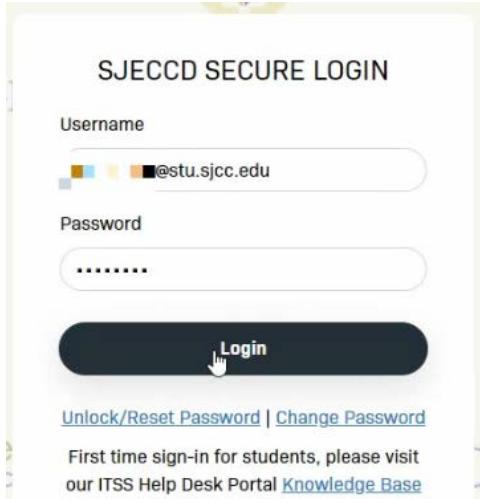


Student Self-Service (login after Cloud Migration July 2022):

Go to: <https://sso.sjeccd.edu>

Enter college provided username: first two initials of first & last name and last four of student ID @stu.evc.edu or stu.sjcc.edu (example: [stte4321@stu.evc.edu](#) or [stte4321@stu.sjcc.edu](#))

Enter password



Select Self Service app



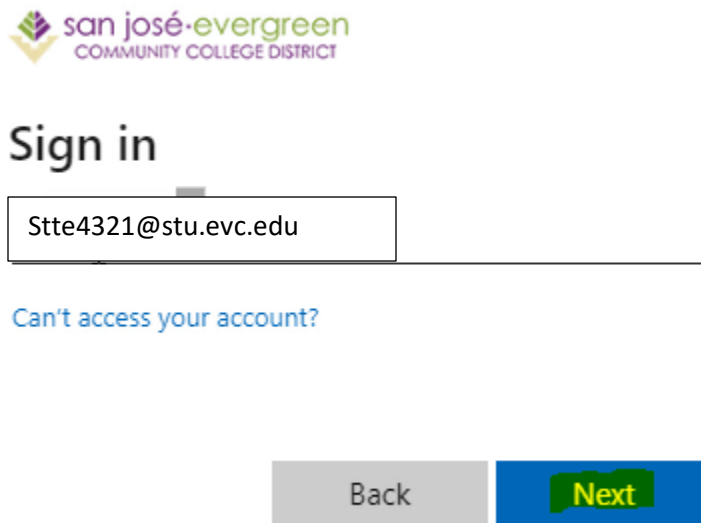
If you are prompted to pick an account and the account shown is your “campus provided username”, select the account and you will be routed to Self-Service.



If the account shown is your personal email, you must select “use another account” to proceed.



Enter your “campus provided username” and select Next.



Note: If you select your “personal email” and enter your password you will receive a sign in error message.





Sign in

Sorry, but we're having trouble signing you in.

AADSTS50020: User account '[REDACTED]@gmail.com' from identity provider 'live.com' does not exist in tenant 'San Jose-Evergreen Community College District' and cannot access the application 'https://eis-prod.ec.sjeccd.edu:443/samlSso'([SJECCD] Ethos Identity - Ellucian Prod) in that tenant. The account needs to be added as an external user in the tenant first. Sign out and sign in again with a different Azure Active Directory user account.

Troubleshooting details ×

If you contact your administrator, send this info to them.

[Copy info to clipboard](#)

Request Id: 131617ce-0d2c-4d47-8491-8a9a37467300

Correlation Id: 9a1a1eb2-2cce-4290-b5d2-7ea15d6cf493

Timestamp: 2022-07-14T15:40:40Z

Message: AADSTS50020: User account '[REDACTED]@gmail.com' from identity provider 'live.com' does not exist in tenant 'San Jose-Evergreen Community College District' and cannot access the application 'https://eis-prod.ec.sjeccd.edu:443/samlSso'([SJECCD] Ethos Identity - Ellucian Prod) in that tenant. The account needs to be added as an external user in the tenant first. Sign out and sign in again with a different Azure Active Directory user account.

Flag sign-in errors for review: [Enable flagging](#)

If you plan on getting help for this problem, enable flagging and try to reproduce the error within 20 minutes. Flagged events make diagnostics available and are raised to admin attention.

Go back and enter you campus provided username. If you still have issues, try clearing Cookies and Cached data and files.