Changing Your Password in My SJRstate

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

Click on My SJRstate to log in
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.

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.

Click on Problems Logging In?
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 or 1-888-757-2293, and choose option 5.

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

**STUDENT SERVICES HELPLINE**

1-888-757-2293  
E-mail: webhelp@sjrstate.edu
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

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

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" button.

College Policy: IT0113-Acceptable Technology Use Policy
Date of Acceptance: 01-JUL-09
Acceptance Status: Not Accepted

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

Your MySJRobe 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

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

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