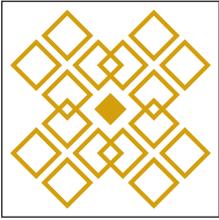


Applies To:	All Platforms	SJSUOne	Set-Reset Password
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San Jose State University ITSS Help Desk

Information Technology Support Services, a unit of SJSU Academic Technology

SJSU, Clark Hall, Academic Success Center, First Floor Computer Lab, (Room CL 102)
(408) 924-2377

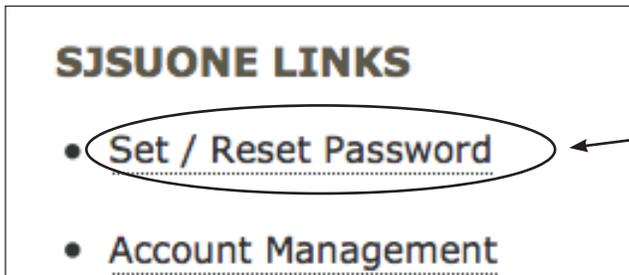
E-mail: help@help.sjsu.edu • Web: <http://www.sjsu.edu/at/hd>

Set* (or reset a lost) SJSUOne Password – in Three Easy Steps!

* Setting is the new name for the process formerly referred to as activation.

Step One:

1. Go to <http://sjsuone.sjsu.edu> on a Web browser.
2. Click on Set / Reset Password



Step Two:

Enter your SJSU ID then click continue.



Step Three:

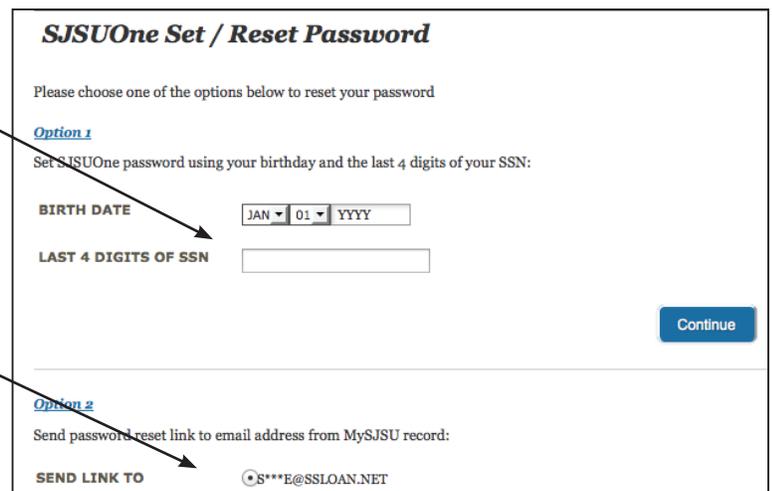
Choose one of two options!

1. Enter your birthdate and the last four digits of your SSN.

Or, the other option!

2. Have an e-mail sent to your non sjsu.edu e-mail account!

Then click continue...



Problems, Questions and/or Support

Information Support Services • Ph (408) 924-1530 • M-F 7:30 am—4:30 pm • info-support@sjsu.edu

Or:

Come to the Academic Success Center • Clark Hall Lab (Room 102) • ITSS Help Desk • SJSU