



## AccessECC Portal Employee FAQs

### **Where do I log in to the AccessECC portal?**

You will see an AccessECC portal icon on the elgin.edu home page. You may also go to [elgin.edu/accessecc](http://elgin.edu/accessecc) to get to the log in screen.

### **When I log in why does it ask me if this is a private or public computer?**

As a security precaution if you select the public computer option you will automatically be logged off after a certain amount of idle time just in case you walk away from the computer for any reason.

### **Do I still use my same User ID and Password?**

Yes. Your User ID and password will be the same as the previous version of AccessECC as well as Desire 2 Learn and your student email account.

### **What if I can't remember my User ID and Password?**

When you click on the AccessECC link it will take you to the log in page. On the log in page there will be a button that says "Forgot User ID/Password?" Click on that and follow the steps for retrieving your User ID and creating your password.

### **What does the error message "Information Does Not Match" mean?**

If you are getting the error message "Information does not match" on the Show Me My User ID/Employee ID number screen, go back and review the directions to make sure you are entering in all of the necessary information in the format the directions are asking for. If you are using the last four digits of your SSN and everything is entered correctly, you may not have given us your SSN on your ECC application. If that is the case, you will need to use your ECC ID#.

### **What if I don't remember the answers to my security questions?**

If you are having issues answering a security question, try refreshing your browser or clicking the back button and you may receive a different question. At the time you created your account, you answered three security questions. When you go to reset your password, you will be asked one of these questions at random. Refreshing the screen will eventually give you a new question to answer. If you can't answer any of your questions, unfortunately due to privacy regulations we cannot reset security questions over the phone. You will have to come in with a photo ID in order for the questions to be reset.

### **Can I still do all the same things I used the older version of AccessECC for?**

Yes. All the old functions such as accessing your roster, posting grades, initiating retention alerts, viewing pay advices are all the same. You will be able to find them under the Self Service tab at the

right hand side of the screen. Faculty Information is where you would go to obtain your roster and post grades.

### **What's new and different about this version of AccessECC?**

There are many new features for students and employees that will make their online experience easier and more efficient.

- **Google Calendar-** On the left-hand side of the screen there will be a calendar that will automatically populate your classes that are linked in Ellucian.
- **Quick links to email accounts-** In the middle of your screen at the top you will see tabs for Outlook/Webmail and Faculty/Student gmail. If you click on these links you will be brought to the log-in screens for your email accounts.
- **Easy access to D2L and other ECC apps-** Gone are the days when you would have to leave AccessECC in order to do your work on D2L. You will see an APP to eTime and D2L. Under the ECC Apps tab, you will find quick and easy access to many other useful web services such as CurricuNet.
- **Announcements-** Campus-wide important due dates and other announcements will be clearly visible on the front page of your AccessECC account so that you can easily keep abreast of what is happening on campus.

### **Why do I still have to log in to my ECC email and D2L separately?**

Those two programs are run by software that is not yet compatible with the current AccessECC system. We are exploring the possibilities of a single log in feature and are looking forward to implementing in the future.

### **Why do I have access to the Student area?**

We thought it would be beneficial to give you access to the student area so that you could see what they see if a student came to you with questions.

### **Why is access loading so slowly when I use Google Chrome?**

We are currently working on addressing the issue, but you can still use Google Chrome as your web browser while on accessECC. If you are experiencing a longer than normal load time just click and highlight the URL in the address bar and hit the Enter key. You should then see the new log-in screen for accessECC.