All San Jacinto College students are required to retrieve their account before they can access a majority of College systems. The Account Claim Process allows new users to generate security questions for their account, create a password, and retrieve their User ID (G#). Users can claim their account by completing the following steps:

1. Visit the SOS Login page at www.sanjac.edu/soslogin and click on the click here to claim your account link.
2. Under Step 1, enter your first name, last name, zip code, and date of birth in the provided fields. When typing in your date of birth, please ensure it is typed in the following format: YYYY-MM-DD (Example: 2020-06-06)

   ![Step 1 form](image)

   **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**

   ![User Agreement](image)

   **IMPORTANT NOTE:**
   If you forget to place a check in the provided box indicating you have read the **Computer Usage Policy**, you will receive an **Incorrect Answers** error message and will be forced to start over.
5. On the next page, enter a password for your account in the **New Password** and **Verify New Password** fields. Once entered, click on **Next**. Password must be at least 12 characters long, contain at least 1 number, at least 1 special character, 1 lowercase letter, and 1 uppercase letter.
6. On the next page, you will receive confirmation that your password has successfully been changed. In addition, note the provided G# (username) for future use.
7. Enter an answer in the provided text field for the displayed Pre-Defined Questions. The 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. 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.

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

10. Once finished, click on Next.

11. 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.

At this point, your account has successfully been claimed. You should now be able to login to apply for scholarships at https://sjcd.academicworks.com. Once you are notified by the San Jacinto College Admissions Office/Enrollment Management Center that you have been accepted, you may visit the SOS System at www.sanjac.edu/soslogin and verify you are able to log into SOS with your G# and the password you created.