SJC Student Technology
Quick Start Guide

TECH SUPPORT ONLINE
www.sanjac.edu/rightanswers

Find the answers to your San Jac technology questions or submit a request for technical assistance directly through the web!

SEND AN EMAIL
TechSupport@sjcd.edu

Send your questions or requests for assistance via email to our Help Desk Analyst Team.

CALL TECH SUPPORT
281-998-6137

Prefer to discuss your questions or concerns over the phone with a live person? Simply contact the Tech Support Office to speak with a Help Desk Analyst.

NEED BLACKBOARD SUPPORT?

Do you need assistance with using the Blackboard system for your classes? Contact them at:

BbSupport@sjcd.edu
281-542-2084

Updated July 2018

At San Jacinto College, a number of technology resources are available for your use as a student. To take advantage of what San Jac has to offer, a few simple steps are needed to get you set up. Follow this quick guide to prepare for your college technology needs!

Get READY for San Jac Technology

Set Up Your SOS Account

SOS is the secure San Jacinto College Online System for Students and Employees. To access SOS, you must claim your account.

If you haven't already, head over to the SOS Login page at **http://www.sanjac.edu/soslogin** and select the link that states: ***click here to claim your account.*** Doing so will allow you to create a unique password for your account, obtain your Student ID (GID#), and set up your security questions (required if you want to use Self-Service to reset your password in the future).

The Password Self-Service System allows you to change or recover a lost password. Access it at **http://www.sanjac.edu/password**.

Register with the SJC Alert Me System

The SJC ALERT ME! System is used by the College to notify you in case of an emergency; such as College closure due to severe weather, an immediate danger or cancelled classes.

To receive voice and text messages, you must provide your telephone and/or mobile number to the College by logging into your account on SOS and clicking on the red **SJC ALERTME** tab.

For more information, visit:
http://www.sanjac.edu/alert-me

Register & Pay for Classes

Blackboard, E-mail, and computer access is not created until 24 hours after a student has registered and paid for a class. If you're not already registered, log into your SOS account and get signed up!

Set Up Your Email Account

All San Jacinto College students are provided an email account once they have registered and paid for a class.

Student email addresses use the format:
(LastName).(FirstInitial)(Last6ofGID#)@stu.sanjac.edu

Example*: John Doe's student email address is **Doe.J123456@stu.sanjac.edu**.*

Head over to **https://portal.microsoftonline.com** to configure your student email account.

Your username will be your email address (Example: **Doe.J123456@stu.sanjac.edu**).

Your initial password will be your date of birth in a MMDDYYYY format.

Please note: If you are not able to log in using your date of birth, please use your SOS password instead.

For more information, visit
http://www.sanjac.edu/email

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Get SET for your Classes

Login to the Network

All students have access to computers in a variety of campus locations; such as Open Labs in the Interactive Learning Center (ILC) and the Library.

To login to an on-campus computer, use your SOS login username and password. You will also have access to a personal file storage drive (H: Drive) via the **My Computer** icon.

Login to Blackboard

Blackboard is San Jacinto College's learning management system used for distance learning, hybrid, and technology supported courses. Blackboard is accessed over the internet and does not require you to install any software. However, you may need to install a compatible browser.

To login, visit **http://online.sanjac.edu**. Your username is your GID#. Your password is the same as your SOS password.

Test Your System in Blackboard

Blackboard users can test their computer to make sure it is compatible with the current version of Blackboard. To run this test, follow these steps:

1. Log into Blackboard
2. Locate the **Browser Test** module on the **My SanJac** tab and click on the "Test Your Browser" button.
3. A page will appear to show you to results of your test.

For additional information or assistance, contact Blackboard Support.

Contact Tech Support for Assistance

Tech Support

Information Technology Services (ITS) ensures the functionality of the network and technology hardware and software across the College. The services provided include technical support and client services, data and web management, and infrastructure services.

TechSupport@sjcd.edu
281-998-6137

Blackboard Support

A team of Support Specialists are available to assist you when you experience functionality and/or technical issues within the Blackboard system. Phone and email support are available.

BbSupport@sjcd.edu
281-542-2084

Set Up Printing

San Jac utilizes the WEPA system, which allows for on-the-go printing from any location a WEPA kiosk is available. Students can quickly setup and deposit funds into their account and print their documents directly from a kiosk using their username and password.

To get your account set up:
1. Go to **https://www.wepanow.com** and click on **Login**.
2. Choose **San Jacinto College** for your school
3. Log in with your GID# and your SOS password
4. Click on the **Deposit Funds** icon
5. Fill in both sides of the Deposit Funds form
6. Deposit an amount into your WEPA account

Be sure to have your Student ID Card with you for quick access when printing documents and picking them up at a kiosk. The WEPA User Guide is available at **https://www.wepanow.com/user-guide/** .

Achieve Your GOals

Use Hoonuit

Hoonuit (formerly Atomic Learning) is an online, web-based video tutorial library that provides all employees and students on-demand access to thousands of short, easy-to-understand tutorial movies. These videos may be used as a resource to support classroom learning or to facilitate your own personal or professional learning.

You can access the Hoonuit tool through the **My SanJac** tab in Blackboard, under the **Tools** menu.

Use Smarthinking

SMARTHINKING is an online tutoring resource that allows students to connect with live tutors from any computer with Internet access. It provides online math, writing and other academic subject tutoring 24 hours a day, 7 days a week. In the online writing lab, e-structors critique and return essays within 24 hours.

Students can access Smarthinking through the **My SanJac** tab in Blackboard, under the **Tools** menu.

Access the Library Online

The San Jac Library provide services to help you succeed.

- Get research help
- Access magazine and newspaper articles online
- Use textbooks, handouts, test reviews and videos
- Find books using the library catalog
- Renew books online
- Use a study room
- Borrow a laptop or use Wi-Fi
- Chat online with a librarian

For more information or to access these services, visit the website at **http://www.sanjac.edu/library** or the Library tab within Blackboard.

Use SOS as a Resource

Remember SOS is a resource to view final grades, transcripts, register for classes, financial aid information and more. Be sure to update contact information in SOS as needed.