

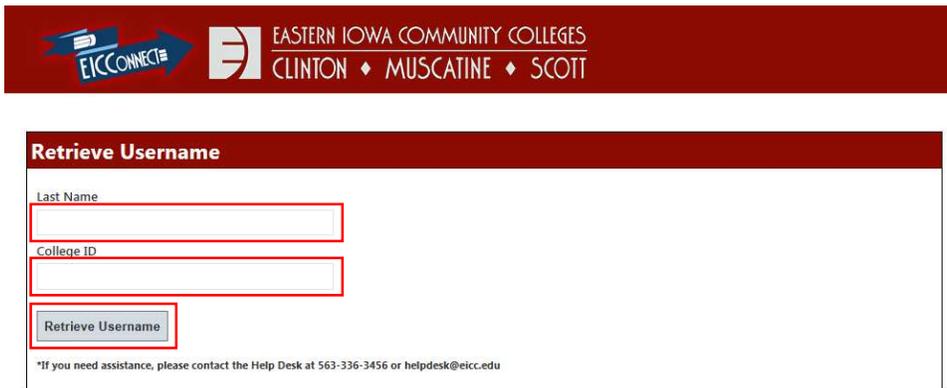
EICConnect Login Procedures

Retrieve Username (requires Last name and 7 digit College ID number)

1. Enter <http://www.eicc.edu/eicconnect> into the address bar of your internet browser and press enter.
2. Click on the 'What is my username' link under the Sign In button.



3. Add your Last name and 7 digit College ID number
4. Click on the Retrieve Username button



5. Your username is displayed in all lowercase. Click on the 'Please click here to return to the login page' link



Setting a Password (requires username and personal/ alternate email address)

1. Enter <http://www.eicc.edu/eicconnect> into the address bar of your internet browser and press enter.
2. Click on the 'Change or Reset Password' link under the Sign In button.



The screenshot shows the EICC Sign In page. At the top, there are logos for Eastern Iowa Community Colleges (Clinton, Muscatine, Scott) and The Community's College. Below the logos is the text "Sign in". There are two input fields: "EICCD Username" and "Password". Below the input fields is a blue "Sign in" button. At the bottom of the page, there are two links: "What is My Username" and "Change or Reset Password".

3. Add your username in all lowercase and your personal/ alternate email address that we have on file for you
4. Click on the Request Password button



The screenshot shows the "Request Password Reset" form. It has a title "Request Password Reset" and a sub-header "Please enter the following:". There are two input fields: "EICC User Name:" and "Personal/Alternate Email Address:". Below the "EICC User Name:" field is a red box containing the text "Do not place EICCD\ in front of your username or use your EICC email address". Below the "Personal/Alternate Email Address:" field is a red box containing the text "Do not use your EICC email address". Below the input fields is a "Request Password" button. At the bottom of the form, there is a note: "*If you need assistance, please contact the Help Desk at 563-336-3456 or helpdesk@eicc.edu".

When successfully sent, an email from no-reply@eicc.edu with the subject of EICC Password Recovery containing a 'Click here' link that's only valid for 1 hour is sent to your personal/ alternate email account. If not in the Inbox, check the Spam, Junk, or All Mail folder. (Scroll down and click on the More button to locate the All Mail and Spam folder if using a gmail account)



Email Success

We have sent an email to the requested address with instructions for resetting your password.
If you do not receive the reset link email in your inbox please check your junk/spam folder. It will come from no-reply@eicc.edu

- 5. You may have to mark the email as 'Not Spam' in order for the link to function correctly. Click on the 'Click here to change your password' link within the EICC Password Recovery email.

- EICC Password Recovery

no-reply@eicc.edu <no-reply@eicc.edu>
To: [REDACTED]

A request has been submitted to reset your EICC password. This will be valid for one hour.
[Click here to change your password.](#)

DISCLAIMER: This e-mail and any files transmitted with it are confidential and are intended solely for the use of the individual or entity to whom they are addressed. This communication may contain material protected by the attorney-client privilege. If you are not the intended recipient or the person responsible for delivering the e-mail to the intended recipient, be advised that you have received this e-mail in error and that any use, dissemination, forwarding, printing, or copying of this e-mail is strictly prohibited.

- 6. Add the at least 8 characters password containing at least 3 out of the 4 requirements of upper and lowercase letters, numbers, and/or symbols. It cannot contain any portion of your username.
- 7. Click on the Reset Password button



Reset Password

Your password must be a minimum of 8 characters with both upper and lower case letters and contain at least one number and/or special character. It cannot contain any portion of your username.

User Name: [REDACTED]

New password
[REDACTED]

Confirm new password
[REDACTED]

Error Code

Please contact the Help Desk if you receive an Error Code with the number and your 7 digit ID number (found in the upper right corner next to your name while logged into EICConnect) or your first name, last name, and birthdate.



Email failure. Please contact our Help Desk at 563-336-3456 and let them know that you received error code 101.
[Go Back](#)

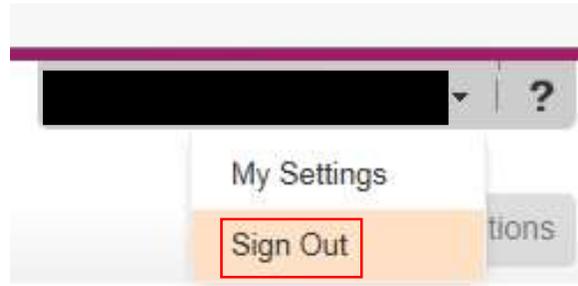
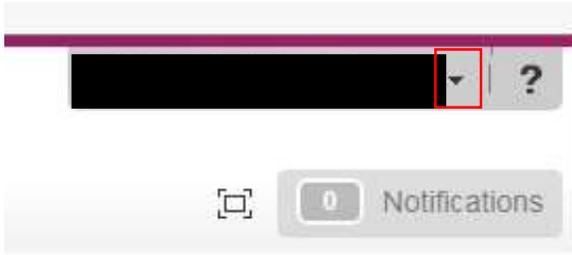
Logging Into EICConnect (requires a username in all lowercase and case sensitive password)

1. Enter <http://www.eicc.edu/eicconnect> into the address bar of your internet browser and press enter.
2. Add your username in all lowercase and your case sensitive password
3. Click on the Sign In button

The image is a screenshot of the EICConnect login page. At the top, it features the Eastern Iowa Community Colleges logo and 'THE Community's College' logo. Below the logos, the text 'Sign in' is displayed. There are two input fields: 'EICCD Username' and 'Password'. A blue 'Sign in' button is located below the input fields. At the bottom of the page, there are links for 'What is My Username' and 'Change or Reset Password'.

Logging Out of EICConnect

1. Click on the drop down arrow next to your 7 digit College ID number and Name
2. Click on the Sign Out button



@live.eicc.edu Email Accounts (requires setting Language and Time Zone)

Make sure you set the Language to English (United States) and the Time Zone to Central Time (US & Canada) the first time you access your @live.eicc.edu email account



If you have low vision and use a screen reader or high contrast settings, you can select the check box below to optimize Outlook Web App for this and all subsequent sessions. After you sign in, you can modify this choice at any time using Options.

Use the blind and low vision experience

Choose the language you want to use.

Language: English (United States) ▼

Time zone:



EICConnect Helpful Hints and Tips

1. For security purposes, EICConnect logs you out after 20 minutes of inactivity. Please try refreshing the page in the internet browser or log out, close all internet browser sessions, and log back in if you see an error message.
2. Your EICConnect password expires every 120 days and you cannot re-use the same password. For example, if a password was set to Abcdefg1, you can reset the password to Abcdefg2, Abcdefg!, Bbcdefg1, or etc.
3. Internet Explorer, Mozilla Firefox, and Google Chrome are the preferred browsers for EICConnect.
4. After 2 years of nonenrollment, your EICConnect account is no longer accessible. The EICConnect account is deactivated and @live.eicc.edu email address is deleted. Please contact the Help Desk for assistance with accessing your unofficial transcript.