

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 **click here to claim your account** link.

SOS Login

Welcome to SOS, the secure San Jacinto College Online System for Students (Credit and Continuing Education) and Employees.

Students	Employees
If you are a First Time User, have never claimed your account, or set up a password for SOS, click here to claim your account.	If you are a new hire or have not registered your account, click here to register.
Please use your Student ID 'G' Number (ex. G00430697) and the password chosen when your account was claimed, to log into your account.	Please use your network credentials (firstname.lastname) and your network password to log into your account.
Forgot Your Password?	
Students may change their SOS and Office 365 password by using the Password Self-Service System .	Employees who have registered their account, can reset their password by using the Password Self-Service System .
If you need further assistance, please call Tech Support at 281-998-6137.	If you need further assistance, please call Tech Support at 281-998-6137.

User ID:

Password:

[Forgot Password](#)

- Under Step 1, enter your first name, last name, zip code, and date of birth in the provided fields. When typing in your date of birth, please ensure it is typed in the following format: MM/DD/YYYY (Example: 06/09/1985)

Step 1

Answer the following questions to claim your account:

First Name: *

Last Name: *

Home Zip Code: *

Birth Date mm/dd/yyyy: *

User Agreement

[Computer Usage Policy](#)

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 (slashes 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.

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

Step 1

Answer the following questions to claim your account:

First Name: *

Last Name: *

Home Zip Code: *

Birth Date mm/dd/yyyy: *

User Agreement

[Computer Usage Policy](#)

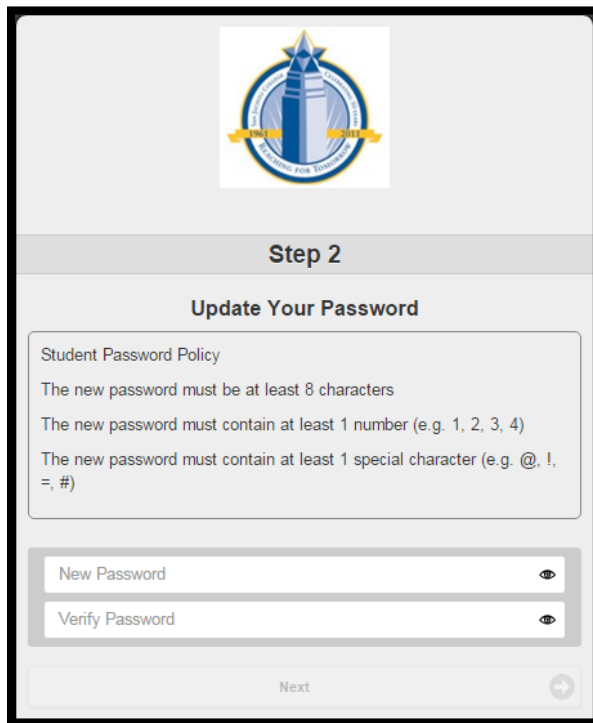
certify that I have read the policy on computer privileges and responsibilities and I agree to abide by this policy. *

Next

IMPORTANT NOTE:

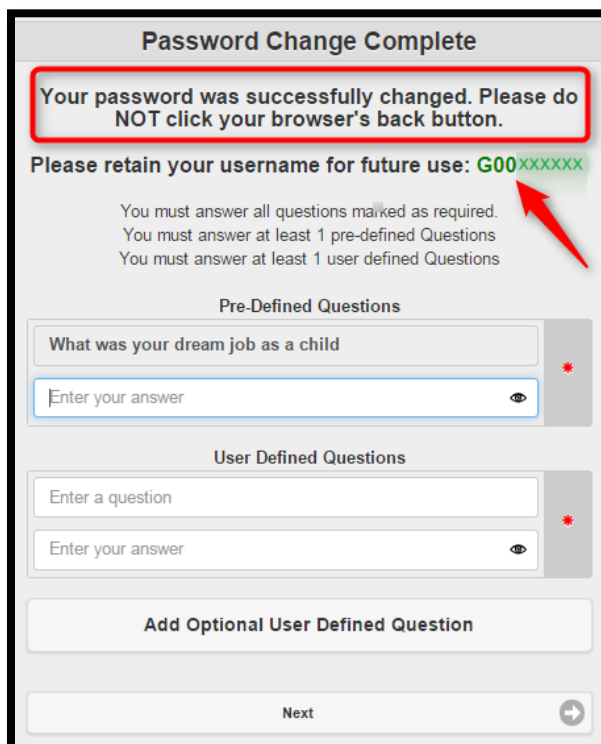
If you forget to place a check in the provided box indicating you have read the **Computer Usage Policy**, you will receive an **Incorrect Answers** error message and will be forced to start over.

- 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.



The screenshot shows a web interface for updating a password. At the top is the SJC logo. Below it, the heading 'Step 2' is followed by 'Update Your Password'. A box titled 'Student Password Policy' lists requirements: at least 8 characters, at least 1 number, and at least 1 special character. Below the policy are two input fields: 'New Password' and 'Verify Password', each with a toggle icon. A 'Next' button with a right arrow is at the bottom.

- 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.



The screenshot shows a confirmation page titled 'Password Change Complete'. A red-bordered box contains the message: 'Your password was successfully changed. Please do NOT click your browser's back button.' Below this, it says 'Please retain your username for future use: G00XXXXXX' with a red arrow pointing to the text. Three requirements are listed: 'You must answer all questions marked as required.', 'You must answer at least 1 pre-defined Questions', and 'You must answer at least 1 user defined Questions'. The page has two sections: 'Pre-Defined Questions' with a question 'What was your dream job as a child' and an answer field; and 'User Defined Questions' with a question field and an answer field. Both sections have a red asterisk. At the bottom is an 'Add Optional User Defined Question' button and a 'Next' button with a right arrow.

7. Enter an answer in the provided text field for the displayed **Pre-Defined Questions**.
The response must be at least three characters long.
8. Under **User Defined Questions**, type in your own question and provide an answer to that question.
If you would like to add an additional security question, click on **Add Optional User Defined Question**. Each click will add another security questions to your account.
9. If you would like to remove the question, click the **delete (trash can)** button.

The screenshot shows a form with the following sections:

- Pre-Defined Questions:** A question "What was your dream job as a child" with a text input field containing "*****" and a red asterisk to its right.
- User Defined Questions:** A question "What city were you born in?" with a text input field containing "*****" and a red asterisk to its right.
- User Defined Questions (Optional):** A section with "Enter a question" and "Enter your answer" fields. A red arrow points from the "Enter your answer" field to a trash can icon.
- Buttons:** "Add Optional User Defined Question" and "Next" (with a right arrow icon).

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.

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

The screenshot shows a "Complete" message screen with the following content:

- Complete**
- Your challenge questions were successfully updated.
- Please retain your username for future use:
G00XXXXXX
- Two links are provided: "Click Here to Login to SOS (San Jacinto College Online System)" and "Click Here to return to the SanJac Homepage". Both links are highlighted with red boxes.
- Powered by Identity Automation

At this point, 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 the San Jacinto College Admissions Office/Enrollment Management Center that you have been accepted, you may visit the SOS System at www.sanjac.edu/soslogin and verify you are able to log into SOS with your G# and the password you created.