Frequently Asked Questions

Q: Why am I unable to enroll on MyECU?

1. Incoming freshmen will be required to meet with their Advisor before they can enroll
2. Select Student tab
3. Select correct Semester
4. Select Registration and Semester Schedule
5. Select Add Drop Courses and then
6. Select Term Example: SP 2015
7. Note time for eligibility for enrollment such as 7am vs. 7pm. Look for the banner of information on the Registration and Semester Schedule tab in MyECU.
8. If the error message states “Student eligibility failed”
9. Go to the Registration and Semester Schedule page which contains course search or add and drop courses links.
10. This page contains an alert banner stating the holds and what action needs to be taken to have the holds removed.

Q: How can I login to Blackboard since I've recently changed my name?

A: You need to contact the Help Desk because Blackboard will not be updated with your name change performed in the records office. We will need to place a work order to allow you to regain access.

Q: Does the Help Desk work on student electronic devices?

A: We are not allowed to service your electronic device due to liability issues. You will need to contact a computer repair service. We will assist you in understanding the issue but are not permitted to work on personal devices.

Help us help you

When calling the help desk, 1. Provide student ID and as much detail as possible. This enables us to resolve your issue quickly. 2. Provide us the error message. 3. Length of time the issue has occurred. 4. Let us know if you’ve called before. We are here to help with your questions and problems. You’re the reason the Help Desk is here so don’t hesitate to contact us.
How do I obtain my User name and password?

Log onto www.ecok.edu. Click the login link. Click the password reset link. Enter your social security number, birthday and then press the reset pass button.

It will now display your user name and password. This is what you will need to log in to MyECU, computers, email, and Blackboard. Please be aware there will be a two hour delay before you can log into your email. Pay attention to capitals in your password Example: x5yW32U4. Some user names will have a number at the end. Example: bocdnw1.

Your password will expire 90 days after your reset your password. You will need to repeat this process every 90 days to retain access.

You do have the option of customizing your password but we recommend you keep the default password.

Never allow another student to use your ECU user name and password. When you provide someone with your user name and password not only do they have access to the computer workstations but MyECU as well. This access allows them to see your financial information, grades, and most crucial part of your social security number and date of birth. This could cause your identity to be stolen.

How do I get my email address?

Your email will be your user name followed by email.ecok.edu. Use only your user name to log into email.

Why can’t I login to my Blackboard Class?

New students to ECU can’t log into Blackboard until the first day of class. For example, even if you have a spring semester class that does have Blackboard you will not have access to that class until the start date. If the class starts March tenth you will not have access until March tenth. Returning students will be able to log into Blackboard but the new classes will not show under my courses until the first day of class.

A dropped class is appearing on My Courses field. Will I be charged?

Classes listed under My Courses will not be charged to you. You will only be charged for a class if it is still listed under MyECU.

If you have dropped a class it will still appear on your Blackboard. Classes are not removed until midway though the semester. Under My Coursers you can change the settings to hide unwanted classes.

My class has Blackboard but why doesn’t it show under My Courses?

First contact your instructor and verify that the class does have Blackboard. Then you will need to contact the Help Desk with your student ID, course number, and section number. You will be provided with an incident ID. Contact your instructor and give them your Incident number. This will insure that you do not get behind on your work.

The help desk assists with Blackboard classes?

The help desk can help with Blackboard but please be aware that instructors are able to design Blackboard courses to look different than the standard default. Due to the varying layouts you may need to visit us in person located in Danley Hall 102.

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Q: I’m getting emails from the Help Desk to log in?

A: The Help Desk will never ask for your user name and password via an email. We operate by using your six digit ECU ID. We never ask for your social security number. Delete all emails requesting you to sign in with your ECU Campus user name and password.

Q: Connecting to the campus Wi-Fi?

A: There are now several options to select from to connect to the campus Wi-Fi.

Currently the wireless is being perfected and you currently must use “TigernetOpen” No password needed

In the future you will be able to access “Tigernet” It will require your ECU user name and password.

“Tigerguest” is for anyone visiting the campus. It does not require a user name or password.

“Tigerevents” will be used for large campus activities. A password will be provided for the event.

“Tigergame” will be used for gaming or streaming. A password will be provided by the Resident Assistants in the dorms.

“Tigersports” will be used for sporting activities. A password will be provided for the even