

The San Jacinto College Password Self-Service System enables students to reset their password quickly and conveniently online. By utilizing this service, you can change your password and gain access to a variety of SJC systems; including SOS, Blackboard, and student email.

Please be advised that the Password Self-Service System can only be used by students who have successfully set up security questions for their account.

New students should automatically be prompted to answer their security questions when setting up their account. Current/Former students will need to access this system and set up their security questions before being able to reset their password online.

Please review the following FAQ regarding the Password Self-Service System. If none of the information provided resolves your issue or answers your questions, please contact Tech Support at 281.998.6137 for further assistance.

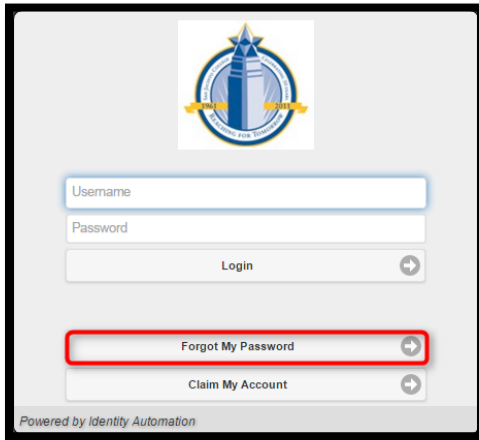
Frequently Asked Questions

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I can't remember my password, but I did answer my security questions. How do I reset my password?

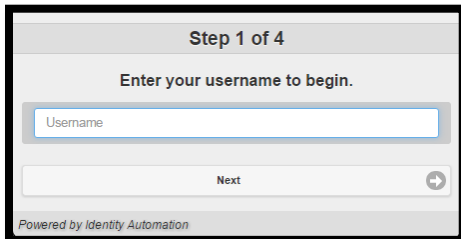
If you have forgotten your password and need to reset it, please follow these steps:

1. Visit the Self-Service System at www.sanjac.edu/password.
2. At the login screen, click on the **Forgot My Password** link.



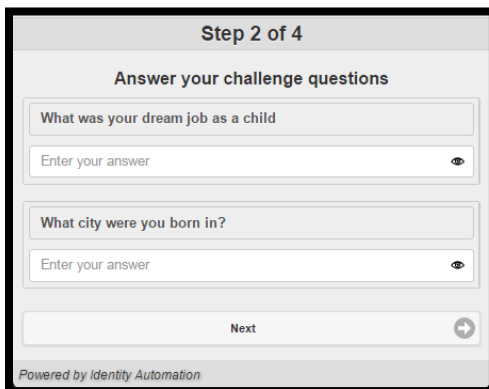
The screenshot shows the login interface for the SJC Self-Service System. At the top center is the SJC logo. Below it are two input fields: 'Username' and 'Password'. Underneath these fields is a 'Login' button with a right-pointing arrow. Below the 'Login' button is a 'Forgot My Password' button, which is highlighted with a red rectangular box and also has a right-pointing arrow. At the bottom is a 'Claim My Account' button with a right-pointing arrow. The text 'Powered by Identity Automation' is visible at the bottom left of the interface.

3. A new window or browser tab will open. When prompted, enter your username and click on **Next**.
For students, this will be your G#. (Example: G00430697)



The screenshot shows 'Step 1 of 4' of the password reset process. The heading is 'Step 1 of 4' and the instruction is 'Enter your username to begin.' Below this is a 'Username' input field. At the bottom of the form is a 'Next' button with a right-pointing arrow. The text 'Powered by Identity Automation' is visible at the bottom left.

4. Next, you will be asked to provide an answer to your challenge questions. Enter the answer(s) you initially provided (when setting up your challenge questions) and click on **Next**.



The screenshot shows 'Step 2 of 4' of the password reset process. The heading is 'Step 2 of 4' and the instruction is 'Answer your challenge questions'. There are two challenge questions, each with an input field and a right-pointing arrow icon to its right. The first question is 'What was your dream job as a child' and the second is 'What city were you born in?'. Below the input fields is a 'Next' button with a right-pointing arrow. The text 'Powered by Identity Automation' is visible at the bottom left.

- On the next screen, you will be asked to set up a new password. Enter your new password in the **New Password** and **Verify New Password** fields. Click on **Next**.

The screenshot shows the 'RAPIDIDENTITY' interface for 'Step 3 of 4'. The header 'RAPIDIDENTITY' is in red and grey. Below it, 'Step 3 of 4' is centered. A warning message reads: 'Fill out the following fields to change your password. Failure to change your password on this screen may result in the disabling of your account.' A box titled 'Student Password Policy' lists requirements: 'The new password must be at least 8 characters', 'The new password must contain at least 1 number (e.g. 1, 2, 3, 4)', and 'The new password must contain at least 1 special character (e.g. @, !, =, #)'. Below this 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. The footer says 'Powered by Identity Automation'.

- You will now receive confirmation that your password has been changed.

The screenshot shows the 'RAPIDIDENTITY' interface for 'Step 4 of 4'. The header 'RAPIDIDENTITY' is in red and grey. Below it, 'Step 4 of 4' is centered. A confirmation message reads: 'Password change complete. Click [here](#) to go on to your original destination.' The footer says 'Powered by Identity Automation'.

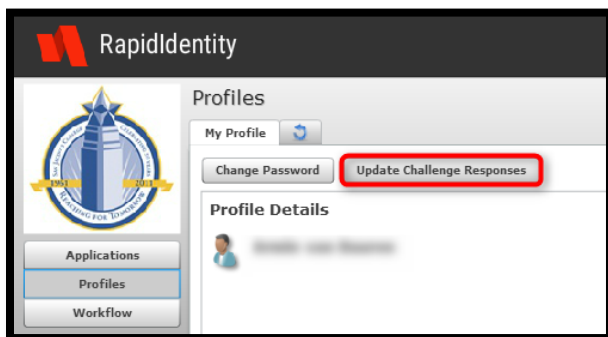
I know my password, but I need to answer/update my security questions. How do I do this?

If you need to update your security questions, you can do so by completing the following steps:

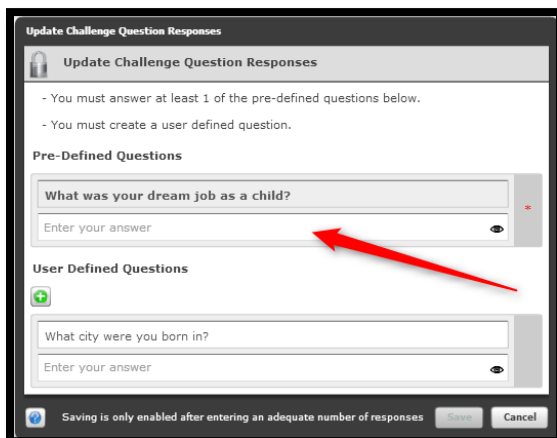
1. Log into the Self-Service System at www.sanjac.edu/password.



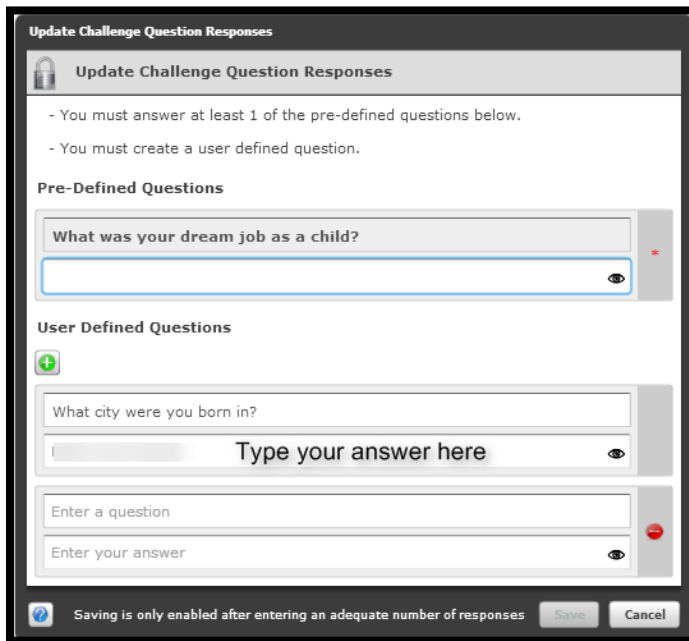
2. On your account homepage, click on the **Update Challenge Responses** button near the top of the page.



3. In the dialog box that appears, enter an answer for all **Pre-Defined Questions** listed.

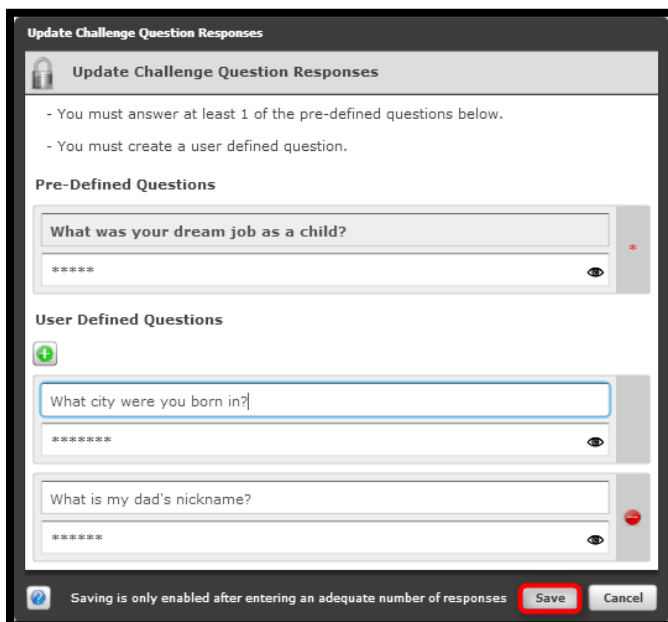


4. You can also update, add, or delete questions of your own by completing the following:



The screenshot shows a web form titled "Update Challenge Question Responses". It contains instructions: "You must answer at least 1 of the pre-defined questions below." and "You must create a user defined question." Under "Pre-Defined Questions", there is a dropdown menu with "What was your dream job as a child?" and a text input field. Under "User Defined Questions", there is a green plus icon, a text input field with "What city were you born in?", a text input field with "Type your answer here", and a red minus icon. At the bottom, there is a status message "Saving is only enabled after entering an adequate number of responses" and "Save" and "Cancel" buttons.

- If you had previously set any **User Defined Questions** and would like to keep them, enter an answer in the provided text fields.
 - If you would like to add additional questions, click on the green plus symbol. Enter a question and answer in the provided fields.
 - If you would like to remove a question, click on the red minus symbol directly to the right of the question and answer.
5. When you are satisfied with the security questions you have in place, click on **Save**.



This screenshot is identical to the previous one, but the "Save" button at the bottom is highlighted with a red box, indicating that the user has completed the form and is ready to save their changes.

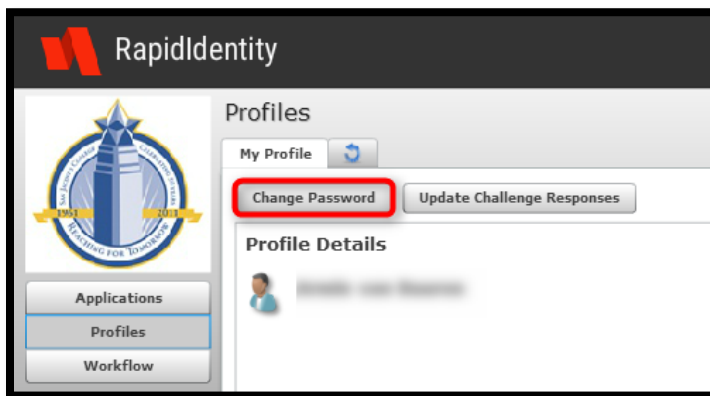
I know my password, but I want to change it. How do I do this?

Students who wish to use this system in order to update their password can do so by completing the following steps:

1. Log into the Self-Service System at www.sanjac.edu/password.



2. On your account homepage, click on the **Change Password** button near the top of the page.



3. In the dialog box that appears, enter your current password in the provided **Your Current Password** field. Then enter a new password into both the **New Password** and **Confirm New Password** fields.

Notice that, in order to change your password, you are required to choose a password that meets the current requirements. All passwords must contain the following:

- a. Must be at least 8 characters long
- b. Must contain at least 1 number (e.g., 1, 2, 3, 4)
- c. Must contain at least 1 special character (e.g., \$, #, &, *)

If your new password does not contain all of the above, you will be presented with an error that states **New Password Does Not Meet Complexity Requirements**.

**Password does not meet requirements.
Notice red error below?**

The screenshot shows a 'Change Password' dialog box with a title bar containing a lock icon and the text 'Change Password'. Below the title bar, there is a section titled 'Student Password Policy' with the following text: 'The new password must be at least 8 characters', 'The new password must contain at least 1 number (e.g. 1, 2, 3, 4)', and 'The new password must contain at least 1 special character (e.g. @, !, =, #)'. There are three input fields: 'Your Current Password:', 'New Password:', and 'Confirm New Password:'. All fields contain asterisks. A red error message 'New Password Does Not Meet Complexity Requirements' is displayed at the bottom. At the bottom of the dialog, there are three buttons: a help icon, a disabled 'Change Password' button, and a 'Cancel' button.

**Password does meet requirements. Click
on Change Password!**

The screenshot shows a 'Change Password' dialog box with a title bar containing a lock icon and the text 'Change Password'. Below the title bar, there is a section titled 'Student Password Policy' with the same text as the previous screenshot. There are three input fields: 'Your Current Password:', 'New Password:', and 'Confirm New Password:'. All fields contain asterisks. A green success message 'New Password Meets Complexity Requirements' is displayed at the bottom. At the bottom of the dialog, there are three buttons: a help icon, an active 'Change Password' button, and a 'Cancel' button.

- When you are satisfied with the password selected, click on **Change Password**.

This screenshot is identical to the one above, showing the 'Change Password' dialog box with the green success message. A red arrow points from the 'Confirm New Password' field down to the 'Change Password' button at the bottom of the dialog.

I can't log in and I have forgotten the answers to my security questions.**What do I do?**

If you have forgotten your password, as well as the answers to the security questions associated with the account, please contact Tech Support for further assistance. One of our analysts can manually reset the password after confirming identity.

Once an analyst has assisted in resetting your password, it is highly recommended that you log into the **Password Self-Service System** so that you can review and make any necessary changes to your security questions. For more information, please refer to: I know my password, but I need to answer/update my security questions.

**I can't log in and my security questions haven't been answered yet. What do I do?
(Error Message: Your Challenge Questions are not yet up to date.)**

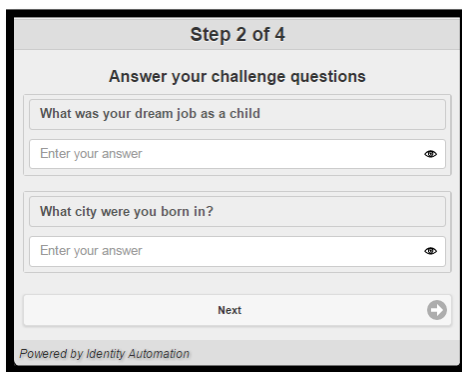
In order to use the Password Self-Service System to change an account password, students are required to set up one or more security questions for their account. These questions are used to validate a user's identity when attempting a password reset online.

Students are prompted to set up these security questions when setting up their account. All new SJC students are required to complete this process before accessing SOS or using the Password Self-Service System. Current/Former students are not required to re-setup their account; however, they are encouraged to do so in order to set up these security questions and generate a unique password for their account. For more information, please refer to the ***How to Claim or Retrieve Your Account*** document located on the SOS Login Page.

Error: [Name] Requires 3 matching char sets...

When attempting to reset a forgotten password online, you may come across this error if the new password you are entering does not match the password requirements set forth at San Jac. If you encounter this error while resetting a forgotten password:

1. Click on **Start Over**.
2. You will be redirected back to the beginning of the reset process. Enter your username and then click on **Next**.
3. Answer the provided security questions and then click on **Next**.



Step 2 of 4

Answer your challenge questions

What was your dream job as a child

Enter your answer

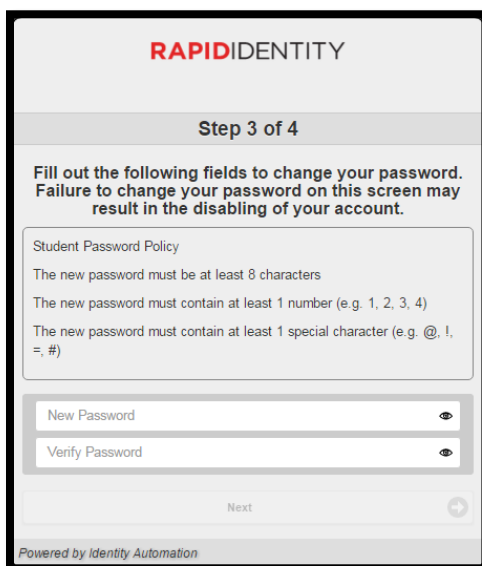
What city were you born in?

Enter your answer

Next

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4. Enter a new password for your account. Remember passwords must contain the following:
 - a. Must be at least 8 characters long
 - b. Must contain at least 1 number (e.g., 1, 2, 3, 4)
 - c. Must contain at least 1 special character (e.g., #, \$, %, *)
5. Click on **Next** to finish.



RAPIDIDENTITY

Step 3 of 4

Fill out the following fields to change your password.
Failure to change your password on this screen may result in the disabling of your account.

Student Password Policy

The new password must be at least 8 characters

The new password must contain at least 1 number (e.g. 1, 2, 3, 4)

The new password must contain at least 1 special character (e.g. @, !, =, #)

New Password

Verify Password

Next

Powered by Identity Automation

Error: Authentication Failed

Users may receive an **Authentication Failed** error if incorrect answers to their security questions were provided when attempting to reset a forgotten password online. If you encounter this error:

1. Click on **Start Over**.
2. Repeat the steps outlined in ***I can't remember my password, but I did answer my security questions. How do I reset my password? (Page 2)***, making sure to provide the correct answers to your security questions when prompted.

If you have forgotten the answers to your security questions and need assistance, please call our Tech Support Office at 281.998.6137 for further assistance. Upon verifying identity, one of our analysts will be able to reset your password and assist with updating the answers to your security questions.

Error: Incorrect Username and/or Password

Users may receive an **Incorrect Username and/or Password** error when using the Self-Service System if the username or password provided is incorrect. If you encounter this error:

1. Try logging into the system again. Remember, your username will be your Student ID (G#) and your password will be the same password used to log into SOS, a campus computer, or your student email.
2. If you are still unable to log in and your security questions have been set up, you can reset your password using the Password Self-Service System at www.sanjac.edu/password.

If this does not resolve the problem, please contact Tech Support at 281.998.6137 for further assistance. Upon verifying identity, one of our analysts will be able to reset your password over the phone and provide your Student ID, if necessary.

Error: The current password provided was incorrect

When attempting to change your password using SanJac’s Self-Service System, users may experience this error if they enter their current password incorrectly during the change process. If you encounter this error:

1. Click on **OK** to clear the error message.
2. Repeat the steps outlined in *I know my password, but I want to change it. How do I do this? (Page 6)*, making sure to enter your current password correctly when prompted.

What special characters can I use in my password?

At this time, students can use any special character in their password, ***with the exception of an apostrophe (').***

Characters a student can use include:

Exclamation Point	!	Shift+1	“At” Symbol	@	Shift+2
Pound Sign	#	Shift+3	Dollar Sign	\$	Shift+4
Percentage	%	Shift+5	Ampersand	&	Shift+7
Asterisk	*	Shift+8	Hyphen	-	
Period	.		Equal Sign	=	