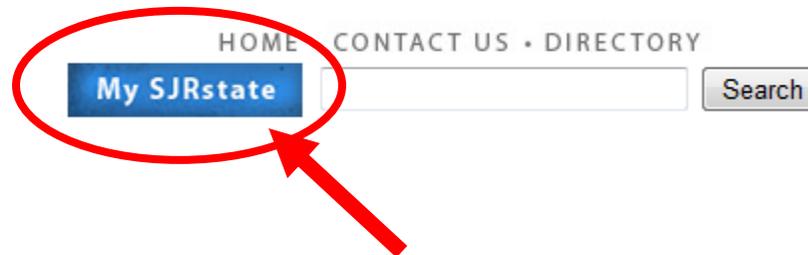




STANDARD OPERATING PROCEDURES

## Changing Your Password in My SJRstate

Go to <http://www.sjrstate.edu/>



Click on **My SJRstate** to log in



STANDARD OPERATING PROCEDURES

# Welcome to the MySJRstate portal.



MySJRstate provides access to registration, e-mail, records, courses, calendars, Blackboard and more - all from one secure, customized location.

It is important that you do not reveal your password to anyone, and always log out of MySJRstate and close your browser windows when you have completed your session so no one else has access to your personal records. Even if you follow an outside link, you will remain logged in until you hit the log out button.

**FIRST TIME USER ACCEPTANCE POLICY**

[CHANGE PASSWORD](#) | [PROBLEMS LOGGING IN?](#)

[APPLY NOW!](#) | [ADMISSIONS](#) | [CATALOG](#) | [SJRstate.edu](#)

Click on **Change Password**

(skip next two pages if you select change password)



STANDARD OPERATING PROCEDURES

Or if you chose the Second Option

Welcome to the MySJRstate portal.



MySJRstate provides access to registration, e-mail, records, courses, calendars, Blackboard and more - all from one secure, customized location.

It is important that you do not reveal your password to anyone, and always log out of MySJRstate and close your browser windows when you have completed your session so no one else has access to your personal records. Even if you follow an outside link, you will remain logged in until you hit the log out button.

**FIRST TIME USER ACCEPTANCE POLICY**

**CHANGE PASSWORD | PROBLEMS LOGGING IN?**

[APPLY NOW!](#) | [ADMISSIONS](#) | [CATALOG](#) | [SJRstate.edu](#)

Click on **Problems Logging In?**



STANDARD OPERATING PROCEDURES

Click on the **clicking here** link.

**LOGIN HELP**

If your current password does not work or you do not remember your password, please reset it by [clicking here](#).

If your account is suspended, please wait 30 minutes and try again.

If your account is disabled, please contact Student Services Helpline at [webhelp@sjrstate.edu](mailto:webhelp@sjrstate.edu) or 1-888-757-2293, and choose option 5.

If your account has expired, please contact Student Services Helpline at [webhelp@sjrstate.edu](mailto:webhelp@sjrstate.edu) or 1-888-757-2293, and choose option 5.

**STUDENT SERVICES HELPLINE**

**1-888-757-2293**

E-mail: [webhelp@sjrstate.edu](mailto:webhelp@sjrstate.edu)

STANDARD OPERATING PROCEDURES



Login

Enter all of the information in order to verify your credentials

Student ID  e.g., X00123456  
[Do not know your Student ID?](#)

Last four digits of SSN

Date of Birth   Format MM/DD/YYYY

Mailing Zip Code

For Assistance Contact the SJR State Help Desk at 1-888-757-2293

en-us

**Enter all the information below**

Enter **Generated ID or Student ID number** (this begins with an X)

Enter the **last four digits** of your **social security number**

Enter your **Date of Birth** in this format **MM/DD/YYYY**

Enter your **mailing zip code**

**Click Login**



**STANDARD OPERATING PROCEDURES**

If you **do not know** your Generated ID please click here

Student ID  e.g., X00123456  
[Do not know your Student ID?](#)



**Login**

Enter all of the information in order to verify your credentials

Social Security Number

Date of Birth   Format MM/DD/YYYY

Mailing Zip Code

Enter in your **full Social Security Number** without dashes

Enter your **Date of Birth** in this format **MM/DD/YYYY**

Enter your **mailing zip code**

**Click Login**



**STANDARD OPERATING PROCEDURES**

The screen below will appear if you have not previously accepted the College Policy.

**If you have accepted the College Policy then skip to Step 2.**



**1. Accept College Policy**



College Policies Needing Acceptance

View/Accept Policy	College Policy	Date Of Acceptance	Acceptance Status
<a href="#">Click Here to Accept Policy</a>	IT0113-Acceptable Technology Use Policy		Not Accepted

College Policies Accepted

You have not accepted any college policy.



**Click on the link to Accept Policy**



## STANDARD OPERATING PROCEDURES

This screen will appear

If you agree to honor the college policy as defined in the attachment below click the "I Agree to Accept this College Policy"

**College Policy** IT0113-Acceptable Technology Use Policy  
**Date Of Acceptance** 01-JUL-09  
**Acceptance Status** Not Accepted

View College Policy

View Policy	Policy Description
<a href="#">View Policy</a>	Acceptable Technology Use Policy 1 - 1

To view the College Policy click here. To accept the College Policy click here

### STANDARD OPERATING PROCEDURES

PASSWORD CHANGE AS EASY AS **1,2,3**

## 1. Accept College Policy



College Policies Needing Acceptance

All required policies have been accepted at this time.

College Policies Accepted

View	College Policy	Date Of Acceptance	Acceptance Status
View	IT0113-Acceptable Technology Use Policy	23-JUL-12	Accepted

1 - 1

## 2. Provide New Password



Password Reset

MySJRstate Login

Enter Password

Confirm Password

### Password Requirements

- Does not contain the user's account name or parts of the user's full name
- Be at least eight characters in length
- Must contain at least one character from the following three categories:
  - English uppercase characters (A through Z)
  - English lowercase characters (a through z)
  - Base 10 digits (0 through 9)
- Does not contain special characters (e.g., !,@,#,\$)

**Your MySJRstate Login will appear here.**

The next step is to create a password – **follow** the requirement listed to the right.

**Enter** the new password and **confirm** the new password.

Now click on **Check Password**.

## STANDARD OPERATING PROCEDURES

### 2. Provide New Password



Password Reset  
MySJRstate Login awest5

#### Password Requirements

- Does not contain the user's account name or parts of the user's full name
- Be at least eight characters in length
- Must contain at least one character from the following three categories:
  - English uppercase characters (A through Z)
  - English lowercase characters (a through z)
  - Base 10 digits (0 through 9)
- Does not contain special characters (e.g., !,@,#,\$)

### 3. Receive Success Message



Click Reset Password. This process may take up to 30 seconds. Do **NOT** leave this page until you receive a message your password has been reset.

Reset Password

**A green check will appear when your password is accepted.  
You will have green checkmarks for all three steps if successful.**

On step 3, click on **Reset Password**.

Once clicked, you will receive a **green check** and a **success message**.

### 3. Receive Success Message



Your password has been reset.

Go to MySJRState

Now click on **Go to MySJRState** and enter your **User Name** and **new Password** to enter.