

Eastern Connecticut State University

Connecticut's Public Liberal Arts University

Password FAQ

 [Print version of Password FAQ](#)

- Are you getting "Error number: -2147022675" or "Incorrect parameters" types of error messages when you try to change your password?
- Have you forgotten your password?
- Do you think that your password may be expired and/or you are experiencing trouble changing it from off-campus?
- Are you a new or transfer student and don't know your username, password or email address?
- Are you having problems logging onto Eastern's WebCT Vista?
- Are you having problems logging onto OnlineCSU?
- Are you having problems logging onto E-Web Online Services?

The information on this page will help you to answer these questions. We recommend that you print the Password FAQ for easy reference by using the [Print version of Password FAQ](#) link at the top of this page.

IMPORTANT NOTE: All Eastern students have University computer, Eastern email and WebCT Vista accounts automatically generated upon registration. These accounts all use the same username and password. Your username must be typed completely in lowercase and passwords must be typed in whatever case is appropriate. New and transfer students **MUST** logon to either a University-owned computer or their Eastern email accounts (from on or off-campus) **BEFORE** attempting to logon to WebCT Vista. For complete information please visit the [Passport to Technology: Student Edition](#) website.

If you are getting "Error number: -2148022675" or "Incorrect parameters" types of error messages, (refer to example below), when you try to change your password from the Web follow these instructions:

Internet Service Manager

for Internet Information Server 6.0

Error number: -2147022675

Eastern Students:

- **NEW** The "Account" box will already be populated. While your Eastern email address is yourusername@stu.easternct.edu, the system requires the shorten version (@easternct.edu). Please leave the "Account box "as-is"
- If you see a "Domain" box, type in ec-resnet
- In the "Old password" box enter your existing Eastern technology account, (Eastern computer account/Eastern email/WebCT Vista), password
- In the "New password" box enter your new password. Remember it must conform to [Eastern's password rules](#) (see below)
- In the "Confirm password" box enter your new password again.
- Click OK
- You should see a message indicating your password was changed successfully

Eastern Faculty/Staff:

- **NEW** The "Account" box will already be populated; leave it as-is.
- If you see a "Domain" box, type in ec-admin
- In the "Old password" box enter your existing Eastern technology account, (Eastern computer account/Eastern email/WebCT Vista), password
- In the "New password" box enter your new password. Remember it must conform to [Eastern password rules](#) (see below)

- In the "Confirm password" box enter your new password again.
- Click OK
- You should see a message indicating your password was changed successfully

[Back to top](#)

Password Rules:

- Your password must contain 3 of the following 4 elements:
 - UPPERCASE LETTER(S)
 - lowercase letter(s)
 - Special characters such as & *! %\$...etc.
 - Number symbols such as 1 2 3 ...etc.
- Your password must not contain any part of your username
- Your password must be between 8 and 14 characters in length
- The system remembers your last 8 passwords and will not allow them to be used again

[Back to top](#)

Do you think that your password may have expired and/or you are experiencing trouble changing it from off-campus?

Eastern Students:

- Passwords expire 90 days from the date of creation. If you suspect your password may have expired, try logging on to your Eastern email account. If your password has expired you will be prompted during the logon attempt. You will be presented with a dialog box telling you that your password has expired. The dialog box provides you with the ability to change your password.

NEW The "Account" box will already be populated. While your Eastern email address is formatted as "yourusername@stu.easternct.edu", the system requires the shortened version (@easternct.edu). Please leave the "Account box "as-is"

The remaining fields are self-explanatory. Be sure that your new password conforms to the Password Rules. Refer to the Password Rules section of this document if you have any questions about the rules. After you have completed all the fields, click on the OK button. You should see a message indicating that your password was successfully changed. If not, please read the appropriate section on this page based on the error message that you receive.

IMPORTANT: If you see a message indicating that your password was successfully changed, please wait five (5) minutes before trying to logon to WebCT Vista. This allows time for the network to synchronize your new password to all servers.

Eastern Faculty/Staff:

- If you suspect your password may have expired, try logging on to your Eastern email account. If your password has expired you will be prompted during the logon attempt. You will be presented with a dialog box telling you that your password has expired. The dialog box provides you with the ability to change your password.

NEW The "Account" box will already be populated; please leave it as-is.

The remaining fields are self-explanatory. Be sure that your new password conforms to the Password Rules. Refer to the Password Rules section of this document if you have any questions about the rules. After you have completed all the fields, click on the OK button. You should see a message indicating that your password was successfully changed. If not, please read the appropriate section on this page based on the error message that you receive.

- For WebCT Vista password issues please email WebCTsupport@easternct.edu

[Back to top](#)

Don't remember your password?

Eastern Students:

- Eastern students, please call the Webb Hall 410 General Purpose Computer Lab for instructions on how to have your password reset. You may reach the lab by calling 860-465-4619. Listen to the hours and when prompted, press 2 to speak with a staff member for instructions on how to have your password reset.
- If you are on-campus, you may visit the Lab with photo ID and make the request in-person. If you have any questions, the Lab Staff can provide assistance. Once your password has been successfully changed and your logon completed, be sure you can logon to WebCT Vista and your Eastern email accounts before logging off.

Eastern Faculty/Staff:

- For Eastern email and computer account passwords Eastern faculty and staff members should call the ITS Help Desk at 860-465-4346 (x5-4346 from on-campus) for instructions.
- For WebCT Vista password issues please email WebCTsupport@easternct.edu

[Back to top](#)

**Are you getting "incorrect username or password" messages when you try to logon to WebCT Vista?
Are you unable to logon to WebCT Vista, but see no error messages? [Click here](#)**

All WebCT Vista users:

- If you are experiencing "incorrect username or password" errors when logging onto WebCT Vista and are positive that you are typing the username and password correctly, the problem is most likely caused by an expired password. Please remember that your username **MUST** be typed completely in lowercase letters and your password must be typed in whatever case is appropriate.

WebCT Vista will not prompt the user that the password has expired; it will only deny access and indicate an "incorrect username or password" error message on the WebCT Vista logon page. All WebCT Vista usernames and passwords are the same as your Eastern email and Eastern computer accounts. The password for all of these services expires every 90 days.

Students who log onto their Eastern email account or onto a University-owned computer are notified during each logon for the fourteen days prior to expiration that they should change their password. On the fourteenth day they would have been required to change the password before the logon would complete. However, some graduate students and students who live off campus may not use any of these services except for WebCT Vista and thus are not notified that their password is about to expire or has expired.

Any student who is experiencing "incorrect username or password" messages when they attempt to logon to WebCT Vista should do the following:

[Click here to open the MyECSU Student Portal in a new browser window](#) to allow you to refer back to this page for instructions as you proceed

Click on the Email link located in the center of the page.

Type in your username and password in the appropriate boxes and click on OK

If your password has, in fact, already expired, you will see a message to that effect and be prompted to change it using the dialog box which automatically appears.

Students should consult the instructions at the top of this page for instructions on how to complete the "Password Change" dialog boxes.

Once you have changed your password successfully, you will receive a message on-screen notifying you that your password was successfully changed. You should allow your Eastern email to fully load. Once your Eastern email is loaded, you can logoff, using the logoff button located on the lower left and close the browser when prompted.

You should then go to the WebCT Vista logon page and be able to logon to WebCT Vista with your newly created password.

If you do not remember your password, please contact the Webb Hall 410 Lab at 860-465-4619 and request assistance.

As always, please do not hesitate to contact us via email to WebCTsupport@easternct.edu if you have any questions, suggestions or concerns.

Eastern Faculty/Staff:

- Please contact WebCTsupport@easternct.edu or call the Center for Instructional Technology @x5-5793 if you are experiencing username/password issues with WebCT Vista
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Are you unable to logon to WebCT Vista, but see no error messages?

If you are unable to logon to WebCT Vista, but see no error messages, check to see if you have a "pop-up blocker" installed and running. Pop-up blocking software is not compatible with WebCT Vista and must be disabled. If your computer has a pop-up blocker enabled, please consult the documentation for the pop-up blocker for information on how to disable it. Be sure to run the "Check Browser" by clicking [here](#) or from the link on the WebCT Vista Logon Page to be certain that your web browser is properly configured.

[Back to top](#)

Are you having problems logging onto E-Web Online Services?

Eastern Students:

- E-Web Online Services is Eastern's student information system. Students access grades, register for course, view course schedules and more. You logon to the secure areas in E-Web by using your Eastern Student ID number and your E-Web PIN. If you do not remember your PIN you must call the ITS Help Desk at 860-465-4346 (on-campus call: x5-4346) for assistance. [Click here for complete information how to access and use E-Web Online Services.](#)

Eastern Faculty/Staff:

- Eastern faculty and staff should contact ITS Help Desk by calling x5-4346 for support.
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Are you a new or transfer Eastern student?

If you are a new or transfer student and don't know what your Eastern username, password or Eastern email address [click here](#) to find out how to determine it from the Web.

[Back to top](#)

[ECSU Home](#) | [Contact Us](#) | [Site Search](#) |