



Technology Guide



FMS IT

I contact FMS IT when....

- I cannot log in to my laptop
- I'm having issues with the keyboard or trackpad
- I can't log in to PowerSchool
- I am having problems with my laptop connecting to internet
- I can't get on certain websites that are required for my college course
- I can't download certain documents, software, etc required for my college course
- The sound or microphone on my laptop is not working

How to Submit an FMS IT Ticket:

- **PREFERRED:** Create a support ticket in our Technology Helpdesk, <https://fms.incidentiq.com>. Students or parents can sign-in using the student's normal computer login information.
- Call the Technology Office at 505-599-8820 and leave a message. Please include your name and/or the student's name and school, and a callback number or e-mail address.

SJC IT

I contact SJC Helpdesk when...

- I am having problems logging into MySJC or Canvas and I have tried on my own to reset my password
- My college course is not showing up in Canvas

How to submit an SJC Helpdesk Ticket:

- **PREFERRED:** Log in to MySJC. Under Applications, click on IT Helpdesk Ticket.
- Call the SJC Helpdesk at 505-566-3266. Have your SJC ID number ready.

Information related to your SJC Username and Password:

All SJC students receive computer access to SJC's computer network. Your username and password are configured as follows:

Username: *First Initial | Middle Initial | Last Name | Last two digits of your Social Security #*


Password: *The default password is "sjcp" then the last four digits of your SJC Student ID Number, **unless** you changed your password. Your password expires every 90 days.*

Example: John A. Smith with a SJC ID of 000123, and last 2 digits of SSN of 12 looks like:

Username: jasmith12

Password: sjcp0123

NOTE: passwords expire every 90 days. Passwords must be 8 characters long. You cannot use the 5 most recent passwords you had for your SJC account.

Click on the  button found on the SJC Homepage. MySJC provides the following services:

- Checking your SJC e-mail
 - Accessing Canvas
 - Viewing your class schedule
 - Viewing your final grades
 - Searching SJC's course catalog
 - Registering for classes (only an option for 3rd and 4th year students)
 - Updating your contact information
 - Reading the latest campus news
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SJC Student E-mail (SJCHS uses this email as a form of communication with students)

This email system is San Juan College's official communication between students and SJC staff. Please check your email regularly.

Your email address is

username@my.sanjuacollege.edu.

Accessing your email

You can access your SJC Student e-mail through the [MySJC Portal](#)

Password Reset Tool:

<https://passwordreset.sanjuacollege.edu/PasswordReset>