This document provides instructions on how to access SJECCD SECURE LOGIN for students. Please refer to the table of contents below.

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Once you have completed First time login for students, if you are in need of accessing Library resources at EVC or SJCC, you should be able to do so by (logging in to https://sso.sjeccd.edu and) clicking on the respective Library icons visible on the dashboard page. You may also visit each campus’ Library site directly: EVC Library or SJCC Library.
SJECCD SECURE LOGIN – First time login for Students

1. Open browser and navigate to: https://sso.sjeccd.edu
2. In the **Username** field, enter your email address
   a. Email address = mywebid@stu.sjcc.edu or mywebid@stu.evc.edu
   b. If you are an EVC student, use mywebid@stu.evc.edu
   c. If you are an SJCC student use mywebid@stu.sjcc.edu
3. Click on **Unlock/Reset Password** link
4. Click on **Reset Forgotten Password**, then click on **Continue** button
5. In field 1), enter in your birth date in format mm/dd/yyyy, field 2), enter your StudentID with a ‘0’ (zero) prefix, then click on the Continue button.
6. Enter in your new password and confirm it, then click on the Continue button.
7. Password has been reset successfully, click on the **Try to continue logging in** link

![Password Reset Successfully]

8. Click on the **Continue** button (your password is already entered in the **Password** field from the previous step)

![ENROLLMENT - CHALLENGE ANSWERS]

Please enter your current password and click the button below to enroll your challenge answers.
9. Select three challenge questions and provide answers to them, then click on the **Continue** button.

10. Click on the [Try to continue logging in](#) link.
11. You will quickly see the SJECCD Secure Login prompt then be presented with the Enrollment – Mobile Phone. Please enter in a smart phone number for which you are able to receive sms/txt messages regarding One-Time-Passcode if/when your account is multi-factor authentication enabled. Then click on the Continue button.

You may select to skip or permanently skip. In this case, you should register an alternate email address for OTP (refer to Account Management section (step 16 below) for info on adding alternate email). Proceed to step 13 instead.
12. If you entered a smart phone number, you will receive an sms/txt message on that phone number with an OTP passcode. Enter the numerical passcode in the 2\textsuperscript{nd} Factor/One Time Passcode field, then click on the Continue button.

13. Click on the Try to continue Logging in link
14. You should arrive at the **SJECCD SECURE LOGIN** dashboard. All the applications you have access to will display: click on an icon to connect its respective application.

15. Always remember to sign-out properly; click on your name in the top right corner and select **Logout**. Wait for the browser to return a message that logout was successful, then close the browser (whenever possible) to further ensure your session has ended.
16. Log into SJECCD SECURE LOGIN: https://sso.sjeccd.edu
17. Click on your account (top right corner), and select **Edit Profile** (refer to image/step 15 above)

Challenge Questions section

18. To modify Challenge Questions/Answers, expand on the **Challenge Questions** section then select the available choices.
Registered Email Addresses section

19. To add/update email addresses, expand the Registered Email Addresses section:
   a. Click on Add my email link, enter in alternate email address and then click on the Continue button. Be ready to receive an OTP message at that specified email.

   b. An OTP message will be sent to specified email address, similar to images below.
c. Copy the OTP, paste it into **2nd Factor/One Time Passcode** field, then click the **Continue** button.

![Registered Email Address](image)

d. Click on the [Refresh the account management page](#) link

![Registered Email Address](image)

e. The email address has been added if you see a similar image below

![Registered Email Address](image)
20. Expand Multi-Factor Delivery Methods section to select how you want to receive OTP (One-Time-Passcodes) for Account Unlocks and Password Reset requests.

If you only have one method registered, it will be the default option displayed under the Method column. If you have both an alternate email and smart phone registered, you will be able to select which method (email/phone) option to receive OTP by clicking on the Change button under the Modify column.

![Multi-Factor Delivery Methods](image)

<table>
<thead>
<tr>
<th>Action</th>
<th>Method</th>
<th>Modify</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Unlock</td>
<td>Phone</td>
<td>Change</td>
</tr>
<tr>
<td>Password Reset</td>
<td>Phone</td>
<td>Change</td>
</tr>
</tbody>
</table>
SJECCE SECURITY LOGIN – Change Password

21. Go to SJECCE SECURE LOGIN: https://sso.sjeccd.edu
22. Click on Change Password link

23. Enter existing password in Password field, then click Continue button.
24. Enter new password into New Password and Confirm Password fields, then click Continue button.

25. Click on Continue logging in link
SJECCD SECURE LOGIN – Unlock/Reset Password

Reset Password Process

26. Go to https://sso.sjeccd.edu
27. Enter Username (use email address), click on Unlock/Reset password link

![Image of SJECCD Secure Login]

28. Select Reset Forgotten Password option, then click Continue button

![Image of End-User Self Service]
29. Select **1 Challenge Answer** or **2\(^{nd}\) Factor/One Time Passcode** option

**1 Challenge Answer**

a. Select **1 Challenge Answer** option, then click **Continue** button; you will have to answer one of your Challenge questions.

```markdown
## END-USER SELF SERVICE

Please choose an authentication type and click the button below to continue.

Username

ssotest@stu.sjcc.edu

**Requested Action**

Reset Forgotten Password

**Authentication Types Available**

- **1 Challenge Answer**

- **2nd Factor / One Time Passcode**

**Continue**

**Cancel**
```

i. Click on the down arrow to select a question

```markdown
## END-USER SELF SERVICE

Please answer any 1 of the 3 questions below

Username

ssotest@stu.sjcc.edu

**Requested Action**

Reset Forgotten Password

**-- Please choose a question --**

**Cancel**

Answers remaining: **1 optional**
```
ii. Enter your answer to selected question, then click Continue button

iii. Enter new password in **New Password** and **Confirm Password** fields, then click **Continue** button.
b. Select 2nd/One Time Passcode option, then click Continue button; An OTP will be sent to your email/smart phone, depending on which method you have provided information for and set as your default notification.

c. OTP passcode, similar to image below, will be sent to your smart phone. Enter numerical passcode into the 2nd Factor/One Time Passcode field, then click Continue button.
d. Enter new password into the **New Password** and **Confirm Password** fields, then click **Continue** button.

![END-USER SELF SERVICE](image)

- **Password Complexity Rules**
  - Your new password must **always** satisfy the following rules:
    - At least 8 characters long
    - Not contain the `< char OR `&`
  - It must also satisfy any 3 of the rules:
    - At least 1 lowercase character
    - At least 1 uppercase character
    - At least 1 numeric character
    - At least 1 special character

- **Username**: sootestsjcc1@stu.sjcc.edu
- **Requested Action**: Reset Forgotten Password
- **New Password**: ********
- **Confirm Password**: ********
- **Continue**
- **Cancel**

---

e. Click on **Try to continue Logging in** link

![END-USER SELF SERVICE](image)

- **Password Reset Successfully**
- **Try to continue logging in**
Unlock Account Process
1 Challenge Answer

a. Go to https://sso.sjeccd.edu
b. Enter your username in Username field (email address; mywebid@stu.sjcc.edu or mywebid@stu.evc.edu)
c. Select Unlock/Reset Password link

d. Select Unlock Account option, then click on Continue button.
e. Select 1 Challenge Answer or 2nd Factor/One Time Passcode option, then click Continue button.

f. Select a challenge question and provide answer, then click on Continue button.
g. Click on Try to continue logging in link

![Account Unlocked Successfully]

h. It will return to https://sso.sjeccd.edu. You may try to log in again.

![SJECCD Secure Login]

2nd Factor/One Time Passcode

To Unlock Account using the 2nd Factor/One Time Passcode option, refer to steps provided under Reset Password, #29.b.

Contact ITSS Help Desk

Click on the Having Trouble? Contact IT Support link at the bottom of the page. It will open a new tab to SJECCD ITSS Help Desk portal where you may generate a ticket for assistance.