

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**.



Login

Need help?

Username

[Forgot Username?](#)

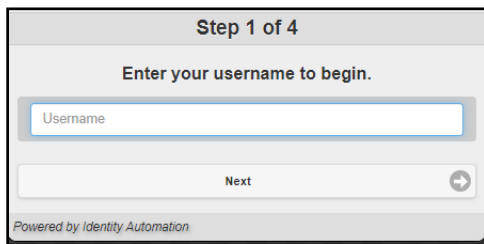


Help Links

Back

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 9)***



Step 1 of 4

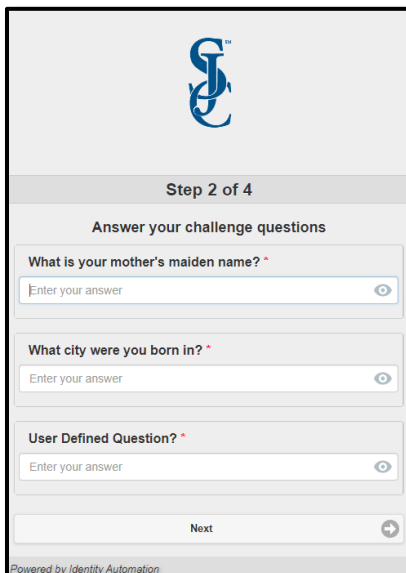
Enter your username to begin.

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 is your mother's maiden name? *

Enter your answer

What city were you born in? *

Enter your answer

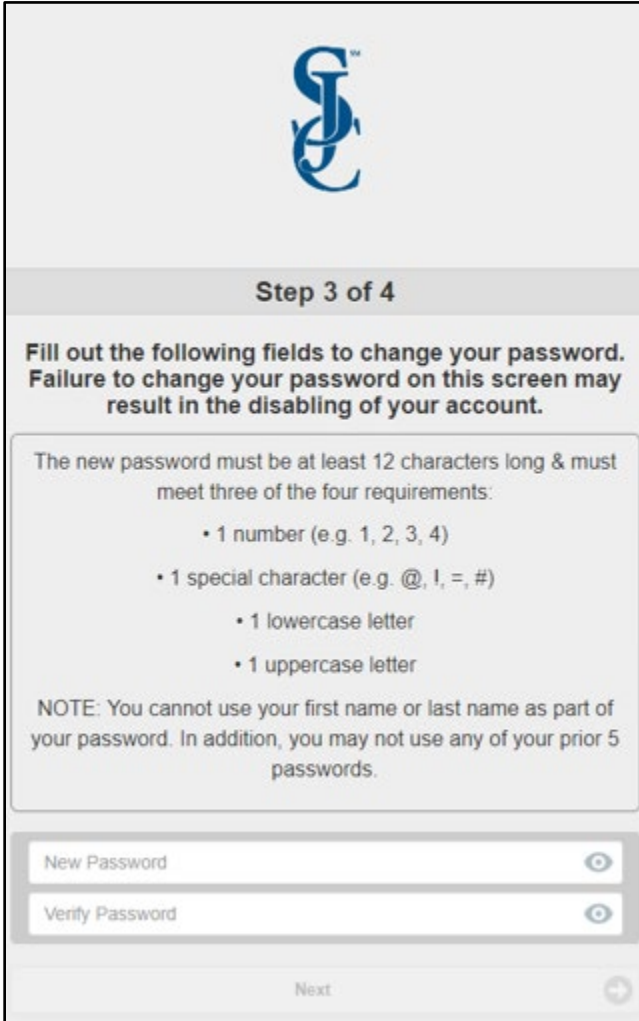
User Defined Question? *

Enter your answer

Next

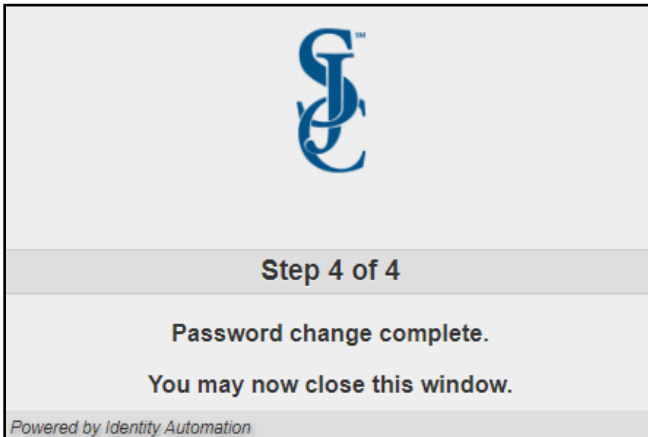
Powered by Identity Automation

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



The screenshot shows a mobile application interface for a password change. At the top is the SJC logo. Below it, a grey bar indicates "Step 3 of 4". The main text 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 contains the requirements: "The new password must be at least 12 characters long & must meet three of the four requirements:" followed by a bulleted list: "• 1 number (e.g. 1, 2, 3, 4)", "• 1 special character (e.g. @, !, =, #)", "• 1 lowercase letter", and "• 1 uppercase letter". A note states: "NOTE: You cannot use your first name or last name as part of your password. In addition, you may not use any of your prior 5 passwords." Below the text are two input fields: "New Password" and "Verify Password", each with a toggle icon. At the bottom is a "Next" button with a right-pointing arrow.

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



The screenshot shows a mobile application interface for a password change confirmation. At the top is the SJC logo. Below it, a grey bar indicates "Step 4 of 4". The main text reads: "Password change complete." followed by "You may now close this window." At the bottom, it says "Powered by Identity Automation".

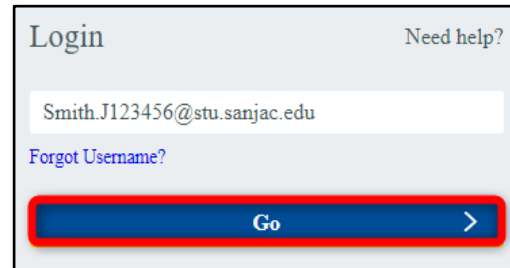
I know my password, but I need to answer/update my security questions. How do I do this?

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 password.sanjac.edu
 - a. Enter your student G# or student email address as your username, click on **Go**.



The screenshot shows the 'Login' page with a 'Need help?' link. The username field contains 'G00430697'. Below the field is a link for 'Forgot Username?'. A blue 'Go' button with a right-pointing arrow is highlighted with a red border.



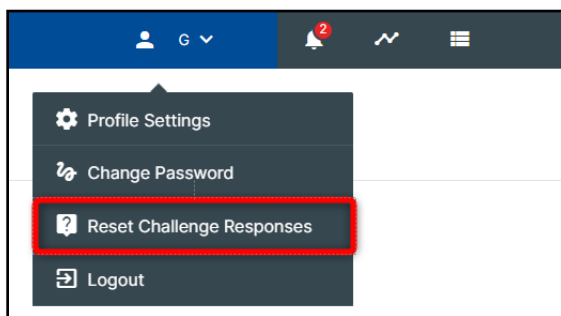
The screenshot shows the 'Login' page with a 'Need help?' link. The username field contains 'Smith.J123456@stu.sanjac.edu'. Below the field is a link for 'Forgot Username?'. A blue 'Go' button with a right-pointing arrow is highlighted with a red border.

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



The screenshot shows the 'Login' page with a 'Need help?' link. The password field contains masked characters '.....' and has an eye icon to toggle visibility. Below the field is a link for 'Forgot Password?'. A blue 'Go' button with a right-pointing arrow is highlighted with a red border.

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 1 **YOUR CHOICE** 1

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.

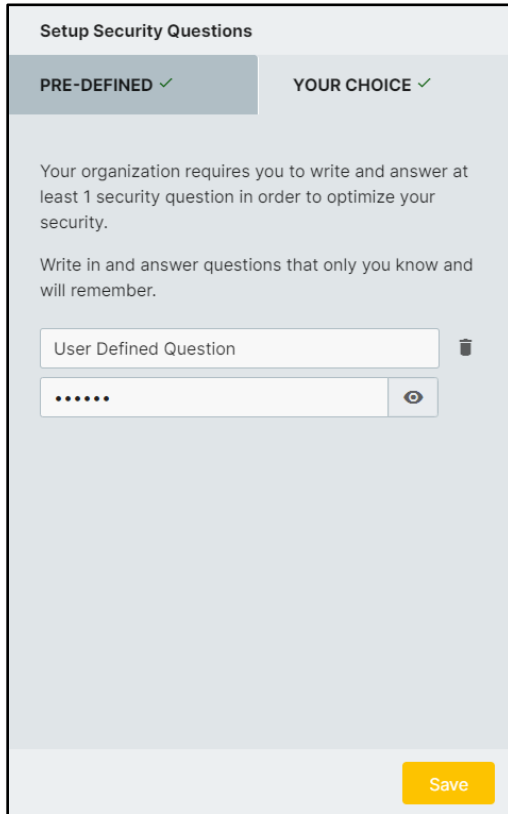
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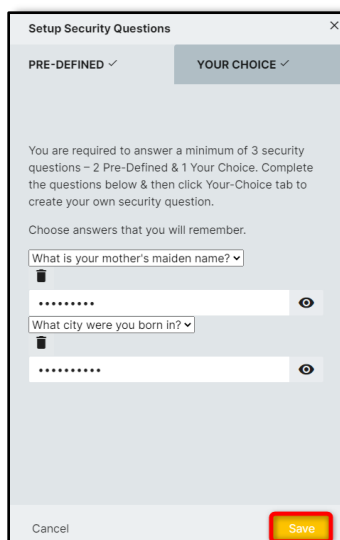
4. Click the **“YOUR CHOICE”** tab and review your personalized security question. You will have the opportunity to make changes.



The screenshot shows a web interface titled "Setup Security Questions". At the top, there are two tabs: "PRE-DEFINED" (with a checkmark) and "YOUR CHOICE" (with a checkmark and highlighted in grey). Below the tabs, the text reads: "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." There is a text input field labeled "User Defined Question" with a trash icon to its right. Below it is a password input field with a toggle icon. At the bottom right, there is a yellow "Save" button.

- 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 a web interface titled "Setup Security Questions" with a close button (X) in the top right corner. At the top, there are two tabs: "PRE-DEFINED" (with a checkmark) and "YOUR CHOICE" (with a checkmark and highlighted in grey). Below the tabs, the text reads: "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." and "Choose answers that you will remember." There are two pre-defined questions, each with a dropdown menu and a trash icon: "What is your mother's maiden name?" and "What city were you born in?". Each question has a corresponding password input field with a toggle icon. At the bottom left, there is a "Cancel" button, and at the bottom right, there is a yellow "Save" button.

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 G# or student email address as your username, click on **Go**.

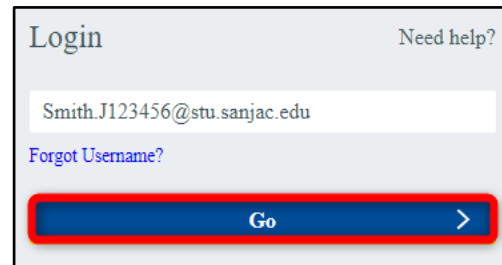


Login Need help?

G00430697

[Forgot Username?](#)

Go >



Login Need help?

Smith.J123456@stu.sanjac.edu

[Forgot Username?](#)

Go >

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



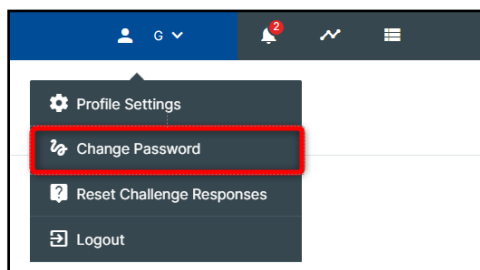
Login Need help?

..... 👁

[Forgot Password?](#)

Go >

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.

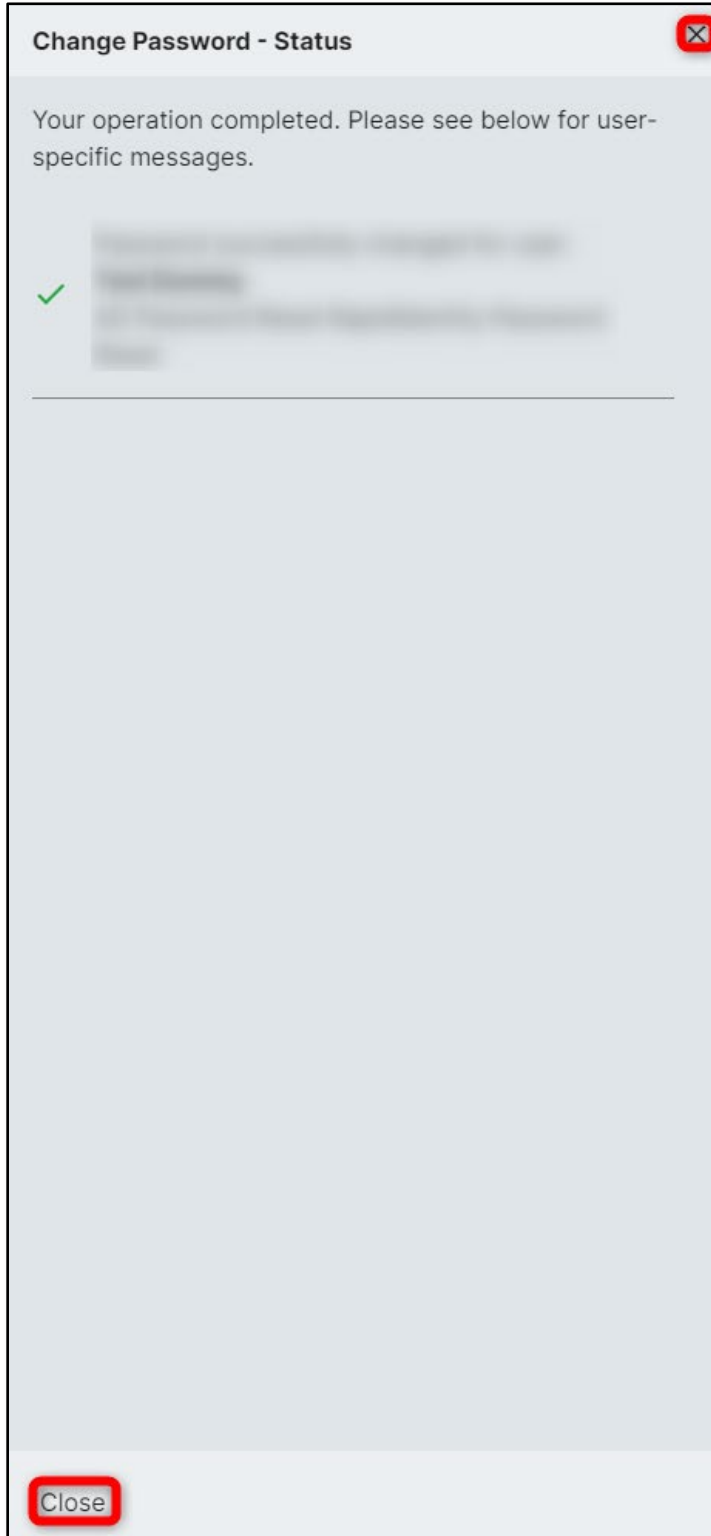
The screenshot shows a password change form with three input fields: 'CURRENT PASSWORD', 'NEW PASSWORD', and 'CONFIRM NEW PASSWORD'. The 'NEW PASSWORD' field is highlighted with a red border and contains a red error icon and the text 'Password does not meet requirements'. To the right, a list of requirements is shown: 'Your new password MUST be: 12-255 characters long' (unmet), and 'Your new password MUST meet 3 of the following (2/3 met):' (met). The requirements are: 'Minimum 1 uppercase letter' (unmet), 'Minimum 1 lowercase letter' (met), 'Minimum 1 number' (unmet), and 'Minimum 1 special character' (met). At the bottom, there is a 'Cancel' button and a disabled 'Save' button.



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

The screenshot shows the same password change form as above, but now the 'NEW PASSWORD' field is filled with a password that meets all requirements. The requirements list shows: 'Your new password MUST be: 12-255 characters long' (met), and 'Your new password MUST meet 3 of the following (4/3 met):' (met). The requirements are: 'Minimum 1 uppercase letter' (met), 'Minimum 1 lowercase letter' (met), 'Minimum 1 number' (met), and 'Minimum 1 special character' (met). At the bottom, the 'Save' button is now enabled and highlighted in 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.



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 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

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.

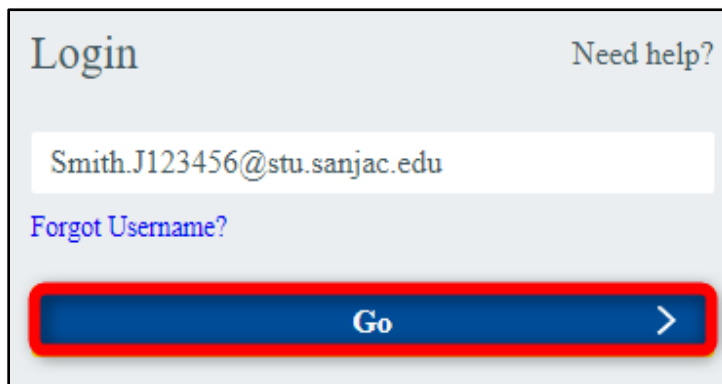
Examples:

Student ID:



The screenshot shows a login form with the title "Login" and a link "Need help?". A text input field contains the student ID "G00430697". Below the input field is a blue link "Forgot Username?". At the bottom of the form is a blue button with the text "Go" and a right-pointing chevron, which is highlighted with a red border.

Student Email Address:



The screenshot shows a login form with the title "Login" and a link "Need help?". A text input field contains the student email address "Smith.J123456@stu.sanjac.edu". Below the input field is a blue link "Forgot Username?". At the bottom of the form is a blue button with the text "Go" and a right-pointing chevron, which is highlighted with a red border.

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 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.

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:

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	=	