



Baltimore City Community College

# Heartland ECSI Student Refunds Quick Start Guide

OFFICE OF STUDENT ACCOUNTING

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## What is Heartland ECSI?

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 Accounting 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](mailto: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](mailto:registrar@bccc.edu)

For all other IT support, contact **ITS Helpdesk** at 410-462-7411 or [helpdesk@bccc.edu](mailto: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.

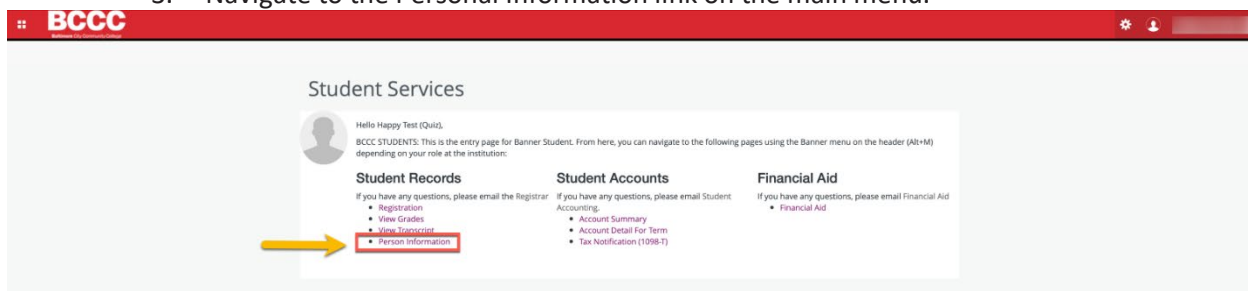
1. Navigate to <http://bccc.edu/mybccc>



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](mailto:registrar@bccc.edu)

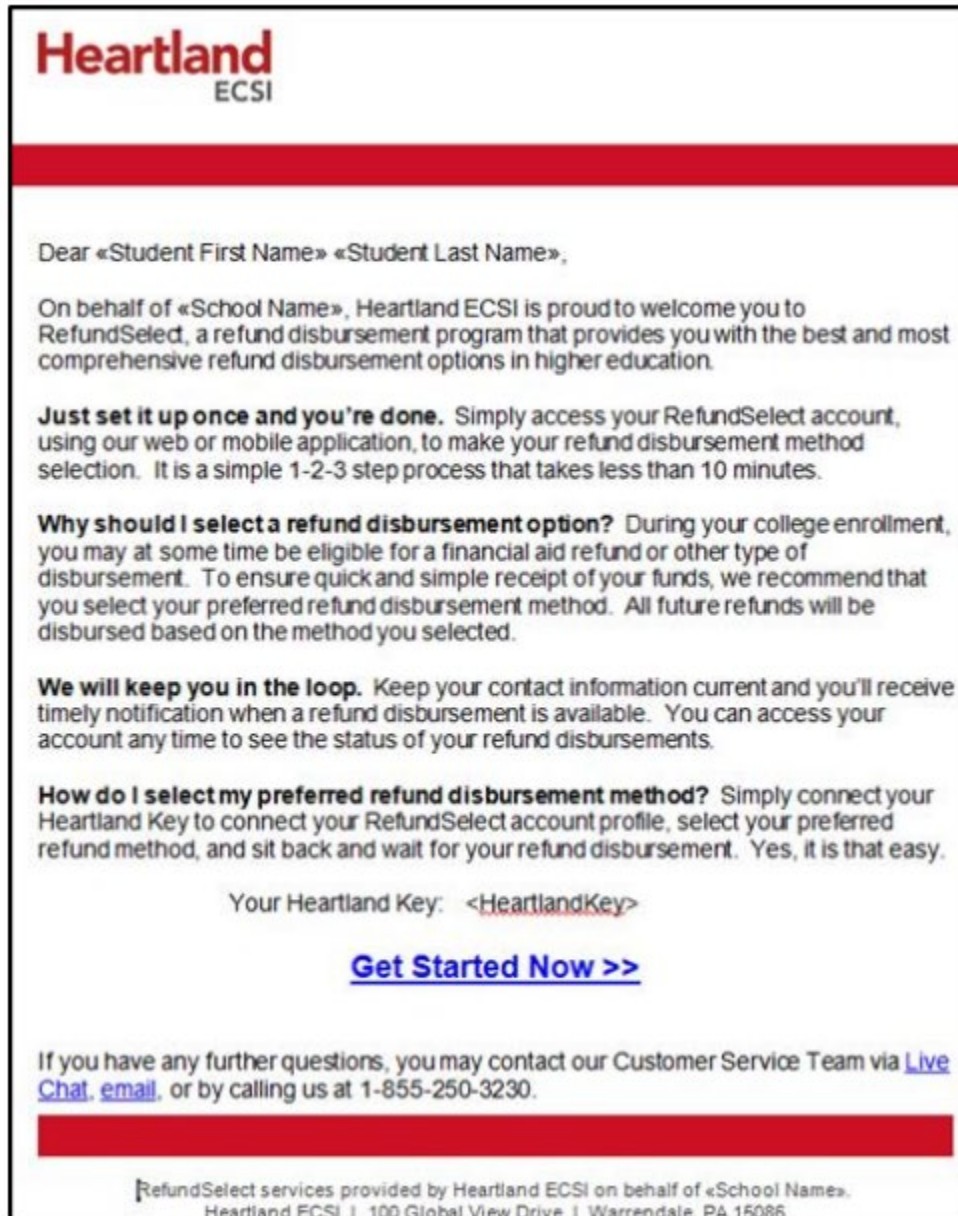
Now that you have your Banner ID number, you are ready to register with Heartland ECSI.

## 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:

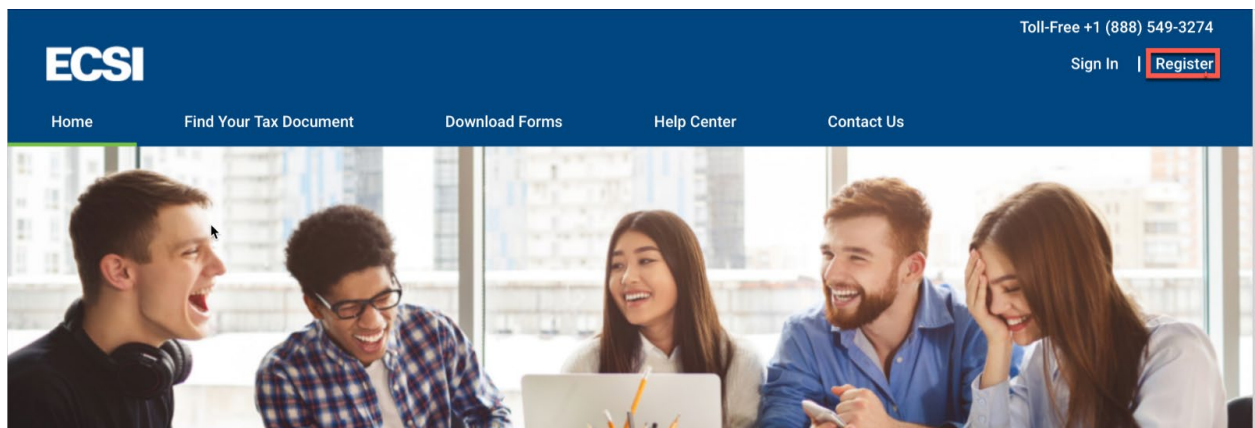
1. Access the student refund portal by locating the **Heartland ECSI icon** at: [bccc.edu/mybccc](http://bccc.edu/mybccc).



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.



- Toll-Free +1 (888) 549-3274

Sign In | Register

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# Sign In or Register

Sign in or create a profile to view all of your ECSI accounts together.

## Sign In

TO AN EXISTING PROFILE

Username

Forgot Username?

Password

Forgot Password?

Cancel

## Register

AND CREATE A NEW PROFILE

Username

B

Password

\*\*\*\*\*

Confirm Password

\*\*\*\*\*

Cancel

Continue

Yellow arrow pointing to the Continue button in the Register form.

ECSI

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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.

**ECSI** Toll-Free +1 (888) 549-3274 Sign In | Register

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## Register

Fill in the form to create your profile to view all your ECSI accounts together.

1 Profile 2 Contact 3 Address 4 Security

**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

**Email Address**

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.

**Confirm Email Address**  
alingerman@bccc.edu

Back Continue

**ECSI**  
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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.

# Register

Fill in the form to create your profile to view all your ECSI accounts together.

**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.



What school did you attend for sixth grade? ▾

Security Answer 1  
Baltimore City Community College

In what city did you meet your spouse/significant other? ▾


Security Answer 2  
Baltimore

In what town or city was your first full time job? ▾

Security Answer 3  
Baltimore



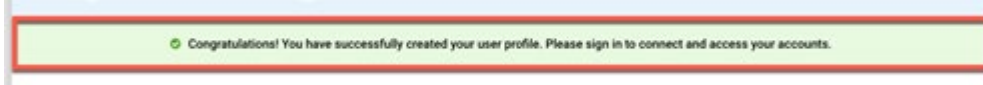
☒ I'm not a robot

  
reCAPTCHA  
[Privacy](#) - [Terms](#)

[Back](#)[Save Your Profile](#)

By signing in to your ECSI profile, you acknowledge that you have read, understand, and agree to the [Terms and Conditions](#) and [Privacy Statement](#).

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.

**ECSI**

Toll-Free +1 (888) 549-3274  
800262333 | Sign Out

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# 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

Heartland Account

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 »](#)

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