



Baltimore City Community College

Heartland ECSI Student Refunds Quick Start Guide

OFFICE OF STUDENT ACCOUNTING

Table of Contents

| What is Heartland ESCI | 3 |
|--|-----|
| Student Refund Options | 4 |
| Need Help? | 4 |
| How to locate my Banner ID number? | 4 |
| How so I register with Heartland ECSI for Student Refunds? | 5 |
| Option 1 | . 7 |
| Option 2 | . 7 |

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 Accounting Office** can assist you with locating your Heartland Account number. Students may call by phone at 410-462-8333 or by email at: <u>studentaccounting@bccc.edu</u>

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: <u>registrar@bccc.edu</u>

For all other IT support, contact **ITS Helpdesk** at 410-462-7411 or <u>helpdesk@bccc.edu</u>.

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 <u>http://bccc.edu/mybccc</u>



2. Login to the <u>New Panther Portal</u>. 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.

| Student Services |
|--|
| ECC STUDIENTS: This site entry page for Banner Student. From here, you can navigate to the following pages using the Banner menu on the header (AH+M) depending on your role at the institution: Evidence A Department Evidence A Department Evidence A Department |
| If you have any questions, please email the Registrar If you have any questions, please email francial Aid • Registration Accounting, • View Employment Francial Aid • View Employment • Accounting, • Accounting, • Previous Momaution • Francial Aid • Preprious Momaution • Tax Notification (1998-1) • Francial Aid |

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

| BCCC | | | * 1 |
|----------------------|--|---|-------------|
| Personal Information | Personal Datails First Name | Midde Name | Last Name |
| | Date of Birth Email Campus email (Preferred) | Preferred Prist Name | ⊕ Add New |
| | Phone Number | There are no phone numbers available for you to view. | (*) Add Ner |
| | Address Permannt Address Current | | |
| | Emergency Contact | | €) Add Ner |

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: <u>registrar@bccc.edu</u>

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.



RefundSelect services provided by Heartland ECSI on behalf of «School Name». Heartland ECSI 1 100 Global View Drive 1 Warrendale. PA 15086

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: <u>bccc.edu/mybccc</u>.



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.

| | | | | | Toll-Free +1 (888) 549-3274 |
|---|---|-----------------------------------|-------------------------------------|------------|-----------------------------|
| ECSI | | | | | Sign In Register |
| Home | Find Your Tax Document | Download Forms | Help Center | Contact Us | |
| Sign | In or Regi | ster | | | |
| | Sig | n in or create a profi account | ile to view all of y s together. | your ECSI | |
| | Sigr to an existi | ng profile | AA | Register | |
| | Username | | Username B | | |
| | | Forgot Username? | Password | | - |
| | Password | | | | _ |
| | | Forgot Password? | Confirm Passwor | d 🔁 1 | ₽~ |
| | Can | cel | Ca | Continue | - |
| | | | | | |
| ECSI | | | | | |
| <u>Terms of Use</u> - <u>Pr</u> © 2023 Education | <mark>rivacy Statement</mark> - <u>Site Map</u> nal Computer Systems, Inc. All rights re | eserved. | | | |

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.

| | | | | | Toll-Free +1 (888) 549-3274 |
|-------------------------------|--|---|--|----------------|-----------------------------|
| ECS | | | | | Sign In Register |
| Home | Find Your Tax Document | Download Forms | Help Center | Contact Us | |
| | | | | | |
| Regi | ster | | | | |
| Ū. | | | | | |
| | Fill | in the form to create | your profile to view | all | |
| | | your ECSI accou | ints together. | | |
| | | | | | |
| | Profile | Contact | Address S | ecurity | |
| | | | | | |
| | First Stud | <mark>Name</mark> ent First Name | | | |
| | Last | Name | | | |
| | Stud | ent Last Name | | | |
| | Date 01/0 | of Birth 1/1990 | rinein antis | | |
| | | | | | |
| | Phôn | (410) 462-8300 | | | |
| | Phor | e Number Type | | | |
| | VVOF | ί. | | | |
| | Emai | I Address | | | |
| | Warnir | ng: You are using a school er | nail address as | | |
| | your pi recom | rimary email address for you mend that you use a persona | r user profile. We al email address | | |
| | addres | s after your graduate or leav | e your school. | | |
| | Conf | erman@bccc.edu | | | |
| | | Raak | tinus | | |
| | | Васк | | | |
| | | | | | |
| ECSI | | | | | |
| Terms of Use | - <u>Privacy Statement</u> - <u>Site Map</u> | | | | |
| © 2023 Educa Educational C | tional Computer Systems, Inc. All r omputer Systems, Inc., NMLS ID 14 | ights reserved. 189841. NMLS Consumer Ac | cess: https://nmlsconsu | meraccess.org/ | |
| Educational C | omputer systems, inc., while ID 14 | to south, NIVILS Consumer Ad | cess. https://ninisconsu | meraccess.org/ | |

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.

| | | | | Toll-Free +1 (888) 549-3274 |
|--|--|---|---------------|-----------------------------|
| ECSI | | | | Sign In Register |
| Home Find Your Tax Document | Download Forms | Help Center | Contact Us | |
| Deviator | | | | |
| Register | | | | |
| | Fill in the form to crea your ECSI ac | ate your profile to counts together. | o view all | |
| | Profile Contact | 2 Address | 3 Security | |
| | Country United States | Ŧ | | |
| | Street Address | |] | |
| | Street Address 2 (Optional) | | | |
| | City | |] | |
| | State | • |] | |
| | Zip Code | |] | |
| | Back | Continue | | |
| ECSI Terms of Use - Privacy Statement - Site Map | | | | |
| © 2023 Educational Computer Systems, Inc. All Educational Computer Systems, Inc., NMLS ID 1 | rights reserved. 489841, NMLS Consumer Access: https : | //nmlsconsumeraccess.or | g/ | |

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.

| FOOL | | | | | Toll-Free +1 (888) 549-3274 |
|---------------|--------------------------------|--|---|---------------|--------------------------------|
| ECOI | Find Your Toy Documont | Download Forma | Hole Contor | Contact Up | Sign in R egister |
| nome | Find Your Tax Document | Download Forms | Help Center | Contact US | |
| Regi | ster | | | | |
| | | | | | |
| | F | ill in the form to creat your ECSI acco | e your profile to vie ounts together. | ew all | |
| | IMI reso rem | PORTANT: Security answer et your password at any time ember your answers for futur | s will be required if you r in the future. Be sure to re use. | need to | |
| | Pro | file Contact | Address | 2 Security | |
| | w | hat school did you attend for | sixth grade? 🔻 | | |
| | Se Ba | curity Answer 1 Itimore City Community Colle | ege | | |
| | In sp | what city did you meet your ouse/significant other? | • | | |
| | Se Ba | curity Answer 2 Iltimore | | | |
| | In jol | what town or city was your fi b? | rst full time 💌 | | |
| | Se Ba | curity Answer 3 Iltimore | | | |
| | \rightarrow | I'm not a robot | APTC - Terms | | |
| | | Back | Your Profile | <u> </u> | |
| | By th T | signing in to your ECSI profile at you have read, understand erms and Conditions and Pri | e, you acknowledge , and agree to the vacy Statement . | | |
| | | | | | |
| ECSI | Drivaou Statement - Site Mer | | | | |
| © 2023 Educat | ional Computer Systems, Inc. A | Il rights reserved. | | | |

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

O Congratulations! You have successfully created your user profile. Please sign in to connect and access your accounts.

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**.

| D D Cractine verification code - tables - Ebere: edu | | | | | | | Toll-Free +1 (888) 549-3274 |
|--|-----------------|---------------------------------------|---|-----------------------------|---------------------|------------|-----------------------------|
| 🕆 Balate 🖯 Anchine 🔓 Maye 🏳 Rag V 🗹 Mark Unneal 🗘 Syme 🗇 Report — | | ECSI | | | | | Sign In Register |
| One-time verification code | 0 - + - | Home | Find Your Tax Document | Download Forms | Help Center | Contact Us | |
| O MPA No-Reply «mla no-replyBiss globalpay.com- ter | Teday #13:53 PM | | | | | | |
| global payments | | Sign | In | | | | |
| Global Peyments - Action Required: One-time verification code | | | | To proceed, enter y | our verification co | de | |
| Hi Studert Ritz Hanna, Yau ner vervinning hab erreit betranser an engelett eine moche far a stra-ditter table iftet om tra and för antiberketerion | | | | Verification code 123455 | Verification Code : | Sent | |
| Planae erter the following code for welfdarity: 441729 | | | - | Continue | Cancel | | |
| If you halone you have received this email is error, please needs out to your system administrator. | | ECSI | | | | | |
| This is an automatically generated message from Global Payments. Replies are not manifored an answers th | | Terms of Use - Pr @ 2023 Education | rivacy Statement - <u>Site Map</u> nal Computer Systems, Inc. All rights | | | | |
| | | Educational Com | | | | | |

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.

