

All San Jacinto College students are required to retrieve their account before they can access most of the College's computer systems and other services. The Account Claim Process allows new users to generate security questions for their account, create a password, and retrieve their student username. Users can claim their account by completing the following steps:

1. Visit the Claiming Your Account page at <https://www.sanjacits.org/getting-account> and click on the **CLAIM ACCOUNT** button under STEP 2: Claim Your Account To Activate section of the page.

STEP 2: Claim Your Account To Activate

You will receive an email notifying you to claim your account & retrieve your logon information.



Click on the link in the email or **the button to claim your account.**

2. A new page will open for the Claim Account process. Under *Step 1*, enter your First Name, Last Name, Home Zip Code, and Birth Date in the provided fields. When typing in your Birth Date, please ensure it is typed in the following format: YYYY-MM-DD (Example: 2003-06-06)

Step 1

Answer the following questions to claim your account:

First Name: *

Last Name: *

Home Zip Code: *

Birth Date yyyy-mm-dd: *

User Agreement

Computer Usage Policy

I certify that I have read the policy on computer privileges and responsibilities and I agree to abide by this policy. *

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 (dashes must be included).

If either of these are not followed, you will receive the **Claim My Account Operation Failed** error message and will be forced to start over.

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



The screenshot shows a 'User Agreement' page with a 'Computer Usage Policy' link highlighted in a red box. Below the link is a checkbox that is currently unchecked. A red arrow points to the checkbox. To the right of the screenshot is a blue box with white text.

IMPORTANT NOTE:

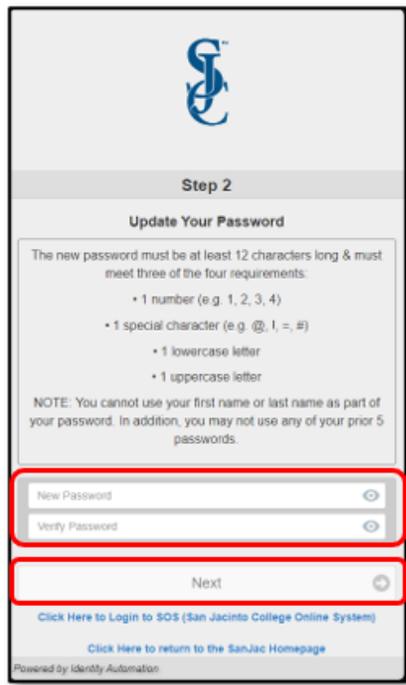
If you forget to place a check in the provided box indicating you have read the **Computer Usage Policy**, you will receive an **Incorrect Answers** error message and will be forced to start over.

4. 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**.



The screenshot shows the 'User Agreement' page with the 'Computer Usage Policy' link highlighted in blue. The checkbox below it is now checked. The 'Next' button at the bottom is highlighted with a red box.

5. On the next page, under *Step 2*, enter a password for your account in the **New Password** and **Verify New Password** fields. Once entered, click on **Next**.
- Notice that you are required to choose a password that meets the current requirements. All passwords must contain the following:
 - Must be at least 12 characters to a maximum of 16 characters and include at least three of the following: 1 number (e.g., 1, 2, 3, 4), 1 special character (e.g., \$, #, &, *), 1 upper case letter, or 1 lower case letter.



The screenshot shows the 'Step 2: Update Your Password' page. It features the SJC logo at the top. Below the logo, the text reads: 'The new password must be at least 12 characters long & must meet three of the four requirements: • 1 number (e.g. 1, 2, 3, 4) • 1 special character (e.g. @, !, =, #) • 1 lowercase letter • 1 uppercase letter'. A note states: 'NOTE: You cannot use your first name or last name as part of your password. In addition, you may not use any of your prior 5 passwords.' Below the text are two input fields: 'New Password' and 'Verify Password', both highlighted with a red box. Below the fields is a 'Next' button, also highlighted with a red box. At the bottom, there are two links: 'Click Here to Login to SOS (San Jacinto College Online System)' and 'Click Here to return to the SanJac Homepage'. The page is powered by Identity Automation.

6. Under *Password Change Complete*, you will receive a confirmation that your password has successfully been changed. In addition, note the provided **username** for future use.

Password Change Complete

Your password was successfully changed. Please do **NOT** click your browser's back button.

[Blurred Username]

Pre-Defined Questions

What is your mother's maiden name?
Enter your answer

What city were you born in?
Enter your answer

User Defined Questions

User Defined Question?
User Defined Questions

Add Optional User Defined Question

Next

[Click Here to Login to SOS \(San Jacinto College Online System\)](#)

[Click Here to return to the SanJac Homepage](#)

Powered by Identity Automation

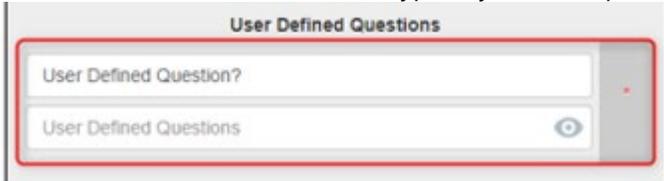
7. Answer each of the **Pre-Defined Questions** in the provided text fields. Each response must be at least three characters long.

Pre-Defined Questions

What is your mother's maiden name?

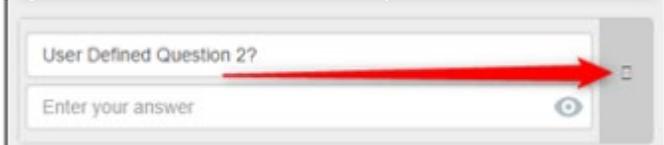
What city were you born in?

8. Under **User Defined Questions**, type in your own question and provide an answer to that question.



The screenshot shows a form titled "User Defined Questions". It contains two input fields: "User Defined Question?" and "User Defined Questions". A red box highlights the entire form area.

9. If you would like to remove the question, click the **delete (trash can)** button.



The screenshot shows the same form as in step 8, but with a red arrow pointing to a trash can icon (delete button) next to the question input field.

10. 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.



The screenshot shows a button labeled "Add Optional User Defined Question" with a red border.

IMPORTANT NOTE:

By answering these questions, you will have full access to reset your password online in the event that you forget your password in the future.

Students should provide answers that are accurate and easy to remember.

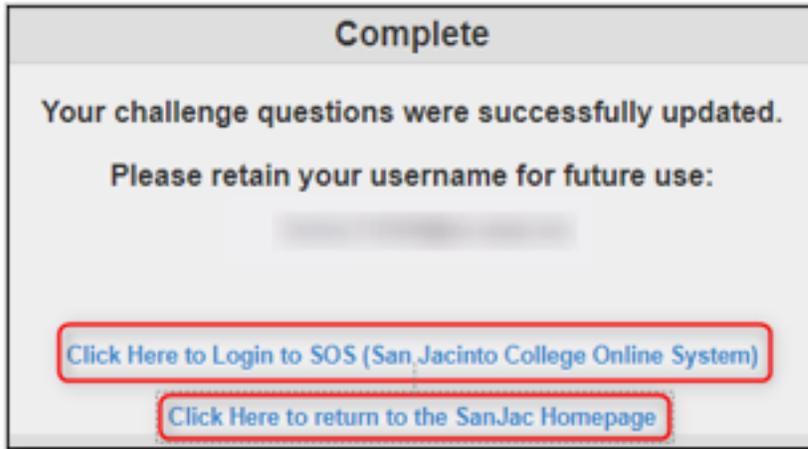
Answers must be at least three characters long.

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



The screenshot shows a button labeled "Next" with a right arrow icon and a red border.

12. You will now receive a message stating **Your challenge questions were successfully updated**. You may now close your browser or click on any of the two links provided on this page.



Congratulations, your account has successfully been claimed! You should now be able to login to apply for scholarships at <https://sjcd.academicworks.com>. Once you are notified by San Jacinto College Admissions that you have been accepted, you can click on the SOS button on the SOS login page at www.sanjac.edu/soslogin, to verify that you can log into SOS with your username and the password you created.