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What is Heartland ECSI?

[Heartland ECSI \(Educational Computer Systems, Inc.\)](#) provides services related to student loan management, financial aid, and billing for universities. Most notably, it is used to process credit balance refunds for our eligible students who have elected to use direct deposit.

When is single sign-on (SSO) getting disabled and what does this mean?

The single sign-on access to ECSI will be disabled/shut off on **April 8, 2025**, and you will no longer be able to access your ECSI account without setting up your credentials directly in ECSI. Currently, students can access their ECSI account directly from the student portal without having to use log in credentials (a username and password). You will need to ensure that you have login credentials set up on or after the deadline above.

Why is single sign-on (SSO) getting disabled?

As we work to enhance your experience in the student portal, the interfacing of the two systems is no longer compatible.

Will I lose access to my account and need to create a new one?

The disablement of single sign-on on April 8, 2025, will not delete your information or your account in ECSI. You will not need to set up a new account and all your student-related information will be maintained in ECSI for direct deposit, etc. You will simply need to register and set up a username and password directly in ECSI utilizing your Heartland Key. If you set up your login credentials, you will not lose access to your account.

How do I obtain my Heartland Key?

Before setting up your credentials, you will need to receive your unique key from ECSI by email. If you cannot locate it, you can obtain it by:

- **Chat:** Using the chat application on the lower right side of ECSI's website (<https://heartland.ecsi.net/Index.html>) for assistance by typing "Log in help" then select "Need Heartland Key" and follow the prompts.
- **Call:** You can reach ECSI at 888-549-3274.

How do I get my credentials set up?

Once you have your Heartland Key, please follow these steps:

- Visit the ECSI's website: <https://heartland.ecsi.net/Index.html>.
- Navigate to the **Register** section.

2025 ECSI Login Credentials Set Up

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

Home Find Your Tax Document Download Forms Help Center Contact Us

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?](#)
The user name is required.

Password

[Forgot Password?](#)
The password is required.

Cancel

Register

AND CREATE A NEW PROFILE

Username

Password

Confirm Password

Cancel

- Create a **username and password** for your account and follow the prompts.

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

Home Find Your Tax Document Download Forms Help Center Contact Us

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

Last Name

Date of Birth

Phone Number (201) 555-0123

Phone Number Type

Email Address

Confirm Email Address

Back Continue

- Once you have confirmed your account, **sign in to Heartland ECSI**.

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

Home Find Your Tax Document Download Forms Help Center Contact Us

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?](#)
The user name is required.

Password

[Forgot Password?](#)
The password is required.

Cancel

Register

AND CREATE A NEW PROFILE

Username

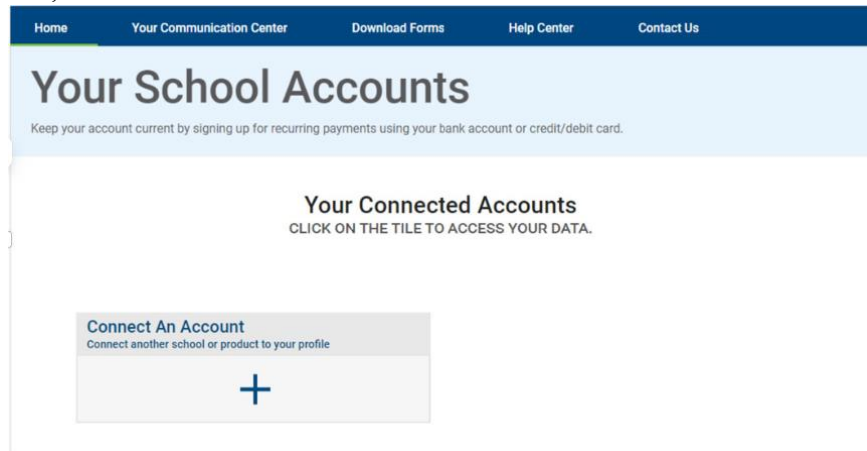
Password

Confirm Password

Cancel

2025 ECSI Login Credentials Set Up

- Once logged in, select **Connect An Account**.



- Enter Your **Heartland Key** and follow the prompts to finish setting up your account.

The screenshot displays a web interface for connecting and searching for Heartland accounts. On the left, under the heading "Connect An Account", users are instructed to enter their Heartland account details, with an example provided: AA00XX-12345678912. Below this is a text input field labeled "Heartland Account" and a blue "Connect" button. On the right, under the heading "Search for Heartland Account", users are prompted to click links for loan accounts, past due student accounts, or refund disbursement accounts. At the bottom, a message states: "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 »".

How do I create a strong password for my login credentials?

To create a strong password, consider the following:

1. Use a long and complex password that is at least 12 characters and contains upper case letters, lower case letters, numbers and symbols (e.g. !, @, #, etc.). Avoid using simple passwords like "password123" or including your birth year.
2. Do not reuse passwords. Each of your digital accounts should have a unique password. If one password gets compromised, all your other accounts should remain secure. If you are concerned about remembering your password, consider using a password manager.
3. Enable two-factor authentication (2FA) to add an extra layer of security. 2FA will require you to enter a second code (usually via push notification to your mobile device, text message or email).

Note: It is important to log out of your account after each use and to continually monitor your account to ensure its safety.

I have tried setting up my account and need assistance. Who should I contact?

We apologize for any inconvenience and encourage you to contact Heartland ECSI by calling 888-549-3274 for assistance or utilizing the chat functionality.