

Changes to Accounts with LDAP FAQ Oct. 2009

Student Questions;

Question: I am a new Student to San Jacinto College and have completed my application, when my application is accepted how do I log onto the Student system to begin my registration?

Answer: Once your application is accepted you will receive an email to the email address you provided on your application that will include a link to a site for you to retrieve your SJC logon account.

Question: How do I find my SJC Student ID ('G') Number?

Answer: Prior to Saturday October 24th you can log on using your Social Security Number and while in SOS click on "My Information" then select "View SJC Identification Number" or contact TechSupport at 281-998-6137 for assistance.

Question: I have always used my Social Security Number to log onto the SJCD SOS system, what do I use after October 24th 2009?

Answer: You will only be able to sign on to the SOS system using your Student ID ('G' number). This is the same number you use when logging onto Blackboard or any of the institutions workstations.

Question: After the change how will I log onto Blackboard?

Answer: You will sign onto Blackboard just as you always have using your Student ID ('G' number) and the same password as prior to the change.

Question: When I make my installment payments I go directly to the Payment system not through SOS, Will the changes affect my logon to that system?

Answer: You will sign onto the San Jacinto College Student Account Suite just as you always have using your Student ID ('G' number) and the same password as prior to the change.

Question: When I want to change my password I have done this in SOS under the My Information section "Change PIN" is this how I will continue to change my password?

Answer: The "Change PIN" in SOS will no longer function as it has; it will change to send you to the new Password Self Service page. You will be able to change your password using this new function.

Question: What do I do if I have forgotten my Password?

Answer: There will be a new Password Self Service system in place, if you have previously accessed this page and filled out the security questions you will be able to have your Password reset from there. If you have trouble using the Password self Service system you can call into the SJCD Call Center at 281-998-6150.

Staff and Faculty Questions;

Question: I have always used either my ‘G’ Number or my Social Security Number to log onto the SJCD SOS system, what do I use after October 24th 2009?

Answer: You will need to begin using your SJCD network account login ID and Password. The system will no longer accept either your ‘G’ Number or SSN you will need to use the network account ID that is in the form of firstname.lastname.

Question: When I want to change my password I have done this in SOS under the My Information section “Change PIN” is this how I will continue to change my password?

Answer: The “Change PIN” in SOS will no longer function as it has; it will change to send you to the new Password Self Service page. You will be able to change your password using this new function.

Question: What do I do if I have forgotten my Password?

Answer: There will be a new Password Self Service system in place, if you have previously accessed this page and filled out the security questions you will be able to have your Password reset from there. If you have trouble using the Password self Service system you can call into the SJCD Call TechSupport at 281-998-6137.

Question: After the change how will I log onto Blackboard?

Answer: You will continue to use your ‘G’ number to sign onto Blackboard, although the password will no longer be the one you were using, it will be the password you use to log onto the SJC network and e-mail.