

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.

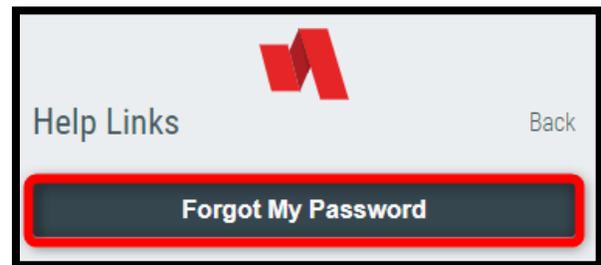
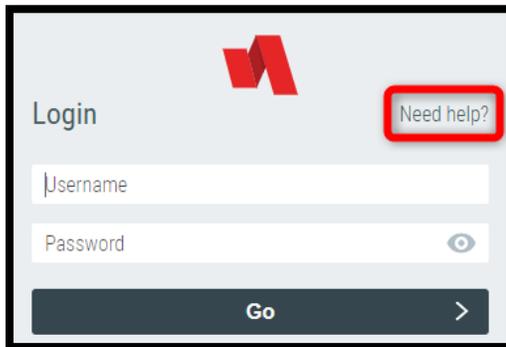
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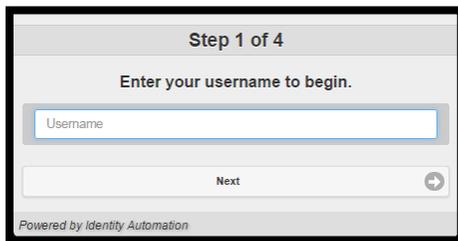
I can't remember my password, but I did answer my security questions. How do I reset my password?

If you have forgotten your password and need to reset it, please follow these steps:

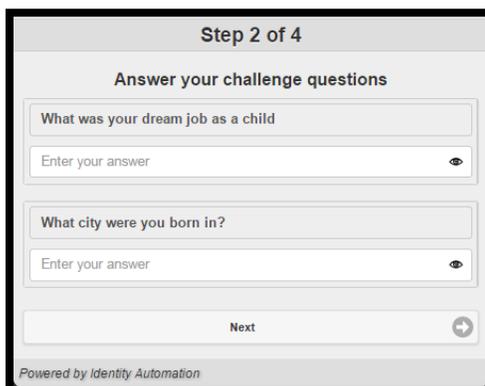
1. Visit the Self-Service System at www.sanjac.edu/password.
2. At the login screen, click on the **Need help?** link followed by **Forgot My Password**.



3. A new window or browser tab will open. When prompted, enter your username and click on **Next**.
For students, this will be your G#. (Example: G00430697)



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**.



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

The screenshot shows the 'RAPIDIDENTITY' interface for 'Step 3 of 4'. The header 'RAPIDIDENTITY' is in red and grey. Below it, 'Step 3 of 4' is centered. A warning message 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 titled 'Student Password Policy' lists requirements: 'The new password must be at least 8 characters', 'The new password must contain at least 1 number (e.g. 1, 2, 3, 4)', and 'The new password must contain at least 1 special character (e.g. @, !, =, #)'. Below this are two input fields: 'New Password' and 'Verify Password', each with a toggle icon. A 'Next' button with a right arrow is at the bottom. The footer says 'Powered by Identity Automation'.

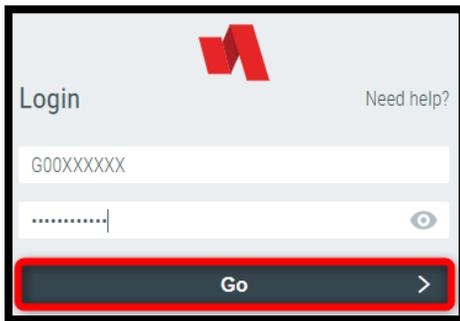
- You will now receive confirmation that your password has been changed.

The screenshot shows the 'RAPIDIDENTITY' interface for 'Step 4 of 4'. The header 'RAPIDIDENTITY' is in red and grey. Below it, 'Step 4 of 4' is centered. A confirmation message reads: 'Password change complete. Click [here](#) to go on to your original destination.' The footer says 'Powered by Identity Automation'.

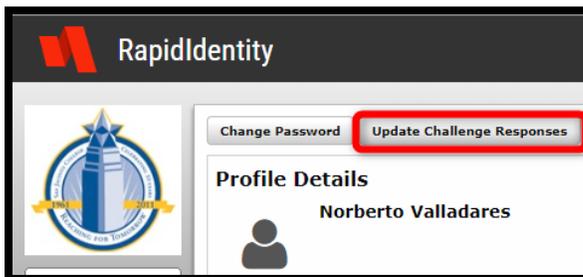
I know my password, but I need to answer/update my security questions. How do I do this?

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

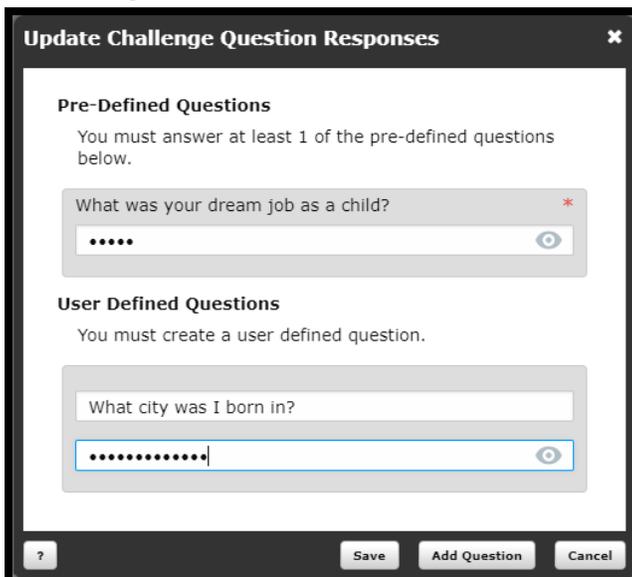
1. Log into the Self-Service System at www.sanjac.edu/password.



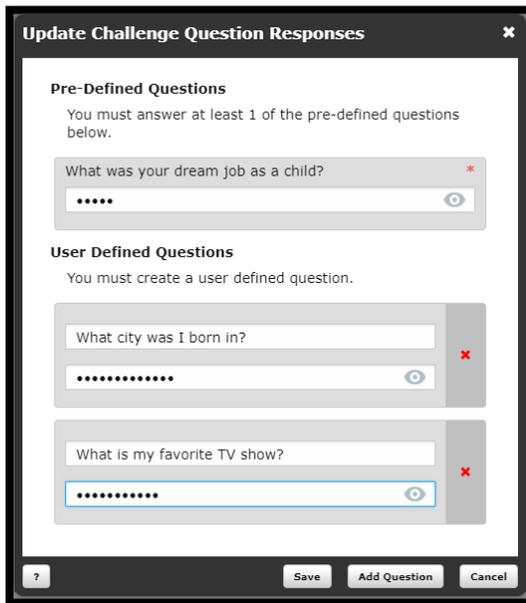
2. On your account homepage, click on the **Update Challenge Responses** button near the top of the page.



3. In the dialog box that appears, enter an answer for all **Pre-Defined Questions** listed.



4. You can also update, add, or delete questions of your own by completing the following:



Update Challenge Question Responses

Pre-Defined Questions
You must answer at least 1 of the pre-defined questions below.

What was your dream job as a child? *

.....

User Defined Questions
You must create a user defined question.

What city was I born in? *

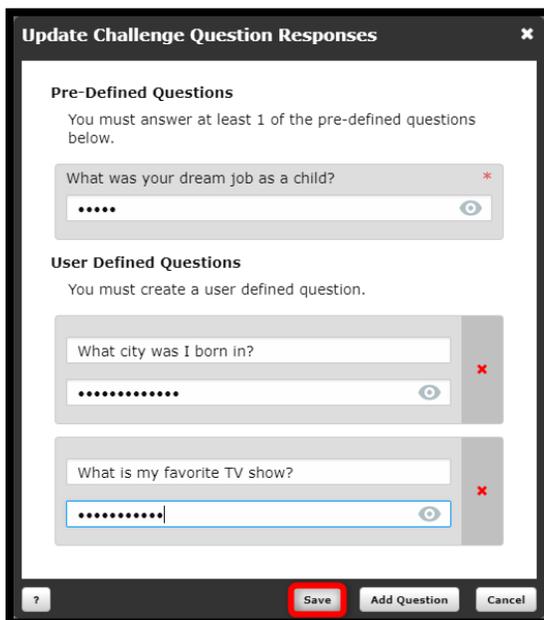
.....

What is my favorite TV show? *

.....

? Save Add Question Cancel

- If you had previously set any **User Defined Questions** and would like to keep them, enter an answer in the provided text fields.
 - If you would like to add additional questions, click **Add Question**. Enter a question and answer in the provided fields.
 - If you would like to remove a question, click on the red 'x' directly to the right of the question and answer.
5. When you are satisfied with the security questions you have in place, click on **Save**.



Update Challenge Question Responses

Pre-Defined Questions
You must answer at least 1 of the pre-defined questions below.

What was your dream job as a child? *

.....

User Defined Questions
You must create a user defined question.

What city was I born in? *

.....

What is my favorite TV show? *

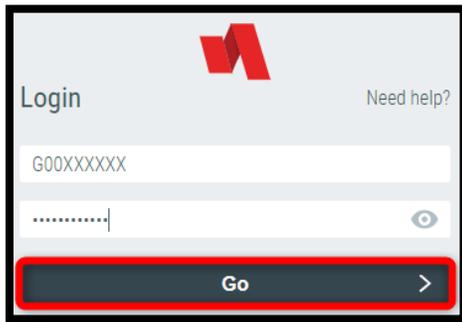
.....

? Save Add Question Cancel

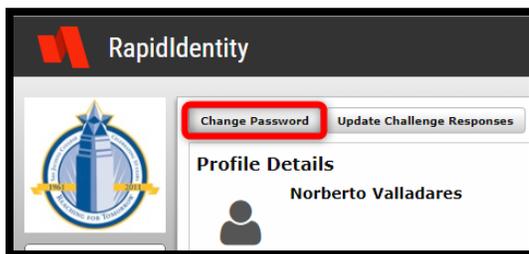
I know my password, but I want to change it. How do I do this?

Students who wish to use this system in order to update their password can do so by completing the following steps:

1. Log into the Self-Service System at www.sanjac.edu/password.



2. On your account homepage, click on the **Change Password** button near the top of the page.



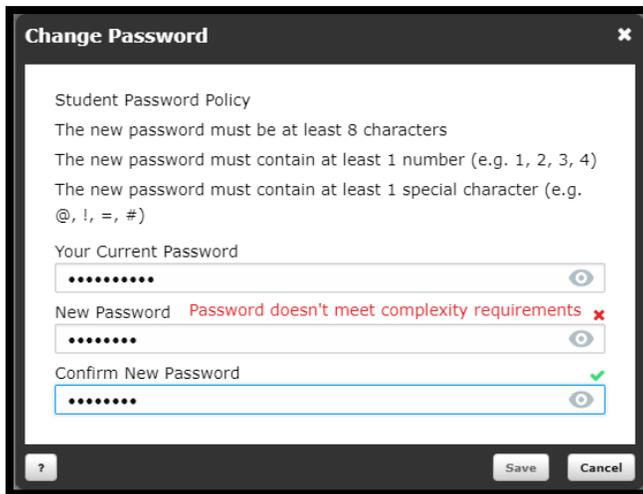
3. In the dialog box that appears, enter your current password in the provided **Your Current Password** field. Then enter a new password into both the **New Password** and **Confirm New Password** fields.

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

- a. Must be at least 8 characters long
- b. Must contain at least 1 number (e.g., 1, 2, 3, 4)
- c. Must contain at least 1 special character (e.g., \$, #, &, *)

If your new password does not contain all of the above, you will be presented with an error that states **New Password Does Not Meet Complexity Requirements**.

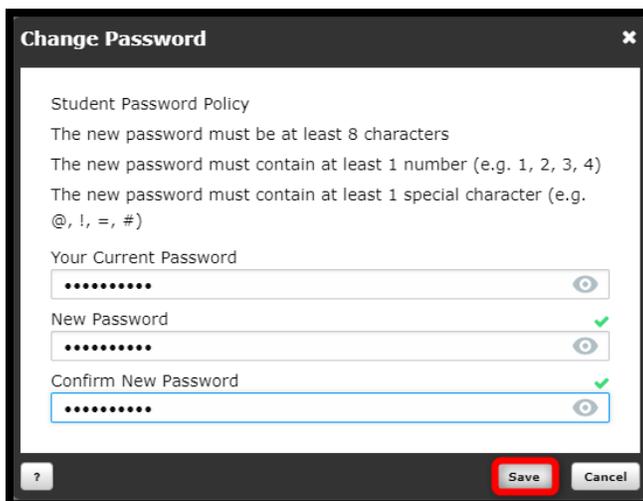
Password does not meet requirements. Notice red error below?



The screenshot shows a 'Change Password' dialog box with the following content:

- Student Password Policy**
- The new password must be at least 8 characters
- The new password must contain at least 1 number (e.g. 1, 2, 3, 4)
- The new password must contain at least 1 special character (e.g. @, !, =, #)
- Your Current Password: [password field with 8 dots]
- New Password: [password field with 8 dots] **Password doesn't meet complexity requirements** (red error message with a red 'x' icon)
- Confirm New Password: [password field with 8 dots] (green checkmark icon)
- Buttons: Save, Cancel

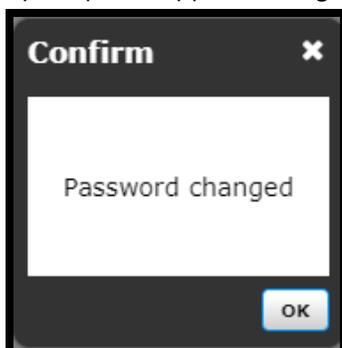
Password does meet requirements. Click Save!



The screenshot shows the same 'Change Password' dialog box as above, but with the following differences:

- The 'New Password' field now has a green checkmark icon to its right.
- The 'Confirm New Password' field also has a green checkmark icon to its right.
- The 'Save' button is highlighted with a red rectangular box.

- When you are satisfied with the password selected, click **Save**.
- A prompt will appear stating that your password has been changed. Click **OK**.



The screenshot shows a 'Confirm' dialog box with the following content:

- Confirm**
- Message: Password changed
- Button: OK

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 can manually reset the password after confirming 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.)

In order to use the Password Self-Service System to change an account password, students are required to set up one or more 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 do so in order to set up these security questions and generate a unique password for their account. For more information, please refer to the **How to Claim or Retrieve 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 ID (G#) and 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 www.sanjac.edu/password.

If this does not resolve the problem, please contact Tech Support at 281.998.6137 for further assistance. Upon verifying identity, one of our analysts will be able to reset your password over the phone and provide your Student ID, if necessary.

Error: The current password provided was incorrect

When attempting to change your password using SanJac’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 on **OK** 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, ***with the exception of an apostrophe (').***

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	=	