

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.

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## Frequently Asked Questions

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I can't remember my password, but I did answer my security questions.

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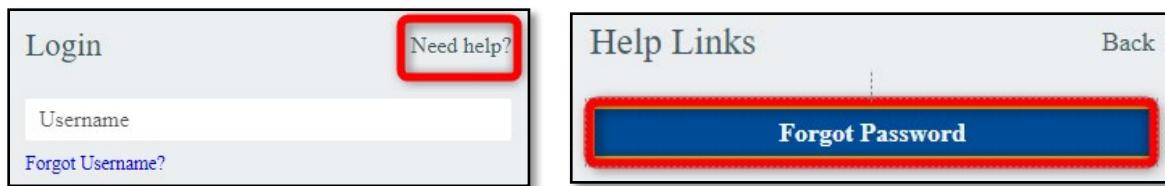
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## I can't remember my password, but I did answer my security questions. How do I reset my password?

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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](http://password.sanjac.edu)
2. At the login screen, click on the **Need help?** link followed by **Forgot Password**.



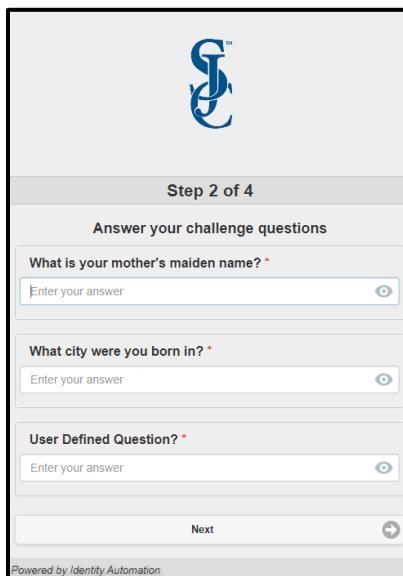
The image contains two side-by-side screenshots. The left screenshot shows a 'Login' screen with fields for 'Username' and 'Forgot Username?'. A red box highlights the 'Need help?' link above the forgot password link. The right screenshot shows a 'Help Links' page with a single 'Forgot Password' button, which is also highlighted with a red box.

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 9)**



The image shows a 'Step 1 of 4' form. It has a 'Username' input field with a blue border, a 'Next' button, and a note at the bottom: '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**.

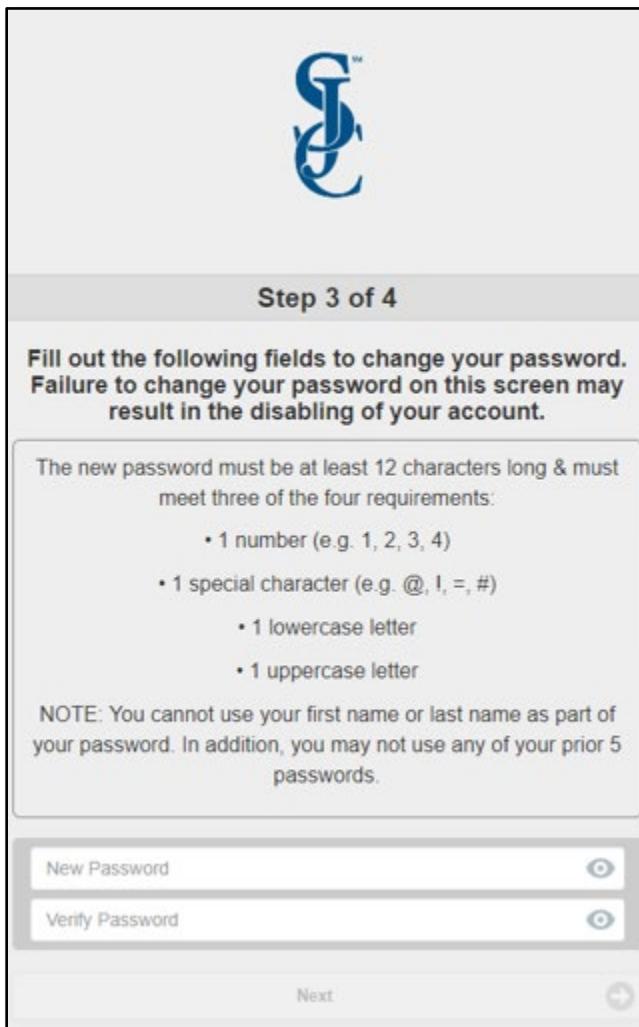


The image shows a 'Step 2 of 4' form titled 'Answer your challenge questions'. It contains three questions with input fields:

- What is your mother's maiden name? \*
- What city were you born in? \*
- User Defined Question? \*

Each question has an 'Enter your answer' input field with a blue border. A 'Next' button is at the bottom.

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.



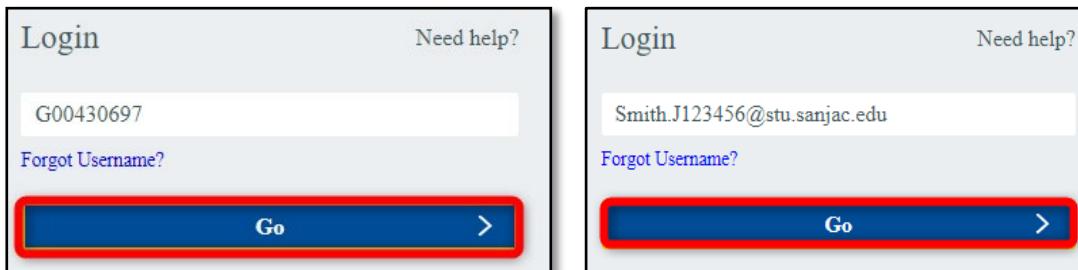
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**I know my password, but I need to answer/update my security questions.  
How do I do this?**

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

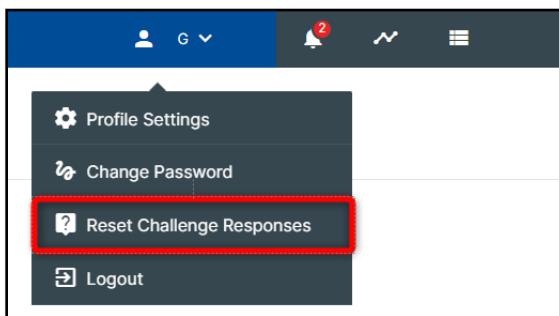
1. Log into the Self-Service System at [password.sanjac.edu](http://password.sanjac.edu)
  - a. Enter your student G# or student email address as your username, click on **Go**.



- b. Enter your password, 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.

**Setup Security Questions**

**PRE-DEFINED** !      **YOUR CHOICE** !

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You are required to answer a minimum of 3 security questions – 2 Pre-Defined & 1 Your Choice. Complete the questions below & then click Your-Choice tab to create your own security question.

Choose answers that you will remember.

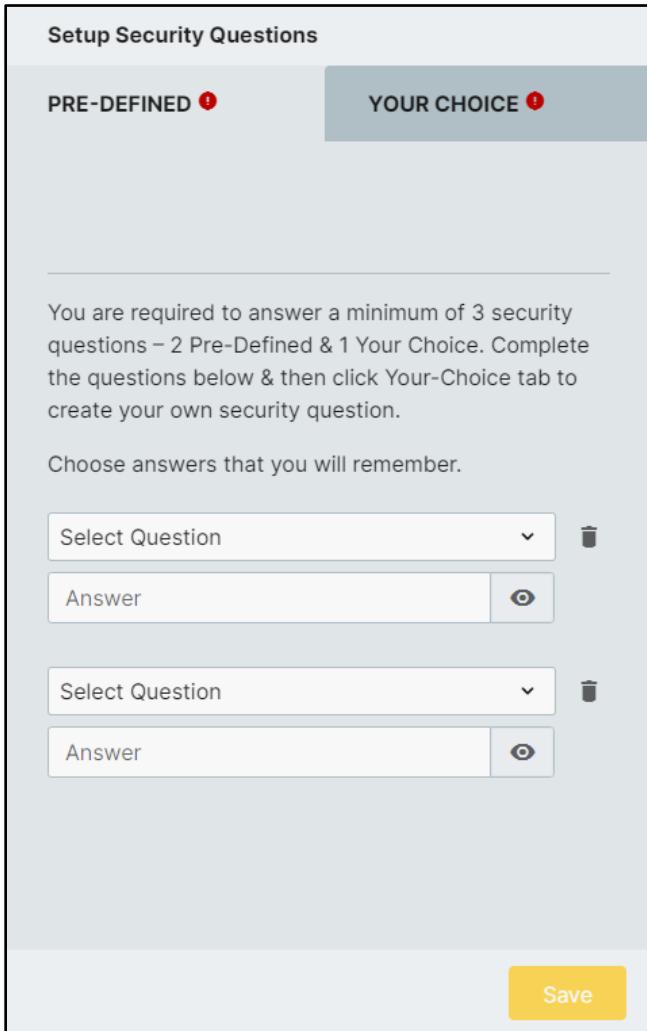
Select Question ✖

Answer ✖ (eye)

Select Question ✖

Answer ✖ (eye)

**Save**



4. Click the “**YOUR CHOICE**” tab and review your personalized security question. You will have the opportunity to make changes.

The screenshot shows a web-based application titled "Setup Security Questions". At the top, there are two tabs: "PRE-DEFINED" and "YOUR CHOICE", with "YOUR CHOICE" being the active tab, indicated by a green checkmark icon. Below the tabs, a message states: "Your organization requires you to write and answer at least 1 security question in order to optimize your security." Another message below it says: "Write in and answer questions that only you know and will remember." There is a text input field labeled "User Defined Question" containing "....." and a "Save" button at the bottom right.

- 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**.

The screenshot shows the same "Setup Security Questions" page with the "YOUR CHOICE" tab selected. It now displays two security questions. The first question is "What is your mother's maiden name?" with an answer of ".....". The second question is "What city were you born in?" with an answer of ".....". Both questions have their respective "Delete" and "Edit" icons next to them. The "Save" button is highlighted with a red border at the bottom right.

## 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:

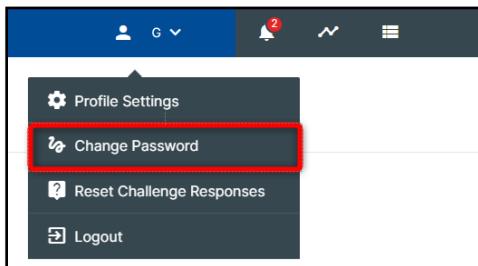
1. Log into the Self-Service System at [password.sanjac.edu](https://password.sanjac.edu)
  - a. Enter your student G# or student email address as your username, click on **Go**.

The image contains two side-by-side screenshots of a web-based login interface. Both screenshots show a 'Login' header and a 'Need help?' link. In the first screenshot, the 'Username' input field contains the string 'G00430697'. In the second screenshot, the 'Username' input field contains the string 'Smith.J123456@stu.sanjac.edu'. Below each input field is a blue 'Go' button with a white arrow icon, which is highlighted with a thick red border in both cases.

- b. Enter your password, click on **Go**.

The image shows a single screenshot of a web-based login interface. It features a 'Login' header and a 'Need help?' link. The 'Password' input field is filled with five asterisks ('\*\*\*\*\*'). To the right of the input field is a small eye icon. Below the input field is a blue 'Go' button with a white arrow icon, which is highlighted with a thick red border.

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



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:

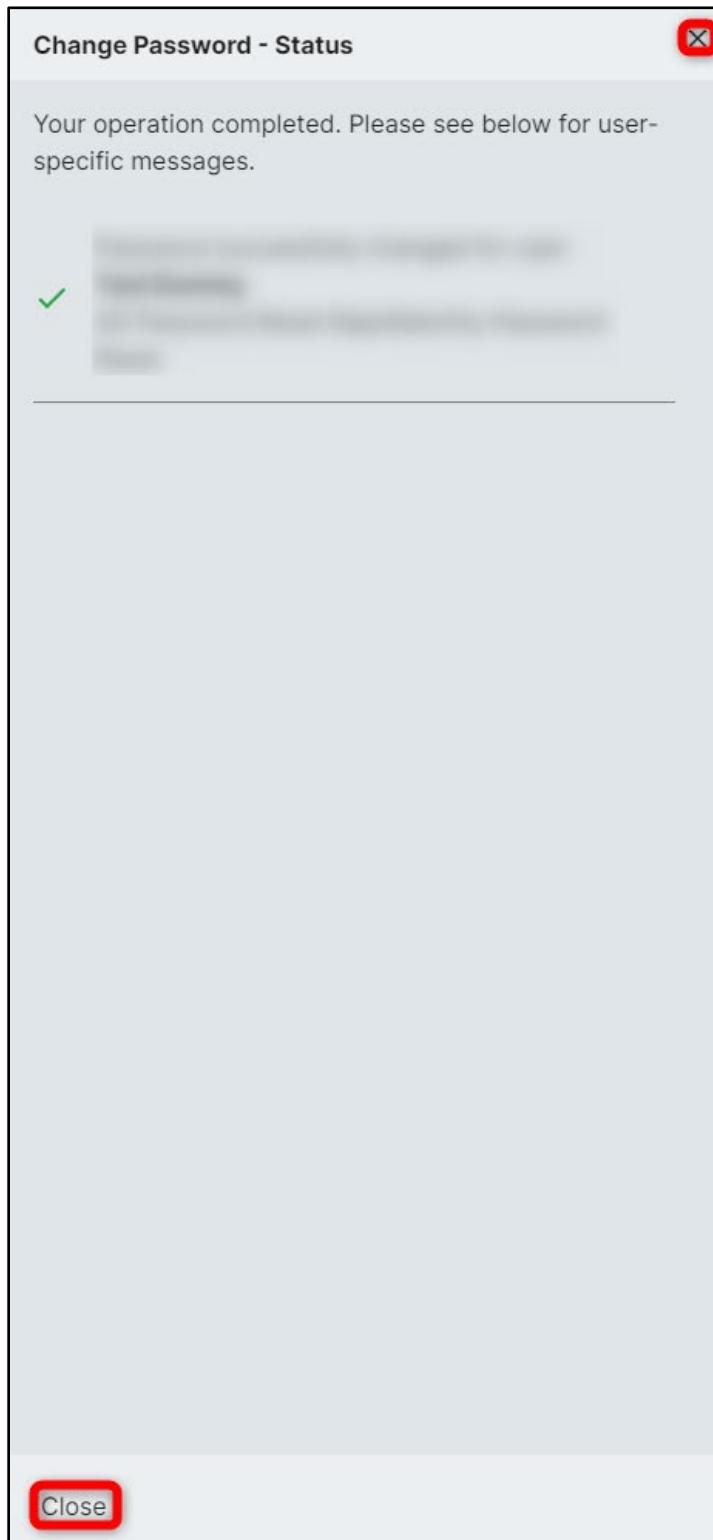
**In this example, the NEW PASSWORD does not meet requirements. Notice how the “Save” is disabled when you mouse over the option, and you are informed the requirements have not been met.**

The screenshot shows a password change form. The 'NEW PASSWORD' field contains '.....' and has a red border, indicating it does not meet requirements. A message 'Password does not meet requirements' is displayed below it. To the right, a list of password requirements is shown, with 'Minimum 1 lowercase letter' and 'Minimum 1 special character' checked (green), while 'Minimum 1 uppercase letter' and 'Minimum 1 number' are not checked (gray). The 'Save' button at the bottom right is disabled (grayed out).

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

The screenshot shows the same password change form after changes. The 'NEW PASSWORD' field now contains a valid password. The requirement list on the right shows all four items ('12-255 characters long', 'Minimum 1 uppercase letter', 'Minimum 1 lowercase letter', and 'Minimum 1 number') with green checkmarks. The 'Save' button at the bottom right is now enabled (yellow).

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.



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**I do not know my username; how do I locate this?**

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

- Your student G#
- 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](mailto: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.

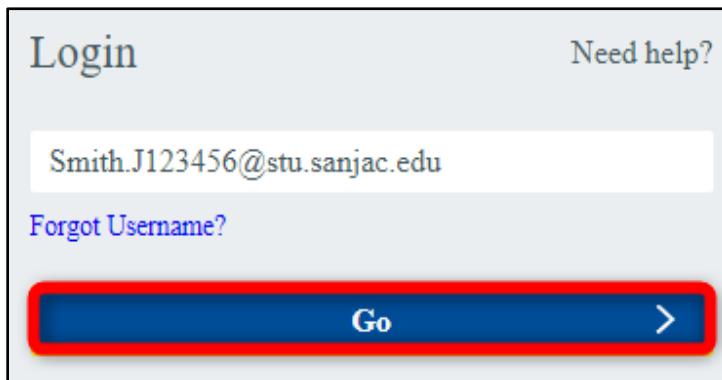
**Examples:**

Student ID:



The screenshot shows a login interface. At the top left is the word "Login". To the right is a link "Need help?". Below the "Login" text is a text input field containing the student ID "G00430697". Underneath the input field is a blue button with the word "Go" in white, followed by a right-pointing arrow. A red rectangular box highlights the "Go" button.

Student Email Address:



The screenshot shows a login interface. At the top left is the word "Login". To the right is a link "Need help?". Below the "Login" text is a text input field containing the student email address "Smith.J123456@stu.sanjac.edu". Underneath the input field is a blue button with the word "Go" in white, followed by a right-pointing arrow. A red rectangular box highlights the "Go" button.

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

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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.

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**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.)**

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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.

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**Error: Authentication Failed**

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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.

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### Error: Incorrect Username and/or Password

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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 G# or 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](http://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.

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### Error: The current password provided was incorrect

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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.

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## What special characters can I use in my password?

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At this time, students can use any special character in their password, ***except for an apostrophe (').***

Special 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	=	