

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.

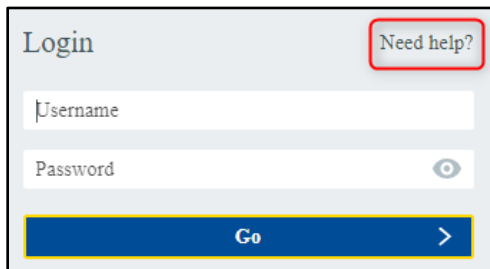
Frequently Asked Questions

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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 **Need help?** link followed by **Forgot My Password**.



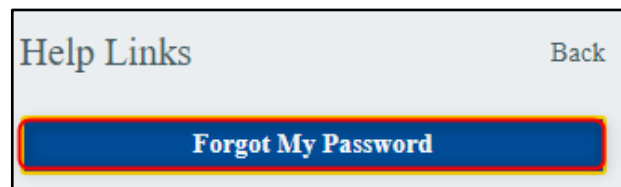
Login

Need help?

Username

Password

Go

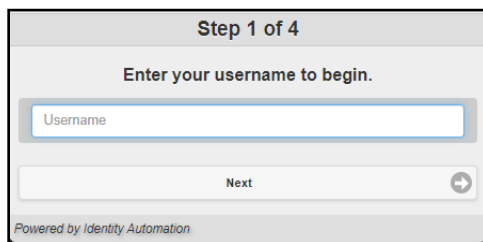


Help Links

Back

Forgot My Password

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)



Step 1 of 4

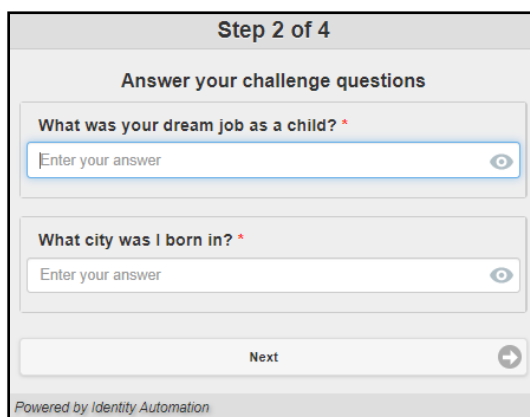
Enter your username to begin.

Username

Next

Powered by Identity Automation

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**.



Step 2 of 4

Answer your challenge questions

What was your dream job as a child? *

Enter your answer

What city was I born in? *

Enter your answer

Next

Powered by Identity Automation

- 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**.



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 to a maximum of 16 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

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





Step 4 of 4

Password change complete.

You may now close this window.

Powered by Identity Automation

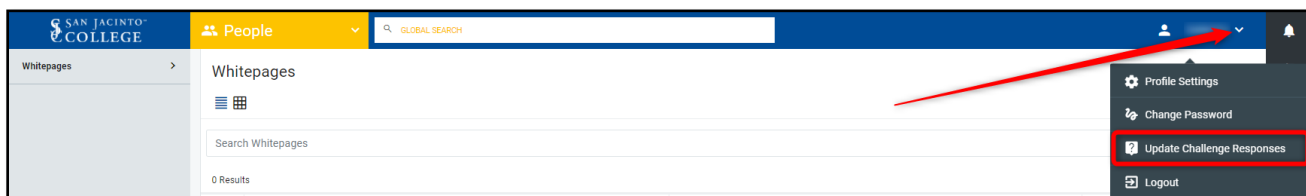
I know my password, but I need to answer/update my security questions. How do I do this?

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

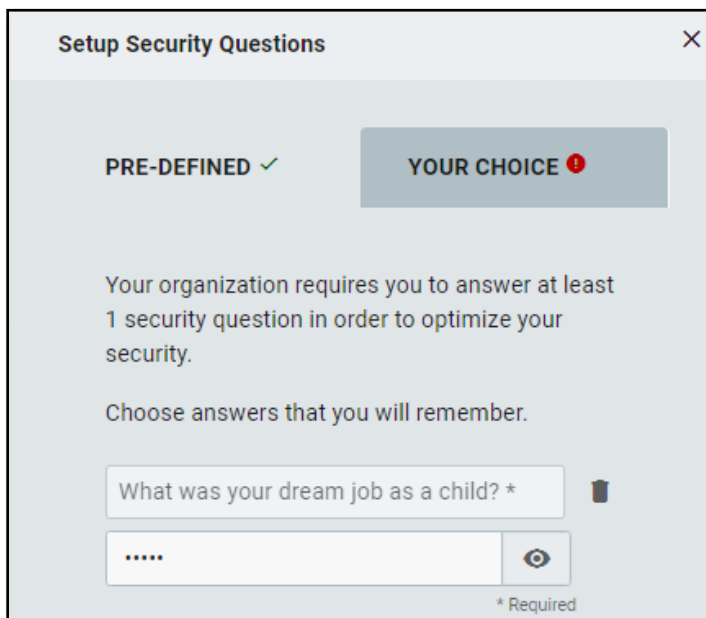
1. Log into the Self-Service System at www.sanjac.edu/password.



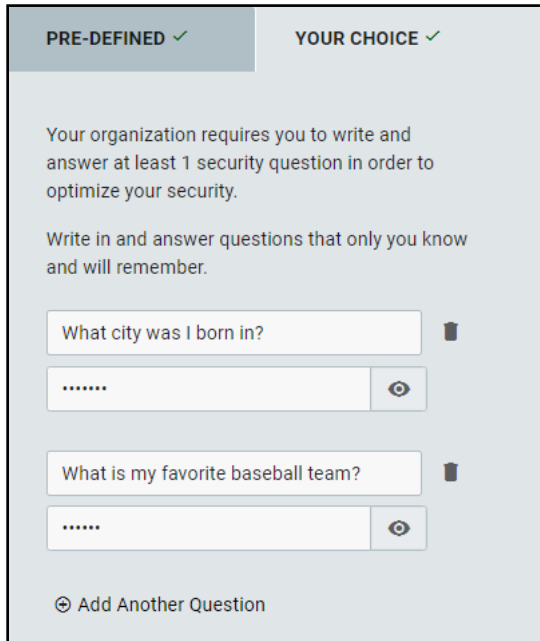
2. On your account homepage, click the down arrow to the right of your name and then click **Update Challenge Responses**.



3. In the “Setup Security Questions” window, enter an answer for the **Pre-Defined** question.

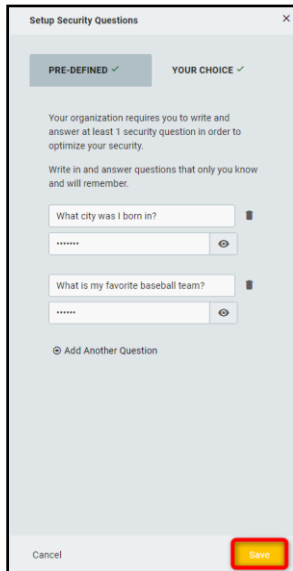


- Click the “Your Choice” tab and enter an answer for your personalized security questions.



The screenshot shows the 'YOUR CHOICE' tab selected. It contains the following text: 'Your organization requires you to write and answer at least 1 security question in order to optimize your security.' and 'Write in and answer questions that only you know and will remember.' Below this are two question entries. The first is 'What city was I born in?' with a trash can icon to its right. Below the question is a text input field with a password mask (dots) and a visibility toggle icon. The second question is 'What is my favorite baseball team?' also with a trash can icon to its right, followed by a similar text input field with a password mask and visibility toggle. At the bottom, there is a link that says 'Add Another Question' with a plus icon.

- If you had previously set any personalized questions “**Your Choice**” and would like to keep them, enter an answer in the provided text fields.
 - If you would like to add additional questions, click **Add Another Question**. Enter a question and answer in the provided fields.
 - If you would like to remove a question, click on the trash can directly to the right of the question.
- When you are satisfied with the security questions you have in place, click **Save**.



The screenshot shows a dialog box titled 'Setup Security Questions'. It has a close button (X) in the top right corner. The 'YOUR CHOICE' tab is selected. The content is identical to the previous screenshot, including the instructions, the two questions with their respective input fields and trash icons, and the 'Add Another Question' link. At the bottom of the dialog, there are two buttons: 'Cancel' on the left and 'Save' on the right.

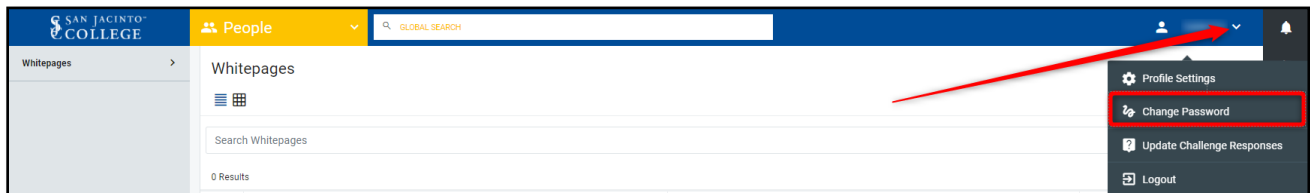
I know my password, but I want to change it. How do I do this?

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 the down arrow to the right of your name and then click **Change Password**.



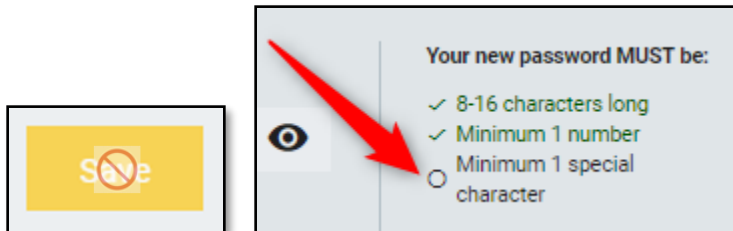
3. In the window that appears, enter your current password in the provided **Current Password** field. Then enter a new password into both the **New Password** and **Confirm New Password** fields.

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 to a maximum of 16 characters
- b. Must contain at least 1 number (e.g., 1, 2, 3, 4)
- c. Must contain at least 1 special character (e.g., \$, #, &, *)

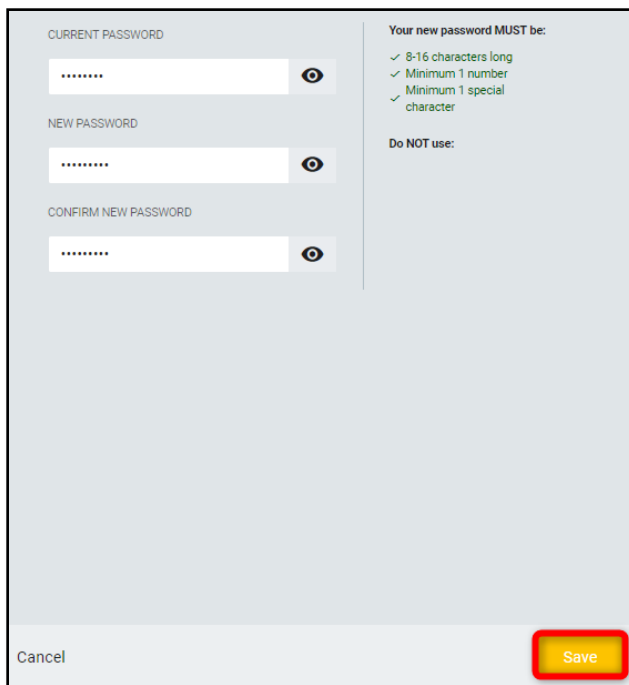
If your new password does not meet the requirements, you will notice that you will not be able to click “Save”. In addition, you will see which requirement have not been met by reviewing the information under “Your new password MUST be”.

Password does not meet requirements. Notice how I cannot click Save and I am also informed which requirements have not been met?

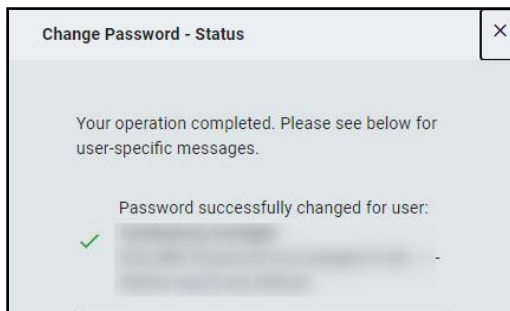


Password does meet requirements. Click Save!

4. When you are satisfied with the password selected, click **Save**.

A screenshot of the password change form. It features three input fields: "CURRENT PASSWORD", "NEW PASSWORD", and "CONFIRM NEW PASSWORD", each with a password mask and an eye icon. To the right, the "Your new password MUST be:" section shows three requirements, all of which are checked: "8-16 characters long", "Minimum 1 number", and "Minimum 1 special character". Below this, the "Do NOT use:" section is empty. At the bottom, there is a "Cancel" button on the left and a "Save" button on the right.

5. You will receive confirmation that your password was successfully changed. Click **Close**.



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 over the phone 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: 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 the “x” 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	=	