

1. In your browser, go to <https://sso.sjeccd.edu>
 - Enter Your Email Address
 - **Students:** Your email address will be your MyWebId@... Examples below:
 1. EVC Students: *tivi7676@stu.evc.edu*
 2. SJCC Students: *tivi7676@stu.sjcc.edu*
 - **Faculty & Staff:** Enter your email address (*firstname.lastname@sjeccd.edu, ...@sjcc.edu, or ...@evc.edu*)
 - Enter Your Password
 - **Students:** For first time logins, simply click on the **Unlock/Reset Password** button. This will take you through an identity verification process and then an enrollment process. Once completed, for any future logins, enter in your EVC or SJCC school email address (*examples above*) and just click on the **Login** button.
 - **Faculty & Staff:** Your password is the same as your network/email password, so enter it in and then click on the **Login** button. If you're logging in for the first time, you will go through the enrollment process; **Step 3** section below.
2. **Students Only:** Identification Verification Process (*First Time Login*)
 - Select **Reset/Forgotten Password** option
 - Click on **Continue** button
 - Enter your date of birth using format: mm/dd/yyyy (*i.e.: January, 01, 1990 would be 01/01/1999*)
 - Enter your student id number:
 - 7 characters with a leading 0 in front (*i.e.: 0123456*)
 - Click on the **Continue** button
 - Enter in Your New Password
 - Must be at least 8 characters long
 - Cannot contain any part of your first name, last name, or username
 - And satisfy any 3 of the following:
 1. Must contain at least one uppercase letter
 2. Must contain at least one lowercase letter
 3. Must contain at least one number
 4. Special characters are okay to use
 - Confirm New Password
 - Click on the **Continue** button
 - Once you see "Password Successfully Set" message, click on the **Continue** button.
 - You have finished the Identity Verification process. The enrollment process will automatically start.
3. **For ALL:** Enrolling Process (*First Time Login*)
 - On the SJECCD Secure Login - Enrollment page, click on the **Continue** button.
 - Select your predefined questions and enter in your answers to them
 - Click on the **Continue** button
 - On the "Self Service Action Successful" message, click on the **Continue** button
 - On the Mobile Phone page, enter in your mobile phone number

- A one-time passcode will be sent to your mobile phone; be ready to check your mobile phone for the OTP passcode
 - Please also note that standard texting fee may apply per your carrier
- Click on the **Continue** button
- Check your mobile phone for the OTP passcode
- Enter OTP passcode it into the One-Time-Passcode field
- Click on the **Continue** button
- On the “Self Service Action Successful” message, click on the **Continue** button
- You have finished the enrollment process and should now be viewing the SJECCD Secure Login Welcome page

The following section contains additional options available for you to enroll in so that you may have alternative methods to receive OTP security passcodes in the future during times when you request for changes to your password or to unlock your account.

4. Challenge Questions

- Login to <https://sso.sjeccd.edu> (if not already)
- Click on **Manage Your Account Settings** (link on upper right of the page)
- Expand **Challenge Questions** link
 - Click on the **Change my answers** link
 1. End-User Self Service will appear (below the Challenge Questions section)
 2. Make your changes to the predefined questions and questions fields (***Must*** select 3 out of 10 questions)
 3. Click on the Continue button
 4. On the “Challenge Answer Enrollment Successful” message, click on the **Refresh the account management page** link
 - Or you can also click on the **Clear my answers** link to clear the existing question and answers
 1. In the confirmation popup box, click on the OK button
 2. After doing so you will have to set the challenge questions again by following the **Change my answers** section above. Caution! If this is section is left incomplete, you will not be able to use this method as an option to unlock your account and or change your password in the future.

5. Registered Alternative Email Address

- Login to <https://sso.sjeccd.edu> if not already
- Click on Manage Your Account Settings link located in upper right of the age
- Expand the **Alternative Email Address** link
- Click on **Change my email** link
- Email Enrollment will appear (below the Alternative Email Address section)
- Enter your external, personal email address, like Gmail or Yahoo! (***not*** your college email account)
- Before proceeding, log into your alternative email address account and be ready to receive a security code
- Then click the **Continue** button

- An email message containing a Verification Code will immediately be sent to your personal email account entered above. **This code is only valid for 10 minutes!**

IMPORTANT: Check your **junk/spam folder** for the code if not found in your inbox, especially if you use Microsoft mail, like Hotmail, MSN, Live.com, and Outlook.com.

- Enter the Verification Code into the OTP field
- Click the **Continue** button
- On the “Email Enrollment Successful” message, click on the **Refresh Account Management** link

6. Registered Phones

- Login to <https://sso.sjeccd.edu> (if not already)
- Click on **Manage Your Account Settings** (link on upper right of the page)
- Expand **Registered Phones** link
- Click on the **Add New Phone** link
- Phone Enrollment will appear (below the Registered Phones section)
- Select the country of where your phone is based (typically, most will be United States)
- Enter your mobile phone number if you have one (10 digits - dashes or parentheses are not required)
 - If you do not have a mobile phone or your phone number does not accept text messages, you will not be able to receive an OTP security passcode and thus you should disregard this section.
- Click the **Continue** button
 - A text message containing a Verification Code will immediately be sent to your mobile phone. **This code is only valid for 10 minutes!**
- Enter the Verification Code that was sent to your phone
- Click the **Continue** button
- On the “Phone Enrollment Successful” message, click the **Continue** button.

7. One-Time-Passcode Delivery Methods

- Login to <https://sso.sjeccd.edu> if not already
- Click on **Manage Your Account Settings** link located in upper right of the page
- Expand One Time Passcode Delivery Methods
- By default, both Password Reset and Account Unlock features are set to Phone. This means each time you request for a password change or account unlock, you will receive an OTP security passcode delivered to a mobile phone you specified in the Registered Phones section. You can change the OTP Delivery Methods to a phone or email if you have already registered one of each. *If you have not registered a mobile phone or an alternative email address, you will not be able to choose the OTP option when requiring a password reset/change or account unlock.*
- Click on the **Change** button for the option you want to modify (Account Unlock or Password Reset)
- The Change Default One Time Passcode (OTP) Method section will appear
- Select your option of Phone or Email
- Click on the **Continue** button

- You will see the change updated under the Methods column
- 8. Mobile Authenticator is currently unavailable.
- 9. Done!
 - Your SJECCD Secure Login account has been created! Congratulations!
 - Thank you for taking the time to create your account!
 - If you have questions or need assistance, please contact the helpdesk at: helpdesk@sjeccd.edu or 408-274-6411.