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 password.sanjac.edu

2. At the login screen, click on the Need help? link followed by Forgot Password.

3. A new window or browser tab will open. When prompted, enter your username, and click on Next. If you don’t remember your username, please refer to I do not know my username; how do I locate this? (Page 10)

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

6. You will now receive confirmation that your password has been changed.
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 password.sanjac.edu
   a. Enter your student email address as your username, click on Go.

2. On your account homepage, click the down arrow to the right of your name and then click Reset Challenge Responses.
3. In the “Setup Security Questions” window, enter an answer for the “PRE-DEFINED” questions.
4. Click the **YOUR CHOICE** tab and review your personalized security question. You will have the opportunity to make changes.

<table>
<thead>
<tr>
<th>Setup Security Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PRE-DEFINED</strong></td>
</tr>
<tr>
<td><strong>YOUR CHOICE</strong></td>
</tr>
</tbody>
</table>

Your organization requires you to write and answer at least 1 security question in order to optimize your security.

Write in and answer questions that only you know and will remember.

- **User Defined Question**
  
  "....."

- **Save**

- If you had previously set any personalized **YOUR CHOICE** questions and would like to keep them, enter an answer in the provided text fields.

5. When you are satisfied with the security questions you have in place, click **Save**.
I know my password, but I want to change it. How do I do this?

Students who need to update their password can do so by completing the following steps:

1. Log into the Self-Service System at password.sanjac.edu
   a. Enter your student email address as your username, click on Go.

   ![Login screen](image)

   b. Enter your password, click on Go.

   ![Login screen](image)

2. On your account homepage, click the down arrow to the right of your name and then click Change Password.

   ![Profile Settings](image)

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

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

   a. 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
      - 1 lower case letter
If your new password does not meet the requirements, you will not be able to click “Save”. In addition, you will see which requirement(s) are not met by reviewing the information under “Your new password MUST be”. See the examples below:

In this example, the NEW PASSWORD does not meet requirements. Notice how the “Save” is disabled when you mouse over the option, and you are informed the requirements have not been met.

4. When you are satisfied with the password selected, click Save.
5. You will receive an onscreen confirmation that your password was successfully changed. Click the X in the upper right or Close at the bottom left to close this message window.
I do not know my username; how do I locate this?

If you have forgotten your username for the Password Self Service system, you can use the following as your username:

- Your student email address. Your student email address will be your last name dot first initial the last six numbers of your student G# followed by @stu.sanjac.edu: (LastName).(FirstInitial)(LastSixG#)@stu.sanjac.edu.
  - For example, if your name is John Doe and your student G# is G00430697, your email address will be: Doe.J430697@stu.sanjac.edu

If you are still having trouble accessing the password self-service system, please reach out to TechSupport at 281-998-6137 and our analysts will be able to help you access the system.

Example:
Student Email Address:

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 will manually reset the password over the phone after confirming your 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.)

To use the Password Self-Service System to change an account password, students are required to set up 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 set up these security questions and generate a unique password for their account. For more information, please refer to the How to Claim 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 email address. 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 password.sanjac.edu.

If this does not resolve the problem, please contact Tech Support at 281.998.6137 for further assistance. Upon verifying your identity, one of our analysts will reset your password over the phone and provide your username or student G#, if necessary.

Error: The current password provided was incorrect

When attempting to change your password using San Jac’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, except for an apostrophe (‘).

Special characters a student can use include:

<table>
<thead>
<tr>
<th>Exclamation Point</th>
<th>!</th>
<th>Shift+1</th>
<th>“At” Symbol</th>
<th>@</th>
<th>Shift+2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pound Sign</td>
<td>#</td>
<td>Shift+3</td>
<td>Dollar Sign</td>
<td>$</td>
<td>Shift+4</td>
</tr>
<tr>
<td>Percentage</td>
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<td>Ampersand</td>
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<tr>
<td>Asterisk</td>
<td>*</td>
<td>Shift+8</td>
<td>Hyphen</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>Period</td>
<td>.</td>
<td></td>
<td>Equal Sign</td>
<td>=</td>
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