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.

- Email Address: **ssotestevo@stu.evc.edu**
- **Recovery Actions Available**
  - Unlock Account
  - **Reset Password**

**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.

- Email Address: **ssotestevo@stu.evc.edu**
- **Requested Action**: **Reset Password**
- **Authentication Options Available**
  - 2 Challenge Answers

**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).

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).
Please enter your new password in the fields below.

**Password Complexity Rules**
Your new password must **always** satisfy the following rules:
- Must be at least 8 characters long

It must also satisfy any of the rules below:
- Must have at least 1 lowercase character
- Must have at least 1 uppercase character
- Must have at least 1 numeric character
- Must have at least 1 special character

<table>
<thead>
<tr>
<th>Email Address</th>
<th><a href="mailto:ssotestevc@stu.evc.edu">ssotestevc@stu.evc.edu</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Requested Action</td>
<td>Reset Password</td>
</tr>
<tr>
<td>New Password</td>
<td>[ ]</td>
</tr>
<tr>
<td>Confirm Password</td>
<td></td>
</tr>
</tbody>
</table>

**Image05a**

c. Click on the **Continue** button when completed (see **Image05b**).
6. When Image06 appears, Your password will autofill, click on the Continue button.
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.

![SJECCD Secure Login - Enrollment](Image08)

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.
Please answer 3 of the 10 questions below.
NOTE: Answers must be at least 3 characters long.

Email Address  ssotestevc@stu.evc.edu

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]

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]

Welcome to the SJECCD Secure Login page for the San José- Evergreen Community College District. In order to simplify network access for students, faculty and staff we have implemented SJECCD Secure Login. Here you will find links for online applications that are integrated with SJECCD Secure Login. This enables you to readily use your network username and password to seamlessly log into these applications. You will no longer maintain separate user names and passwords for these applications. Below is a list of current and future network applications that will be accessible from this page:

**Currently Available:**
- Courseleaf
- Mimecast

**Available Soon:**
- Canvas — Summer 2018
- Office365 — Summer 2018

**Future Availability:**
- CCC Apply
- PrintShop Pro
- MyWeb (WebAdvisor)
- HireTouch
- Point and Click

ITSS will continue to add to the list as more applications become integrated with SJECCD Secure Login. As always, if you need assistance, please contact the Help Desk at helpdesk@sjeccd.edu or call 408-270-6411.
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.

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).
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.

---

**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**)

---

**Image15d**

c. Now, under **Challenge Questions**, only the [Set my answers](#) link will be available (see **Image15e**).
<table>
<thead>
<tr>
<th>Challenge Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Required: Answer 3 of 10 questions</td>
</tr>
<tr>
<td>Set my answers</td>
</tr>
</tbody>
</table>

i. 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.

![Image16a]

**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.

![Registered Alternative Email Address](#)

![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.)

![Registered Alternative Email Address](#)

![Image16g](#)
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>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>

**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**.)

**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.

```
<table>
<thead>
<tr>
<th>Action</th>
<th>Method</th>
<th>Modify</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Unlock</td>
<td>Email</td>
<td>Change</td>
</tr>
<tr>
<td>Password Reset</td>
<td>Phone</td>
<td>Change</td>
</tr>
</tbody>
</table>
```

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.

<table>
<thead>
<tr>
<th>Registered Phones</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered Phones</td>
</tr>
<tr>
<td>Add new phone</td>
</tr>
</tbody>
</table>

Image18a

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

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


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

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

<table>
<thead>
<tr>
<th>Registered Phones</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered Phones</td>
</tr>
<tr>
<td>Add new phone</td>
</tr>
</tbody>
</table>

**SJECCD Secure Login - Enrollment**
Please enter your mobile phone number below to enroll. A test One Time Passcode (OTP) will be sent immediately for confirmation.

<table>
<thead>
<tr>
<th>Country</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Number</td>
<td>408 - 111-2222</td>
</tr>
</tbody>
</table>

| Cancel | Continue |

Image18b

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

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 Image 18e).

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 Image 18f.)
Manage Your Account Settings – Mobile Authenticator

NOTE: This section is currently not available yet.

20. Under Mobile Authenticator section, you can set up 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.

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.)
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.)
I. 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]

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)*
To disable the Mobile Authenticator, click on the [Disable mobile Authenticator] link.

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](mailto:helpdesk@sjeccd.edu).