

The San Jacinto College Password Self-Service System enables employees 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, Banner, and employee email.

***Please be advised that the Password Self-Service System can only be used by employees who have successfully set up security questions for their account.***

New employees should automatically be prompted to answer their security questions when setting up their account. Current/Former employees 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 the information provided here does not resolve your issue or answer your questions, please contact Tech Support at 281.998.6137 for further assistance.

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## Frequently Asked Questions

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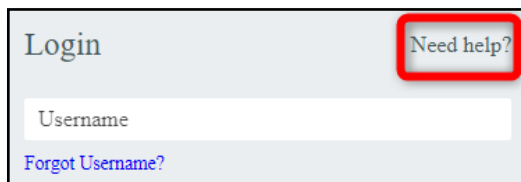
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## I can't remember my password, but I did answer my security questions. How do I reset my password?

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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](https://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. For Step 1, type in your **college issued email address** for the username and then click **Next**.



Step 1 of 4

Enter your username to begin.

firstname.lastname@sjcd.edu

Next

4. Step 2 will ask you to answer your challenge questions. Once complete, click on **Next**.



Step 2 of 4

Answer your challenge questions

What month were you born in? \*

.....

What was my favorite toy as a kid? \*

.....

What city were you born in? \*

.....

Next

Powered by Identity Automation

5. For step 3, you will be asked to set up a new password. The new password must be at least twelve characters long. Three of the four following requirements **must** be met: one number, one special character, one lower-case letter, and/or one upper-case letter. Enter your new password in the **New Password** and **Verify Password** fields. Click on **Next**.

*NOTE:* You cannot use your first name or last name as part of the password. You may not use any of your prior 5 passwords.



The screenshot shows a web form titled "Step 3 of 4". The main heading 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." Below this, a text box explains the password requirements: "The new password must be at least twelve 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 below 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." The form contains two input fields for the new password and its verification, both masked with dots. A "Next" button with a right-pointing arrow is highlighted with a red border. At the bottom, it says "Powered by Identity Automation".

6. Step 4 will notify you that your password has been successfully changed.



The screenshot shows a confirmation screen titled "Step 4 of 4". At the top is the SJC logo. The main text reads: "Password change complete. You may now close this window." At the bottom, it says "Powered by Identity Automation".

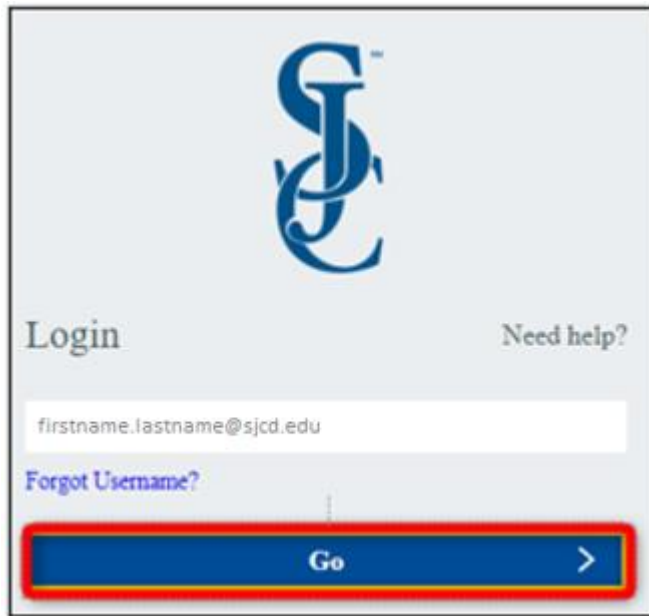
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## I know my password, but I need to answer/update my security questions. How do I do this?

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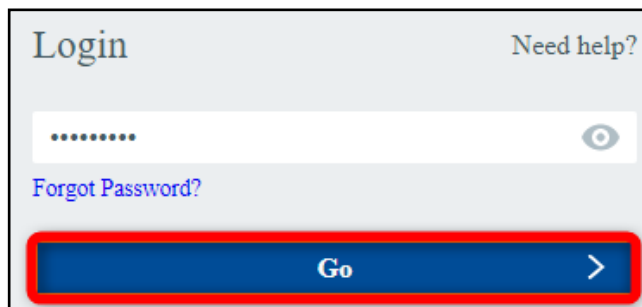
If you need to update your security questions, you can do so by completing the following steps:

1. Log into the Self-Service System at [password.sanjac.edu](https://password.sanjac.edu)
  - a. Enter your **college issued email address** as the username and click on **Go**.



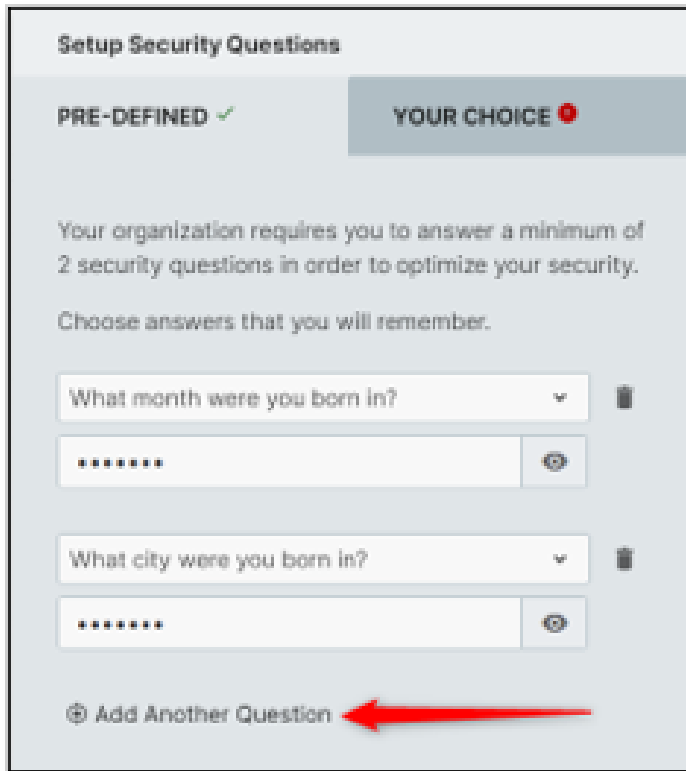
The screenshot shows the login page with the SJC logo at the top. Below the logo, the word "Login" is on the left and "Need help?" is on the right. A text input field contains the placeholder "firstname.lastname@sjcd.edu". Below the input field is a link that says "Forgot Username?". At the bottom of the form is a blue button with the text "Go" and a right-pointing arrow. The button is highlighted with a red and yellow border.

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



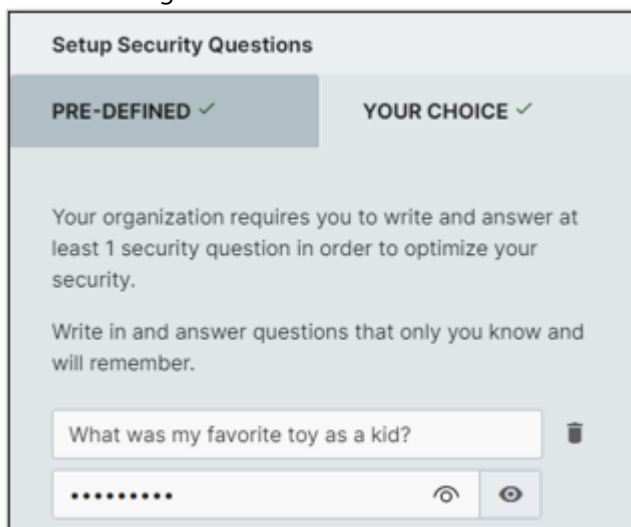
The screenshot shows the login page with the SJC logo at the top. Below the logo, the word "Login" is on the left and "Need help?" is on the right. A text input field contains a masked password represented by seven dots. To the right of the input field is an eye icon. Below the input field is a link that says "Forgot Password?". At the bottom of the form is a blue button with the text "Go" and a right-pointing arrow. The button is highlighted with a red and yellow border.

- In the “Setup Security Questions” window, enter an answer for each of the “**PRE-DEFINED**” questions. Answers must be at least three characters in length.  
Note: You may add up to three additional pre-defined questions if you wish.



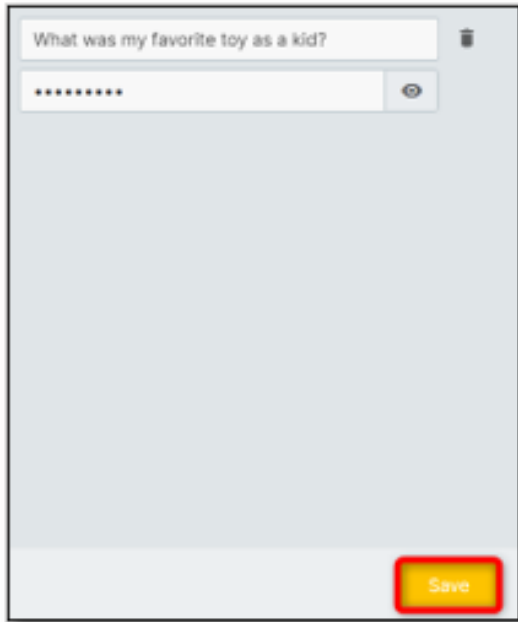
The screenshot shows the "Setup Security Questions" interface. At the top, there are two tabs: "PRE-DEFINED" (with a green checkmark) and "YOUR CHOICE" (with a red circle). Below the tabs, a message states: "Your organization requires you to answer a minimum of 2 security questions in order to optimize your security. Choose answers that you will remember." There are two pre-defined questions, each with a dropdown menu and a trash icon to its right. The first question is "What month were you born in?" and the second is "What city were you born in?". Below each question is a text input field containing seven asterisks. At the bottom left, there is a link "Add Another Question" with a red arrow pointing to it.

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



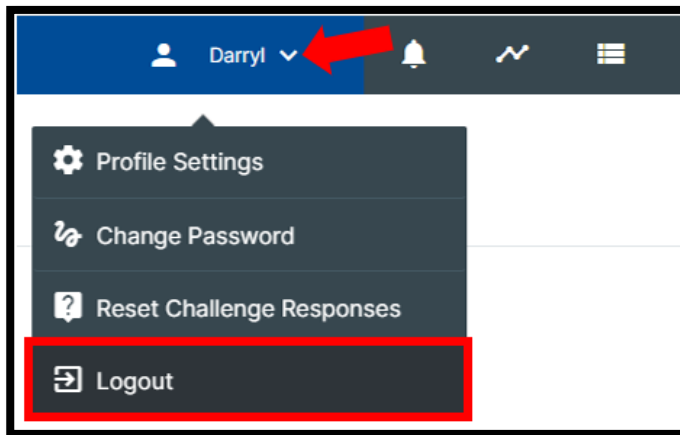
The screenshot shows the "Setup Security Questions" interface with the "YOUR CHOICE" tab selected (with a green checkmark). The "PRE-DEFINED" tab is now greyed out. The message reads: "Your organization requires you to write and answer at least 1 security question in order to optimize your security. Write in and answer questions that only you know and will remember." There is one personalized question: "What was my favorite toy as a kid?". Below the question is a text input field containing seven asterisks. To the right of the input field are two icons: a refresh icon and an eye icon.

4. When you are satisfied with the security questions you have in place, click **Save**.



A screenshot of a web form for setting security questions. The form has a light gray background. At the top, there is a text input field containing the question "What was my favorite toy as a kid?". Below this is a password input field with a masked password of seven asterisks. To the right of the password field is a small eye icon. At the bottom right of the form is a red "Save" button.

5. Click the down arrow to the right of your name and then click **Logout**.



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

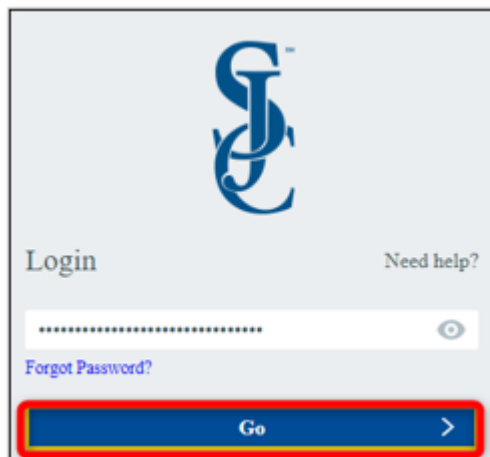
SJC employees who are off-campus and/or do not have an SJC-issued computer, can change their network password before it expires. To do, please follow the steps below:

1. Log into the Self-Service System at [password.sanjac.edu](https://password.sanjac.edu)
  - a. Enter your **college issued email address** as your username, click on **Go**.



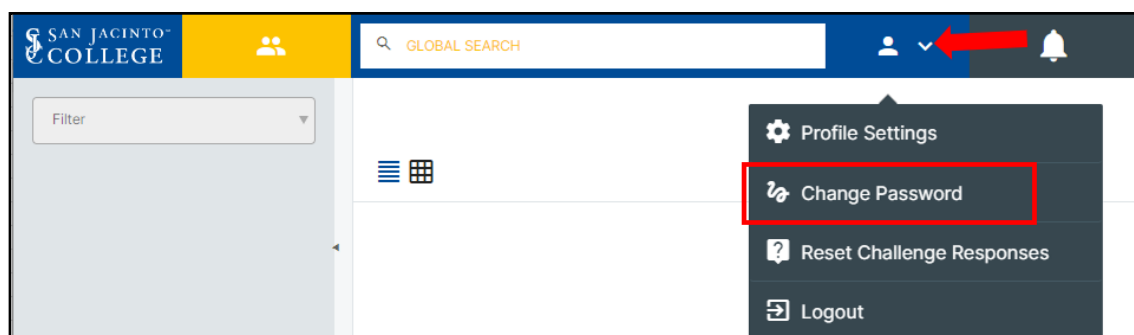
The screenshot shows the login page with the SJC logo at the top. Below the logo, the word "Login" is on the left and "Need help?" is on the right. A text input field contains the placeholder "firstname.lastname@sjcd.edu". Below the field is a link that says "Forgot Username?". At the bottom, a blue button with the text "Go" and a right-pointing arrow is highlighted with a red border.

- b. Type in your College network password, click on **Go**.



The screenshot shows the login page with the SJC logo at the top. Below the logo, the word "Login" is on the left and "Need help?" is on the right. A text input field contains masked characters "\*\*\*\*\*" and has an eye icon on the right. Below the field is a link that says "Forgot Password?". At the bottom, a blue button with the text "Go" and 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 **Change Password**.



3. In the next window, 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 as follows:

- a. Must be at least 12 characters to a maximum of 255 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:

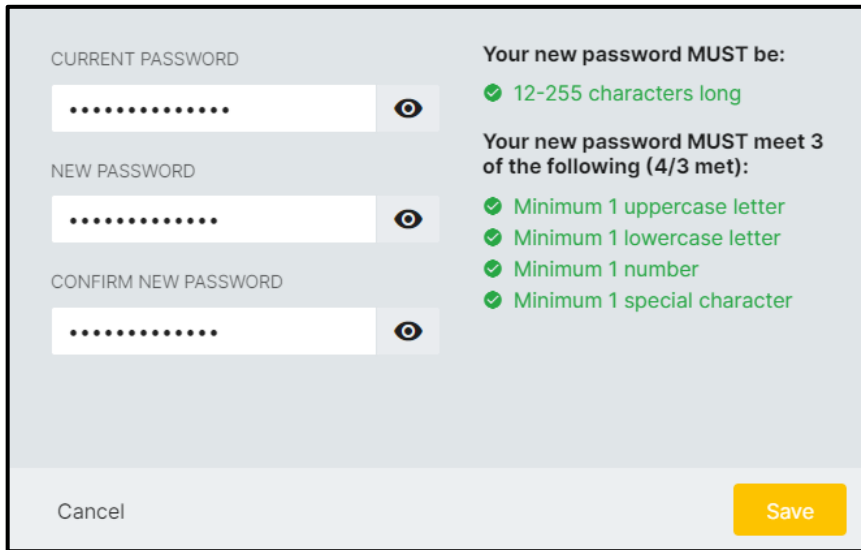
**In this example, the NEW PASSWORD does not meet requirements. Notice how the “Save” is disabled when you mouse over the option, and you are informed which requirements have not been met.**

The screenshot displays a password change form with the following elements:

- CURRENT PASSWORD:** A text input field with a masked password (dots) and a visibility toggle icon.
- NEW PASSWORD:** A text input field with a masked password (dots), a red warning icon, and a visibility toggle icon. Below the field, the text "Password does not meet requirements" is displayed in red.
- CONFIRM NEW PASSWORD:** A text input field with the placeholder text "Confirm New Password" and a visibility toggle icon.
- Requirements Section:**
  - Your new password MUST be:** A radio button option for "12-255 characters long".
  - Your new password MUST meet 3 of the following (2/3 met):**
    - Minimum 1 uppercase letter: Radio button with a red 'X' next to it.
    - Minimum 1 lowercase letter: Radio button with a green checkmark next to it.
    - Minimum 1 number: Radio button with a red 'X' next to it.
    - Minimum 1 special character: Radio button with a green checkmark next to it.
- Buttons:** A "Cancel" button and a "Save" button (disabled, indicated by a greyed-out icon).



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

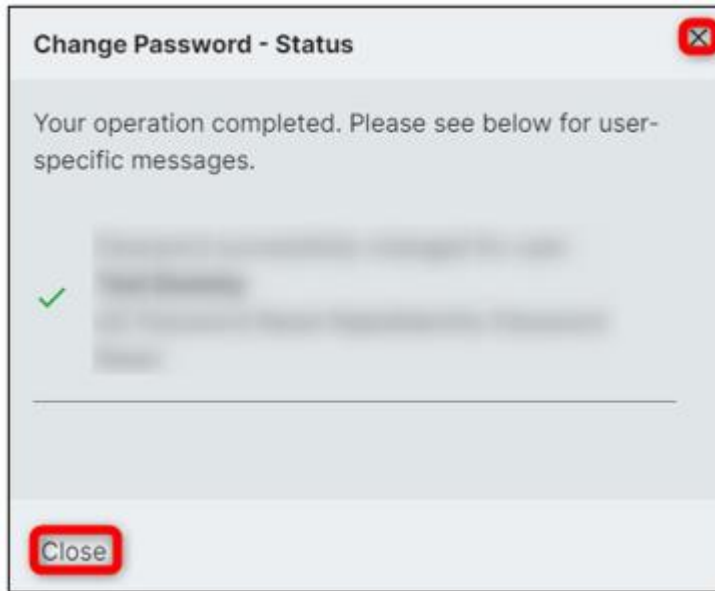


The screenshot shows a password change form with three input fields: CURRENT PASSWORD, NEW PASSWORD, and CONFIRM NEW PASSWORD. Each field has a password mask and a visibility toggle. To the right, there are two sections of validation rules:

- Your new password MUST be:**
  - ✓ 12-255 characters long
- Your new password MUST meet 3 of the following (4/3 met):**
  - ✓ Minimum 1 uppercase letter
  - ✓ Minimum 1 lowercase letter
  - ✓ Minimum 1 number
  - ✓ Minimum 1 special character

At the bottom, there are two buttons: "Cancel" and "Save".

- 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.



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## **I can't log in and I have forgotten the answers to my security questions.**

### **What do I do?**

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If you have forgotten your password, as well as the answers to the security questions associated with the account, please contact Tech Support at 281.998.6137 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.](#)

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## **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.)**

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To use the Password Self-Service System to change an account password, the security questions for the account are required to be set up. These questions are used to validate a user's identity when attempting a password reset online.

If you have not set these questions up, please contact Tech Support at 281.998.6137 for further assistance.

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## **Error: Authentication Failed**

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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 contact Tech Support at 281.998.6137 for further assistance. Upon verifying identity, one of our analysts will be able to reset your password and assist you with updating the answers to your security questions.

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### Error: Incorrect Username and/or Password

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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 San Jacinto College issued email address. Your password will be the same password used to log into SOS, a campus computer, or your college 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](https://password.sanjac.edu).

Should you need further assistance, please contact Tech Support at 281.998.6137. Upon verifying your identity, one of our analysts will reset your password over the phone and/or provide you with your username (college issued email address).

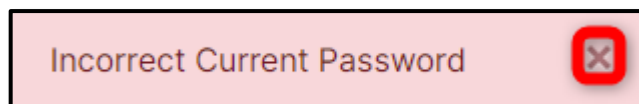
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### Error: The current password provided was incorrect

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When attempting to change your password using San Jac's Password Self-Service System, users may experience an error if they enter their current password incorrectly. 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 7)***, making sure to enter your correct, current password when prompted.

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## What special characters can I use in my password?

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At this time, you can use any special character in your password, ***except for an apostrophe (')***.

Special characters that can be used 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	=	

For any other questions or concerns, please contact TechSupport at 281.998.6137 or [TechSupport@sjcd.edu](mailto:TechSupport@sjcd.edu).