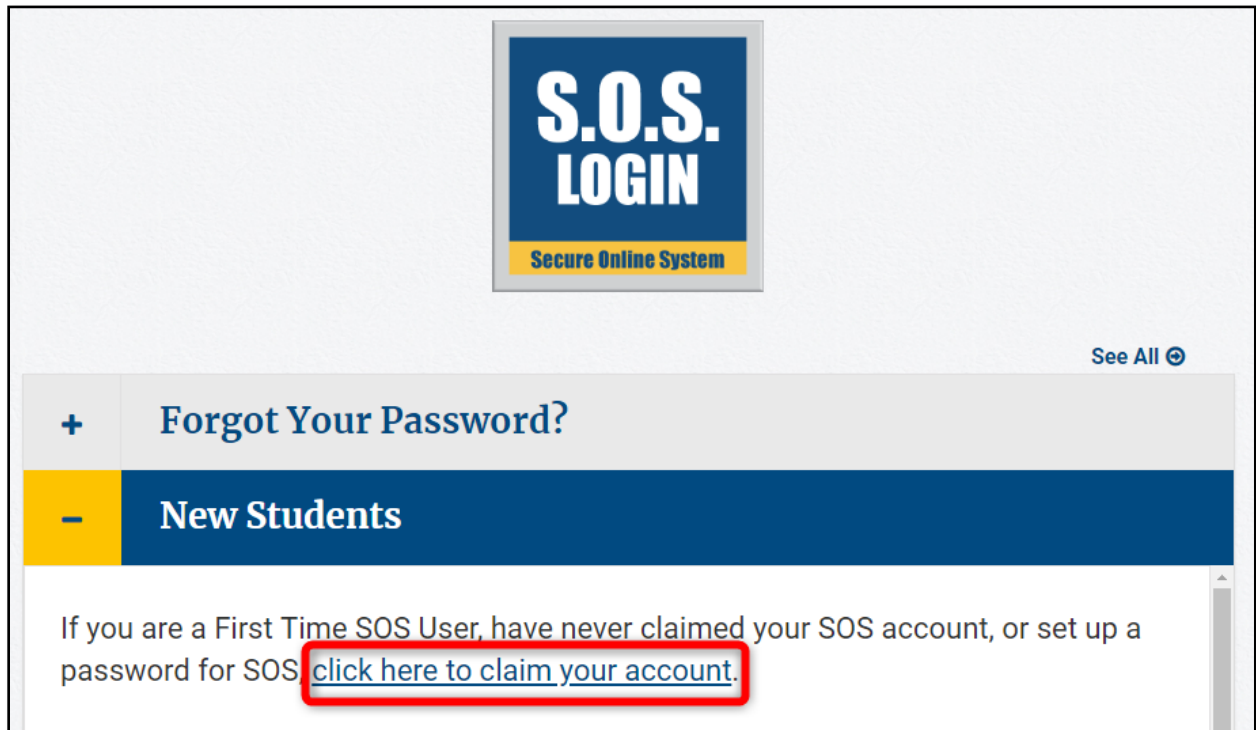
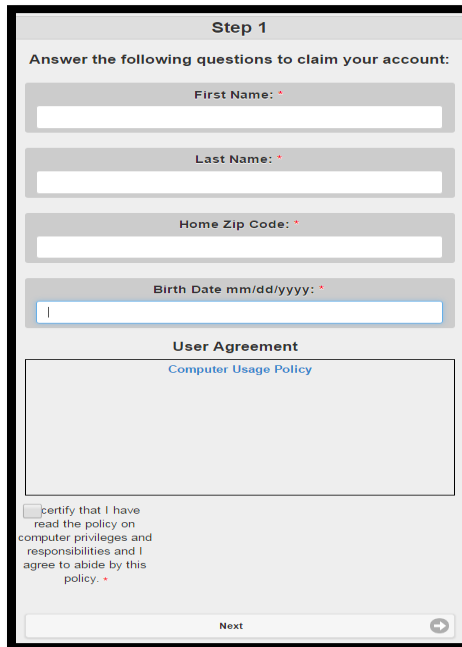


All San Jacinto College students are required to retrieve their account before they can access a majority of College systems. The Account Claim Process allows new users to generate security questions for their account, create a password, and retrieve their User ID. Users can claim their account by completing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



- 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: MM/DD/YYYY (Example: 06/09/1985)



The screenshot shows a web form titled "Step 1" with the instruction "Answer the following questions to claim your account:". It contains four input fields: "First Name:", "Last Name:", "Home Zip Code:", and "Birth Date mm/dd/yyyy:". Below these is a "User Agreement" section with a link for "Computer Usage Policy". At the bottom, there is a checkbox for "I certify that I have read the policy on computer privileges and responsibilities and I agree to abide by this policy." and a "Next" button with a right arrow.

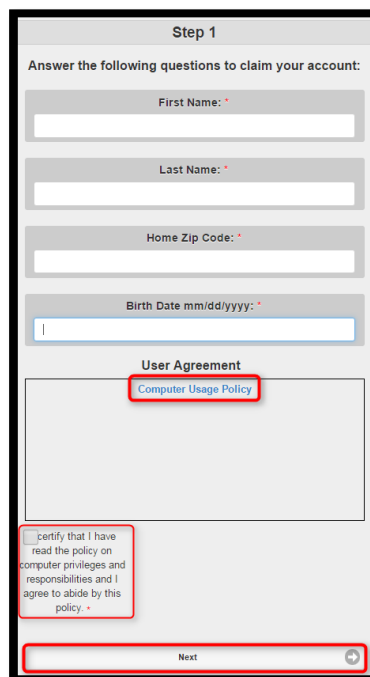
IMPORTANT NOTE:

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 (slashes 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.

- Click on the **Computer Usage Policy** link and read the document (opens in a new window).
- 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**

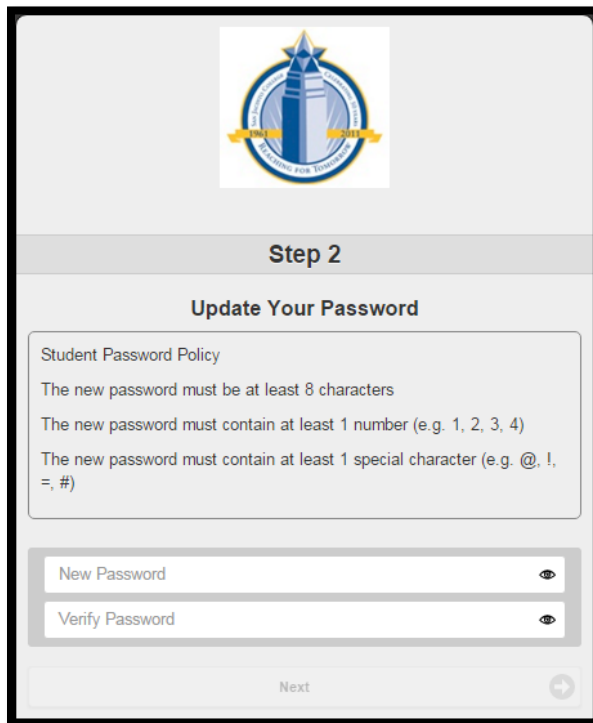


This screenshot is identical to the one above but includes red rectangular boxes highlighting the "Computer Usage Policy" link, the certification checkbox, and the "Next" button.

IMPORTANT NOTE:

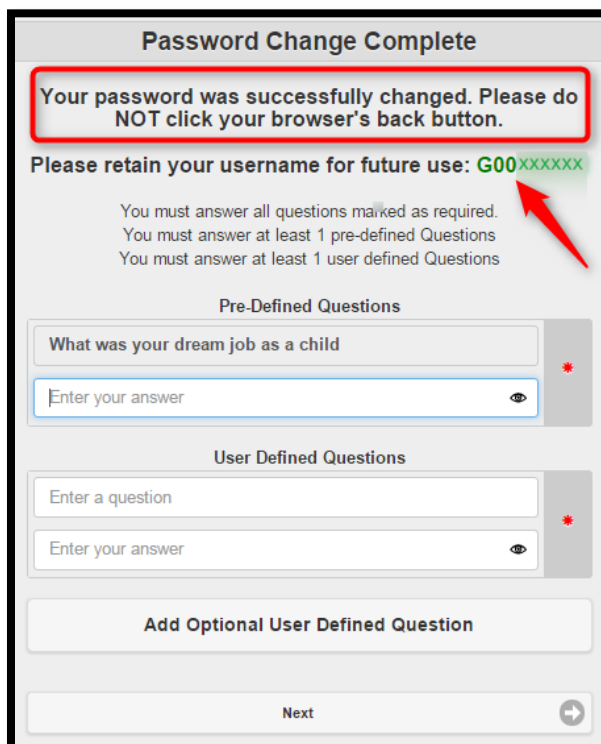
If you forget to place a check in the provided box indicating you have read the **Computer Usage Policy**, you will receive an **Incorrect Answers** error message and will be forced to start over.

- 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 8 characters long, contain at least 1 number, and at least 1 special character.



The screenshot shows a web interface for updating a password. At the top is the SJC logo. Below it, the heading 'Step 2' is followed by 'Update Your Password'. A box titled 'Student Password Policy' lists requirements: at least 8 characters, at least 1 number, and at least 1 special character. Below the policy are two input fields: 'New Password' and 'Verify Password', each with a toggle for visibility. A 'Next' button with a right arrow is at the bottom.

- 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.



The screenshot shows a confirmation page titled 'Password Change Complete'. A red-bordered box contains the message: 'Your password was successfully changed. Please do NOT click your browser's back button.' Below this, it says 'Please retain your username for future use: G00XXXXXX' with a red arrow pointing to the text. Three requirements are listed: 'You must answer all questions marked as required.', 'You must answer at least 1 pre-defined Questions', and 'You must answer at least 1 user defined Questions'. The page has two sections: 'Pre-Defined Questions' with one question 'What was your dream job as a child' and a red asterisk; and 'User Defined Questions' with two input fields for a question and answer, also with a red asterisk. A button 'Add Optional User Defined Question' is below. At the bottom is a 'Next' button with a right arrow.

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

The screenshot shows a form with the following sections:

- Pre-Defined Questions:** A question "What was your dream job as a child" with a text input field containing "*****" and a red asterisk to its right.
- User Defined Questions:** A question "What city were you born in?" with a text input field containing "*****" and a red asterisk to its right.
- User Defined Questions (Optional):** A section with "Enter a question" and "Enter your answer" fields. A red arrow points from the "Enter your answer" field to a trash can icon, indicating the delete function.
- Buttons:** "Add Optional User Defined Question" and "Next" (with a right arrow icon).

IMPORTANT NOTE:

By answering these questions, you will have full access to reset your password online in the event that you forget your password in the future.

Students should provide answers that are accurate and easy to remember.

Answers must be at least three characters long.

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.

The screenshot shows a "Complete" message screen with the following content:

- Complete**
- Your challenge questions were successfully updated.
- Please retain your username for future use:
G00XXXXXX
- Two links are provided at the bottom, both highlighted with red boxes:
 - [Click Here to Login to SOS \(San Jacinto College Online System\)](#)
 - [Click Here to return to the SanJac Homepage](#)
- Powered by Identity Automation

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.