

## Student Technology Resources at a Glance

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PLEASE KEEP THIS FOR YOUR RECORDS.

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### Your PirateID and Passphrase

You have been assigned a PirateID and initial passphrase. This is also used to access your ECU e-mail account.

**PirateID** (may be referred to as your username/user ID): This is how you are identified for logging into most computing resources at ECU. It is made up of your initials and birth date (MMDD).

You can also find your PirateID by going to [www.ecu.edu](http://www.ecu.edu) and selecting the  icon. Type your last name and first name and click "Search." Your e-mail address will be displayed. Your PirateID is the first part of your e-mail address (excluding "@ecu.edu").

**Passphrase:** This is just a password that you set for your accounts. **Your initial passphrase is a dollar symbol (\$) followed by your ECU ID. Your ECU ID can be found in your First Year Center letter, which should arrive after your Admissions letter; see below for additional information on your ECU ID.**

In order to log into resources such as OneStop and Piratemail, you must first register your PirateID. In order to do this, follow the steps below:

- Go to [www.ecu.edu](http://www.ecu.edu) (the ECU Web site) and select the **PID** icon.
- Enter your PirateID.
- In the "Old Passphrase" field, enter your initial passphrase, then enter a new passphrase and confirm it.


**Helpful Hint:** Passphrases must contain characters from three of the four following categories: uppercase letters, lowercase letters, numbers, and special characters (\*, #, @, etc.). Your new passphrase cannot contain any part of your PirateID and must be at least eight characters in length. *You will be required to change your passphrase online at least once every 90 days.*

- Enter an alternative e-mail address (like a Hotmail or Yahoo! account) where you can receive notifications in case you are unable to access your Piratemail account.
- Select three security questions and provide answers you can remember.
- This process will register your PirateID and allow you to manage it yourself online.

### Your ECU E-Mail Account


You are provided an ECU e-mail account. Students are encouraged to check their e-mail account regularly for important announcements and messages from campus. For more information, visit [www.ecu.edu/itcs/studentemail.cfm](http://www.ecu.edu/itcs/studentemail.cfm).

You can check your e-mail from the ECU Web site:

- Go to [www.ecu.edu](http://www.ecu.edu) (the ECU Web site).
- Select the  icon to go to the E-mail and Phone Web page.
- Select "Access Your E-mail Via the Web."
- Enter your PirateID and passphrase.


## OneStop

OneStop is ECU's "one stop" for everything! You can review financial aid information, register for courses, look up your grades, and access a number of useful tools.


- Go to [www.ecu.edu](http://www.ecu.edu) (the ECU Web site) and select the  icon.
- Enter your PirateID and passphrase.

## Your ECU ID

You have also been assigned a unique "ECU Banner ID number" that identifies you as a student at East Carolina University. Your ECU ID is also known as your Banner ID and is different than your PirateID. This ID will be required for very important functions such as registering for orientation, checking financial aid, and taking placement tests for math, chemistry, and foreign languages.

**Helpful Hint:** If you forget your ECU ID or passphrase, go to [www.ecu.edu](http://www.ecu.edu), select the  icon, and answer your security questions to gain access to your ECU ID, change your passphrase, and/or unlock your account.

You can also find your ECU ID in OneStop:

- Go to [www.ecu.edu](http://www.ecu.edu) (the ECU Web site) and select the  icon.
- Enter your PirateID and passphrase.
- From the "Tools" page, select "What is My ECU (Banner) ID?" located in the Banner box.

## Technology Help

The IT Help Desk, online at [www.help.ecu.edu](http://www.help.ecu.edu), offers technical assistance to ECU students, including software support, answers to general technology-related questions, getting connected to the university network, and more.

### IT Help Desk

Regular Hours: Monday–Friday, 8:00 a.m.–5:00 p.m.

After-Hours Student Support: Sunday–Thursday, 24 hours a day

Friday–Saturday, 8:00 a.m.–8:00 p.m.

Phone Support: 252-328-9866; Toll Free: 1-800-340-7081

## Computer Requirements

A number of ECU's academic programs require or recommend that their students have access to a computer in order to complete course work. Students are NOT REQUIRED to purchase a specific computer brand, although they may benefit greatly from purchasing one of the recommended models from the preferred vendors through the ECU Dowdy Student Stores. For more information, visit [www.ecu.edu/ace](http://www.ecu.edu/ace).

## ACE Student Computer Support Center

The ACE program works with hardware and software companies to provide you discount pricing on computers, software, and peripherals that can be purchased through the ECU Dowdy Student Stores. The ACE Student Computer Support Center—located in 101 Austin on Main Campus and 3536 Laupus Library on the Health Sciences Campus—provides technical assistance to students with ACE and non-ACE laptops. For ECU students not enrolled in a requiring program, purchase of a computer is OPTIONAL; however, any student can take advantage of the special pricing and support. Visit the ACE program Web site at [www.ecu.edu/ace](http://www.ecu.edu/ace) to find out more about this service.

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For more information, visit our "admitted student checklist" at [www.ecu.edu/admissions](http://www.ecu.edu/admissions).