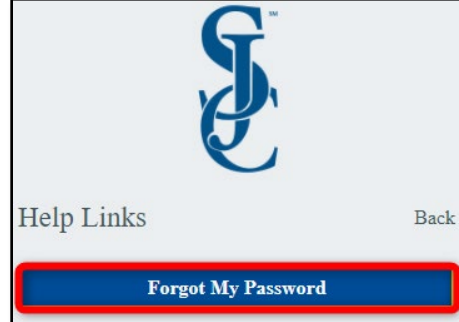


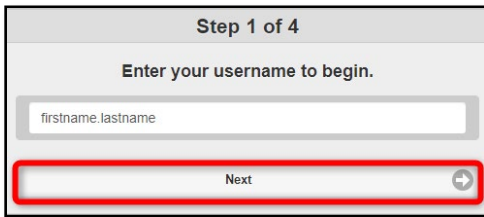
How to Reset Your SJC Network Password Online

Method One – Security Questions

1. Using your web browser, go to: password.sanjac.edu.
2. Click **Need help?** followed by **Forgot My Password**




3. For Step 1, type in your **firstname.lastname** for the username and then click **Next**.



A screenshot of the "Step 1 of 4" form. The title is "Step 1 of 4" and the instruction is "Enter your username to begin." Below the instruction is a text input field containing the placeholder text "firstname.lastname". At the bottom of the form is a button labeled "Next" with a right-pointing arrow, which is highlighted with a red rectangular box.

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



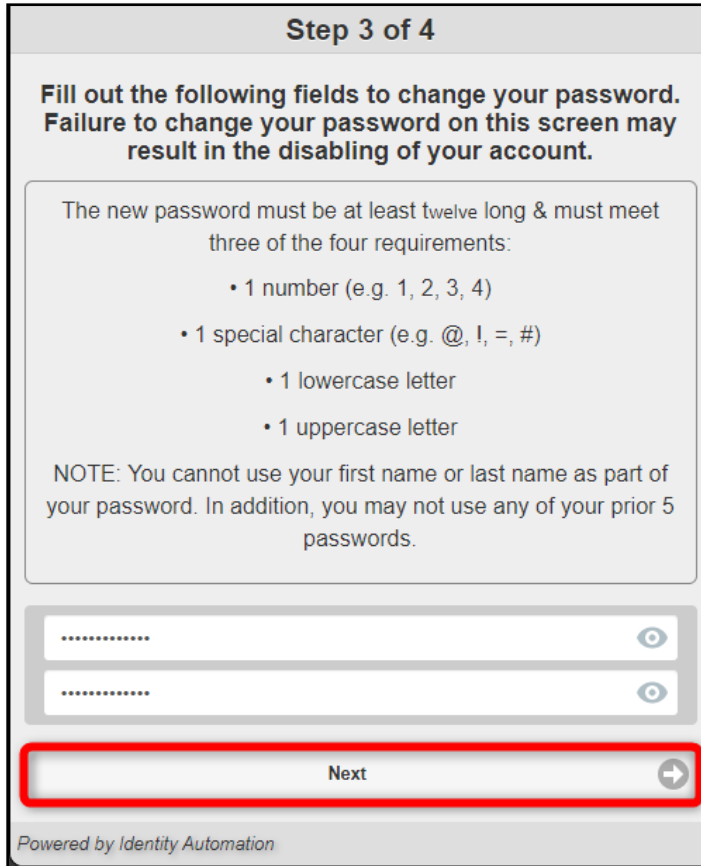
A screenshot of the "Step 2 of 4" form. The title is "Step 2 of 4" and the instruction is "Answer your challenge questions". There are three challenge questions, each with a text input field and a right-pointing eye icon to the right of the field:

- Question 1: "What month were you born in? *". The input field contains six dots.
- Question 2: "What was my favorite toy as a kid? *". The input field contains six dots.
- Question 3: "What city were you born in? *". The input field contains six dots.

At the bottom of the form is a button labeled "Next" with a right-pointing arrow, which is highlighted with a red rectangular box. At the very bottom, it says "Powered by Identity Automation".

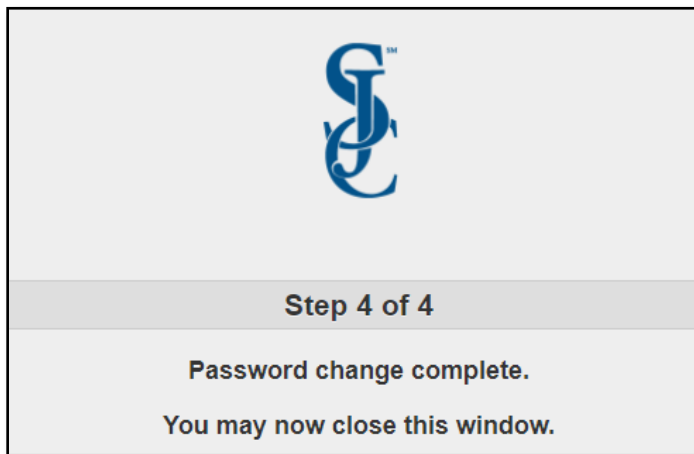
5. Create a new password for Step 3. The new password must be at least twelve characters long. Three of the four following requirements **must** be met: one number, one special character, one lower-case letter, and/or one upper-case letter. Once you come up with a new password, click **Next**.

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 instructions read: "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 box lists requirements: "The new password must be at least twelve long & must meet three of the four requirements: • 1 number (e.g. 1, 2, 3, 4) • 1 special character (e.g. @, !, =, #) • 1 lowercase letter • 1 uppercase letter". A note 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." There are two password input fields with masked characters and toggle icons. A "Next" button with a right 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.

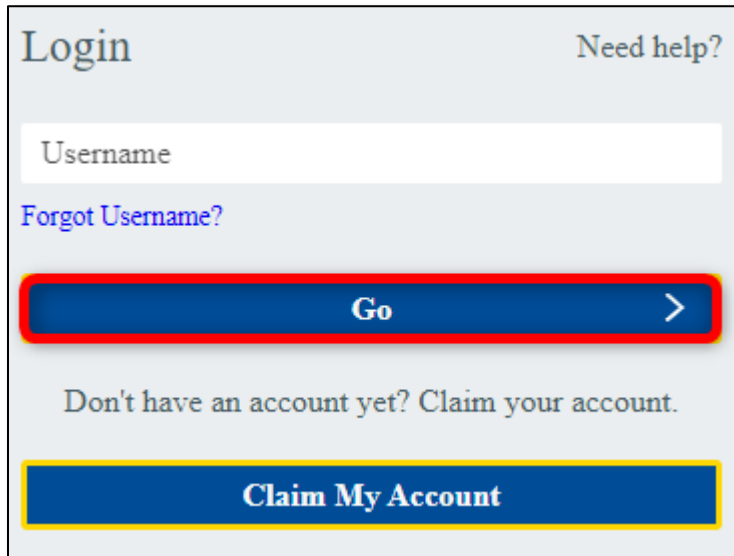


The screenshot shows a confirmation screen titled "Step 4 of 4". At the top is the San Jacinto College logo. The text reads: "Password change complete. You may now close this window."

7. You can now close the window.

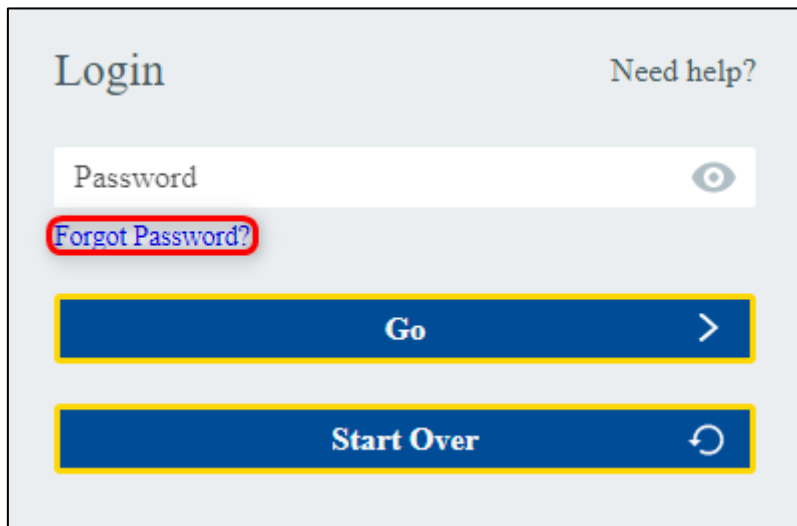
Method Two – SMS Text Message

1. Using your web browser, go to: password.sanjac.edu.
2. Under the username section type your San Jacinto User ID (Firstname.Lastname for employees) followed by selecting go.



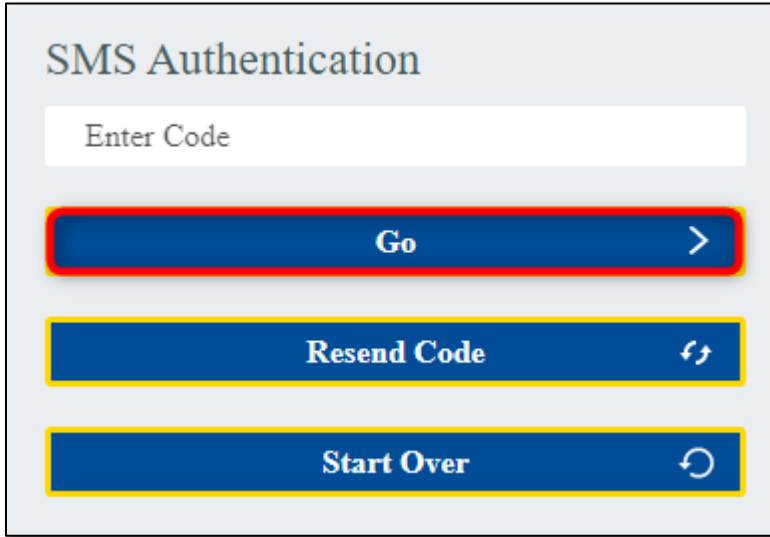
The screenshot shows the login interface. At the top left is the word "Login" and at the top right is "Need help?". Below this is a text input field labeled "Username". Underneath the field is a link "Forgot Username?". A blue button with the text "Go" and a right-pointing chevron is highlighted with a red border. Below the button is the text "Don't have an account yet? Claim your account." and a blue button with the text "Claim My Account" highlighted with a yellow border.

3. Under the password field, there will be an option labeled 'Forgot Password?' Select that option.



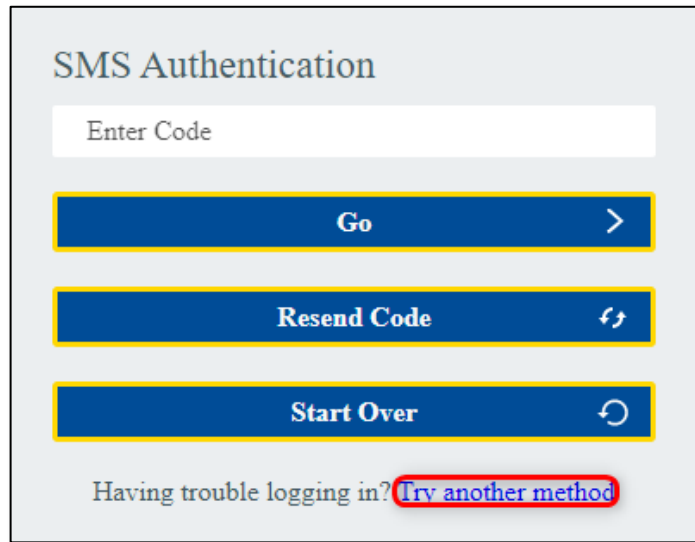
The screenshot shows the password section of the login interface. At the top left is the word "Login" and at the top right is "Need help?". Below this is a text input field labeled "Password" with a toggle icon on the right. Underneath the field is a link "Forgot Password?" highlighted with a red border. Below the link are two blue buttons: one with the text "Go" and a right-pointing chevron, and another with the text "Start Over" and a circular refresh icon. Both buttons are highlighted with a yellow border.

4. After Selecting that 'Forgot Password', you will get a text message with a one time code. Enter that code in the box and select 'Go'



The screenshot shows a form titled "SMS Authentication". It features a text input field labeled "Enter Code". Below the input field are three blue buttons with white text and icons: "Go" with a right-pointing chevron, "Resend Code" with a double arrow icon, and "Start Over" with a circular refresh icon. The "Go" button is highlighted with a red border, and the "Resend Code" and "Start Over" buttons are highlighted with a yellow border.

- 4b. For an alternate email address option, after Selecting that 'Forgot Password', for the alternate email option, select following link 'Try another method' for using the alternate email address and enter the code that is provided.



The screenshot shows the same "SMS Authentication" form as above. At the bottom of the form, there is a link that reads "Having trouble logging in? Try another method". The "Try another method" text is highlighted with a red border.

5. Create a new password for Step 3. 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. Once you come up with a new password, click **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.

Update Password

Employee Password Policy

The new password must be at least 12 characters long & must meet three of the four requirements:

- 1 number (e.g. 1, 2, 3, 4)
- 1 special character (e.g. @, !, =, #)
- 1 lowercase letter
- 1 uppercase letter

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.

Your new password MUST be:

- 12-255 characters long

Your new password MUST meet 3 of the following (0/3 met):

- Minimum 1 lowercase letter
- Minimum 1 number
- Minimum 1 special character
- Minimum 1 uppercase letter

New Password

Confirm New Password

Go >

6. You can now close the window.