All San Jacinto College students are required to retrieve their account before they can access a majority of College systems. The Account Claim Process allows new users to generate security questions for their account, create a password, and retrieve their User ID. Users can claim their account by completing the following steps:

1. Visit the SOS Login page at www.sanjac.edu/soslogin and click on the Please click here to claim your account link.

2. If you encounter an error that states There is a problem with this website’s security certificate, click on Continue to this website.
3. Under Step 1, enter your first name, last name, zip code, and date of birth in the provided fields. When selecting the date of birth field, you will receive a calendar pop-down. Use the available drop-down menus to select the month/year and then click on the correct date.

*Tip: You can also manually enter the date in a MM/DD/YYYY format (Example: 02/04/1984).*

4. Click on the **Computer Usage Policy** link and read the document (opens in a new window).

5. Place a check in the box next to **I certify that I have read the policy on computer privileges and responsibilities and I agree to abide by this policy** and then click on **Next**.

**IMPORTANT NOTE:**

The information provided on this screen **MUST** match what was provided on the application.

Additionally, please ensure that you use the correct format for the **Date of Birth** field (slashes must be included). If you use the provided calendar to select the month, year, and date, the slashes will be included.

If either of these are not followed, you will receive an **Incorrect Answers** error message and will be forced to start over.

**IMPORTANT NOTE:**

If you forget to place a check in the provided box indicating you have read the **Computer Usage Policy**, you will receive an **Incorrect Answers** error message and will be forced to start over.
6. On the next page, enter a password for your account in the **New Password** and **Verify New Password** fields. Once entered, click on **Next**. Password must be at least 8 characters long, contain at least 1 number, and at least 1 special character.

7. On the next page, you will receive confirmation that your password has successfully been changed. In addition, note the provided G# (username) for future use.
8. Enter an answer in the provided text field for the displayed **Pre-Defined Questions**.

9. If you would like to add an additional security question, click on **Add Optional User Defined Question**. Each click will add another security question to your account. For each entry, add a question in the left text field and an answer in the right text field.

10. If you would like to remove the question, click the **Remove Optional User Defined Question** button.

11. Once finished, click on **Next**.

12. You will now receive a message stating **Your challenge questions were successfully updated**. You may now exit the system at this time.

At this point, your account has successfully been claimed. Visit the SOS System at [www.sanjac.edu/soslogin](http://www.sanjac.edu/soslogin) and verify you are able to log into SOS with your G# and the password you created.