All San Jacinto College students are required to retrieve their account before they can access most of the College’s computer systems and other services. The Account Claim Process allows new users to generate security questions for their account, create a password, and retrieve their student username. Users can claim their account by completing the following steps:

1. Visit the Claiming Your Account page at https://www.sanjacits.org/getting-account and click on the CLAIM ACCOUNT button under STEP 2: Claim Your Account To Activate section of the page.

2. A new page will open for the Claim Account process. Under Step 1, enter your First Name, Last Name, Home Zip Code, and Birth Date in the provided fields. When typing in your Birth Date, please ensure it is typed in the following format: YYYY-MM-DD (Example: 2003-06-06)

   **IMPORTANT NOTE:**

   The information provided on this screen MUST match what was provided on the application.

   Additionally, please ensure that you use the correct format for the **Date of Birth** field (dashes must be included).

   If either of these are not followed, you will receive the **Claim My Account Operation Failed** error message and will be forced to start over.
3. Click on the Computer Usage Policy link and read the document (opens in a new window).

4. Place a check in the box next to I certify that I have read the policy on computer privileges and responsibilities and I agree to abide by this policy and then click on Next.

5. On the next page, under Step 2, enter a password for your account in the New Password and Verify New Password fields. Once entered, click on Next.
   - Notice that you are required to choose a password that meets the current requirements. All passwords must contain the following:
     - 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 letter, or 1 lower case letter.
6. Under Password Change Complete, you will receive a confirmation that your password has successfully been changed. In addition, note the provided username for future use.

7. Answer each of the Pre-Defined Questions in the provided text fields. Each response must be at least three characters long.
8. Under **User Defined Questions**, type in your own question and provide an answer to that question.

9. If you would like to remove the question, click the **delete (trash can)** button.

10. If you would like to add an additional security question, click on **Add Optional User Defined Question**. Each click will add another security question to your account.

11. Once finished, click on **Next**.
12. You will now receive a message stating **Your challenge questions were successfully updated**. You may now close your browser or click on any of the two links provided on this page.

Congratulations, your account has successfully been claimed! You should now be able to login to apply for scholarships at [https://sjcd.academicworks.com](https://sjcd.academicworks.com). Once you are notified by San Jacinto College Admissions that you have been accepted, you can click on the SOS button on the SOS login page at [www.sanjac.edu/soslogin](http://www.sanjac.edu/soslogin), to verify that you can log into SOS with your username and the password you created.