identity Management Portal account and its functions, click on the “Identity Management Portal Info” link on the login page of EICConnect.