How to sign onto SJECCD Secure Login portal for Students

First Time Logging In:

1. To get to the SJECCD Secure Login Portal:
   a. Open browser, in the url box, enter in: https://sso.sjeccd.edu
   b. press Enter key

2. Once the SJECCD Secure Login portal site (see Image01) appears:
   a. Enter in your EVC/SJCC student email address in the Email Address field.
      i. EVC student email: MyWebid@stu.evc.edu
      ii. SJCC student email: MyWebid@stu.sjcc.edu
   b. Next, click on the Unlock/Reset Password button.

Note: After completing the steps in this document, any future logins will only require steps 1 through 2.a above and then click on the Login button instead.

![Image01]

   c. Image02 will appear quickly followed by Image03. Resume with step 3.
3. Select **Reset Password** option and click on the **Continue** button.

### SJECCD Secure Login - Self Service

Please choose an action and click the button below to continue.

<table>
<thead>
<tr>
<th>Email Address</th>
<th><a href="mailto:ssotestevc@stu.evcd.edu">ssotestevc@stu.evcd.edu</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Recovery Actions Available</td>
<td></td>
</tr>
<tr>
<td>- Unlock Account</td>
<td></td>
</tr>
<tr>
<td>- Reset Password</td>
<td></td>
</tr>
</tbody>
</table>

### SJECCD Secure Login - Self Service

Please enter your email address and click the button below to view the options currently available to you.

<table>
<thead>
<tr>
<th>Email Address</th>
<th><a href="mailto:ssotestevc@stu.evcd.edu">ssotestevc@stu.evcd.edu</a></th>
</tr>
</thead>
</table>

**Image02**

<table>
<thead>
<tr>
<th>Email Address</th>
<th><a href="mailto:ssotestevc@stu.evcd.edu">ssotestevc@stu.evcd.edu</a></th>
</tr>
</thead>
</table>

**Image03**

a. **Image03a** will appear. Take default option that has been selected.

b. Click on the **Continue** button.

### SJECCD Secure Login - Self Service

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

<table>
<thead>
<tr>
<th>Email Address</th>
<th><a href="mailto:ssotestevc@stu.evcd.edu">ssotestevc@stu.evcd.edu</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Requested Action</td>
<td>Reset Password</td>
</tr>
<tr>
<td>Authentication Options Available</td>
<td>2 Challenge Answers</td>
</tr>
</tbody>
</table>

**Image03a**
Verification of Your User Account

4. In this next screen, you will be prompted to verify your identity (see Image04):
   
a. Under field 1, enter in your date of birth in the format of mm/dd/yyyy (i.e., 01/01/1990)

b. Under field 2, enter in your Student ID (7 characters long with a leading 0).

c. Once both fields 1 and 2 are completed, the Continue button will appear.

d. Click on the Continue button (see Image04).

![SJECCD Secure Login - Self Service](Image04)

5. End-User Self Service Password Complexity Rules page will appear (Image05a). Now, you will need to set your password to be used for future logins to the SJECCD Secure Login portal site (https://sso.sjeccd.edu).

   To do so:

   a. In the New Password field, enter in your new password (see Image05a).

   b. In the Confirm Password field, enter in your new password again (see Image05a and Image05b)).
c. Click on the **Continue** button when completed (see *Image05b*).
6. When Image06 appears, Your password will autofill, click on the **Continue** button.

Image06
7. You will receive a **Password Reset Successfully** message. Click on the **Continue** link right below it. (The Enrollment process of your account to SJECCD Secure Login will start automatically; resume with Step 8 below.)
Enrolling Your Account to SJECCD Secure Login Portal

You will now go through enrolling your account.

i. The enrollment process will set your SJECCD Secure Login portal account with predefined security questions and your answers to them.

ii. It will also allow you to add additional notification methods so that you can receive security passcodes during times when you request to reset/change your password or unlock your account.

8. SJECCD Secure Login - Enrollment page will appear (Image08). Email Address and Password fields will auto-populate. Click on the Continue button.

9. SJECCD Secure Login – Self Service page will appear (see Image09a). The Email Address field will auto populate with your email account. You will need to select 3 predefined security questions and provide answers to them.
a. Click on the down arrow, located on the right hand side of each box: “—Please choose a question—“ field and select a security question.

b. Enter your answer to the selected security question in the field right below. As soon as you press the Enter key on your keyboard, or move to the next field, the answer fields will be hidden with ··········· as seen in Image09b.

c. When all 3 security questions have been completed, the Continue button will appear as seen in Image09b. Click on the Continue button.
10. A **Self-Service Action Successful** message will appear. Click on the **Continue** link below it.

11. **SJECCD Secure Login - Enrollment** page will appear (*Image 11a*).

   a. Enter in your mobile phone number

   b. Then, click on the **Continue** button
12. The One-Time-Passcode (OTP) page will appear (see Image11b):

   a. At this time, a security code will be sent to your mobile phone number that you entered in step 11 above. Check it for the OTP security passcode.
b. In the **One Time Passcode** field, enter in the OTP security passcode you received (see *Image11c*).

c. Click on the **Continue** button.

13. You will receive a **Self-Service Action Successful** message. Click on the **Continue** link below it.

![Image12](image)

14. You will now be taken to the **SJECCD Secure Login** portal’s landing page. **At this time, you have been authenticated/verified and are connected!** There are a few more settings that you may want to add to your account. To do so:

a. Click on the **Manage Your Account Settings** link in the upper right corner of the page

![Image13](image)
Manage Your Account Settings

15. **Account Management** page will appear (see *Image14*).

   a. Under **Account Details and Activity**, you will see Last Login/Password Change/Reset date information on your account.

   b. Under **Challenge Questions**, this is where you can change the predefined questions and your answers.

   c. **Registered Alternative Email Address** will allow you to change the current information

   d. **One Time Passcode Delivery Methods** is where you can change on you receive the security codes when you want to change password in the future. By default, it is set to email address. Note that in order to change from email to phone, you must complete steps to register your phone under Registered Phones.

   e. Under **Mobile Authenticator**, you can enable and set up to use PortalGuard’s Password Reset app or Google Authenticator app. Either one will need to be downloaded on to your device from the either Google Play or Apple App store – depending on the type/brand of device. Details on how to use this is provided in the Mobile Authenticator section towards the end of this document.

*Image14*
Manage Your Account Settings – Challenge Questions

16. Under Challenge Questions, you can change your predefined security questions and answers or clear them completely. Note that these questions and answers were set during the initial verification and enrollment process.

Caution! If you clear them, you will not be able to use this method to change your password or unlock your account in the future.

Image15a

a. To change selection of predefined security questions and or your answers to them, click on the **Change my answers** link.

i. **SJECCD Secure Login - Self Service** section will appear (see Image15b).

Image15b
ii. Make your changes and click on the Continue button when completed.

iii. Challenge Answer Enrollment Successful message will appear.

iv. Click on the Refresh the account management page link.

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**Image15c**

b. If you want to use the Clear My answers option, be sure you are still in the Challenge Questions section. Please also note the caution message in step 16 above.

i. Then click on Clear my answers link.

ii. A confirmation box will appear asking for confirmation, click on the OK button to confirm (see Image15d)

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**Image15d**

c. Now, under Challenge Questions, only the Set my answers link will be available (see Image15e).
To set the predefined security questions and your answers, click on the Set my answers link. This will go through similar steps to 16.a above.
Manage Your Account Settings – Registered Alternative Email Address

17. Under **Registered Alternative Email Address**, you can view/change your alternative email address information.

![Image16](image)

**Registered Alternative Email Address**

- **Alternative Email Address:**
  - **Confirmed On:** [Never]
  - **Add my email**

**SJECCD Secure Login - Enrollment**

Please enter your email address below to enroll. A test One Time Passcode (OTP) will be sent immediately for confirmation.

- **Alternative Email Address:** ssotestevc@outlook.com

![Image16a](image)

- **a.** To add **Alternative Email Address**, please log into your alternative email account you want to use so that you are ready to receive a security code upon completion of step ‘e’ below.

  **Note:** An OTP security code will be sent to your alternative email account. You will need to copy that security code and enter it on this site (see *Image16e*).

- **b.** Then, click on the **Add my email** link (see *Image16a*).

- **c.** **SJECCD Secure Login - Enrollment will** appear (see *Image16a*).

- **d.** In the **Alternative Email Address** field, enter in your alternative email address.

- **e.** Click on the **Continue** button when done.

- **f.** An OTP (One-Time-Passcode) email will be sent to your alternative email address you have entered (see *Image16b*).
g. Grab the OTP security passcode from the email you received and enter it into the One Time Passcode field (see Image16c).

h. Click on the Continue button (see Image16c).
i. **Email Enrollment Successful** message will appear (see Image16d).

j. Click on the Refresh the account management page right below it.

![Image16d]

k. The web page will refresh and should now show that the Registered Alternative Email Address has been changed. It should reflect the new alternative email you just updated to. (See Image16g.)

![Image16g]
Manage Your Account Settings – One Time Passcode Delivery Methods

18. Under the One Time Passcode Delivery Methods section, you can choose one of two methods as to how your OTP security passcode may be delivered during times of need; like password reset/change and account unlock requests.

Note: In order to choose a phone OTP method, you must complete, if not already, the Registered Phones section. This is covered in the Manage Your Account Settings – Registered Phones section below.

<table>
<thead>
<tr>
<th>One Time Passcode Delivery Methods</th>
</tr>
</thead>
<tbody>
<tr>
<td>Default One Time Passcode Delivery Methods</td>
</tr>
<tr>
<td>Action</td>
</tr>
<tr>
<td>Account Unlock</td>
</tr>
<tr>
<td>Password Reset</td>
</tr>
</tbody>
</table>

Image17a

a. To change the OTP delivery method for Account Unlock or Password Reset, click on the Change button for each.

b. Change Default OTP Method will appear. (See Image17b.)

<table>
<thead>
<tr>
<th>One Time Passcode Delivery Methods</th>
</tr>
</thead>
<tbody>
<tr>
<td>Default One Time Passcode Delivery Methods</td>
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<td>Action</td>
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</tr>
</tbody>
</table>

Change Default One Time Passcode (OTP) Method
Please choose the default One Time Passcode (OTP) method for Self Service Account Unlock.

One Time Passcode (OTP) Method

Image17b
c. Next to the **OTP Method** field, click on the drop down arrow on the right side of the field.

d. Select your option of: Phone or Email (If you have not registered a mobile phone, this option may not appear.)

e. Click on the **Continue** button.

![One Time Passcode Delivery Methods](Image17c)

f. Under **Method** column, the update will be reflected (see *Image17c*).
Manage Your Account Settings – Registered Phones

Note: You may have already entered in your Mobile Phone information from enrollment process above. If so, that information will be show in this section.

19. Under the Registered Phones section of the Account Management page, you may set up your smart phone as an alternative OTP delivery method. This will allow for you to be able to receive an OTP security passcode during times when you request a password reset/change or account unlock.

To add new phone, click on the **Add new phone** link.

**SJECCD Secure Login - Enrollment** will appear (see *Image18b*).

Ensure **Country** field shows: United States.

- Or select the correct country for where your phone is based.

- In the **Phone Number** field, enter in the phone number you want to register.

Click on the **Continue** button.
f. You will now receive an OTP security passcode on the phone you just entered in. (See Image18c.)

\[\text{Image18c}\]

g. Enter the code into the **One Time Passcode** as seen in Image18d.

h. Click on the **Continue** button.
i. **Phone Enrollment Successful** message will appear (see *Image18e*).

j. Click on the **Refresh the account management page** link below it.

k. You have finished adding a new phone. The phone should now appear under the **Registered Phones** section. (See *Image18f*.)
Manage Your Account Settings – Mobile Authenticator

NOTE: This section is currently not available yet.

20. Under **Mobile Authenticator** section, you can setup a mobile app on your smart phone/device to be used for password reset. (Note: this section includes some vendor documentation.)

Note: By default, the Mobile Authenticator is disabled. **Before enabling it, you must first, download the app that is needed.** There are two apps: Google Authenticator and PortalGuard Password Reset mobile app. Either of these may be found in the Google App store or Apple App store depending on your type/brand of phone/device.

```
<table>
<thead>
<tr>
<th>Mobile Authenticator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enabled On: (Never)</td>
</tr>
<tr>
<td>Enable mobile authenticator</td>
</tr>
</tbody>
</table>

**SJECCD Secure Login - Enrollment**
Please first download and install the Google Authenticator or PortalGuard Password Reset app from the appropriate app store for your phone.
When ready, please choose your phone type to continue. You can skip this enrollment but you will be asked to enroll again during your next login.

Phone Type: iPhone
```

*Image19a*

a. Download necessary app as mentioned above in the Note: section.

b. Install the app on your phone/device.

c. Ensure you are logged into the SJECCD Secure Login portal/site (see steps 1 through 2.a and Note: section at the beginning of this document).

d. Ensure you are in the Account Management page (see step 14.a).

e. Expand the Mobile Authenticator section.

f. To enable, click on the **Enable Mobile authenticator** link.

g. The **Mobile Authenticator Enrollment** will appear.
In the **Phone Type** field, click on the down arrow in the right corner of the field to select your brand/type of smart phone/device.

A QR code will appear. (See *Image19c*.)

Next, you will need to launch the app on your device to scan the code. (In this example of *Image19d*, it is showing the PortalGuard Password Reset app.)
k. Once the app opens, click on the **Enroll** button. (This will bring up a camera on your phone to take a snapshot of the QR code.)
l. Take a snapshot of the QR code. Once your device successfully scanned the QR code, it will generate an OTP security passcode (see Image19f).

![Image19f](image19f)

m. Enter the security passcode in to the **One-Time-Passcode** field on the SJECCD Secure Login portal (as seen in Image19g).
n. Click on the **Continue** button.

o. **Mobile Authenticator Enabled Successfully** message will appear.

p. Click on the [Refresh the account management page](#) link right below it.

q. You should now see that Mobile Authenticator is Enabled with the phone information (see Image19i)
r. To disable the Mobile Authenticator, click on the Disable mobile Authenticator link.

s. Confirmation box will appear. Click on the OK button to confirm.

The Mobile Authenticator will now show that it has been Disabled.
This is the end of the **How to Sign onto SJECCD Secure Login Portal for Students**. By now, you will have completed verification of your account, established a password for future logins and possibly added additional One-Time-Passcode Delivery methods to your account.

If you had issues and or want assistance, please contact the helpdesk at (408) 274-6411. You may also email to: helpdesk@sjeccd.edu.