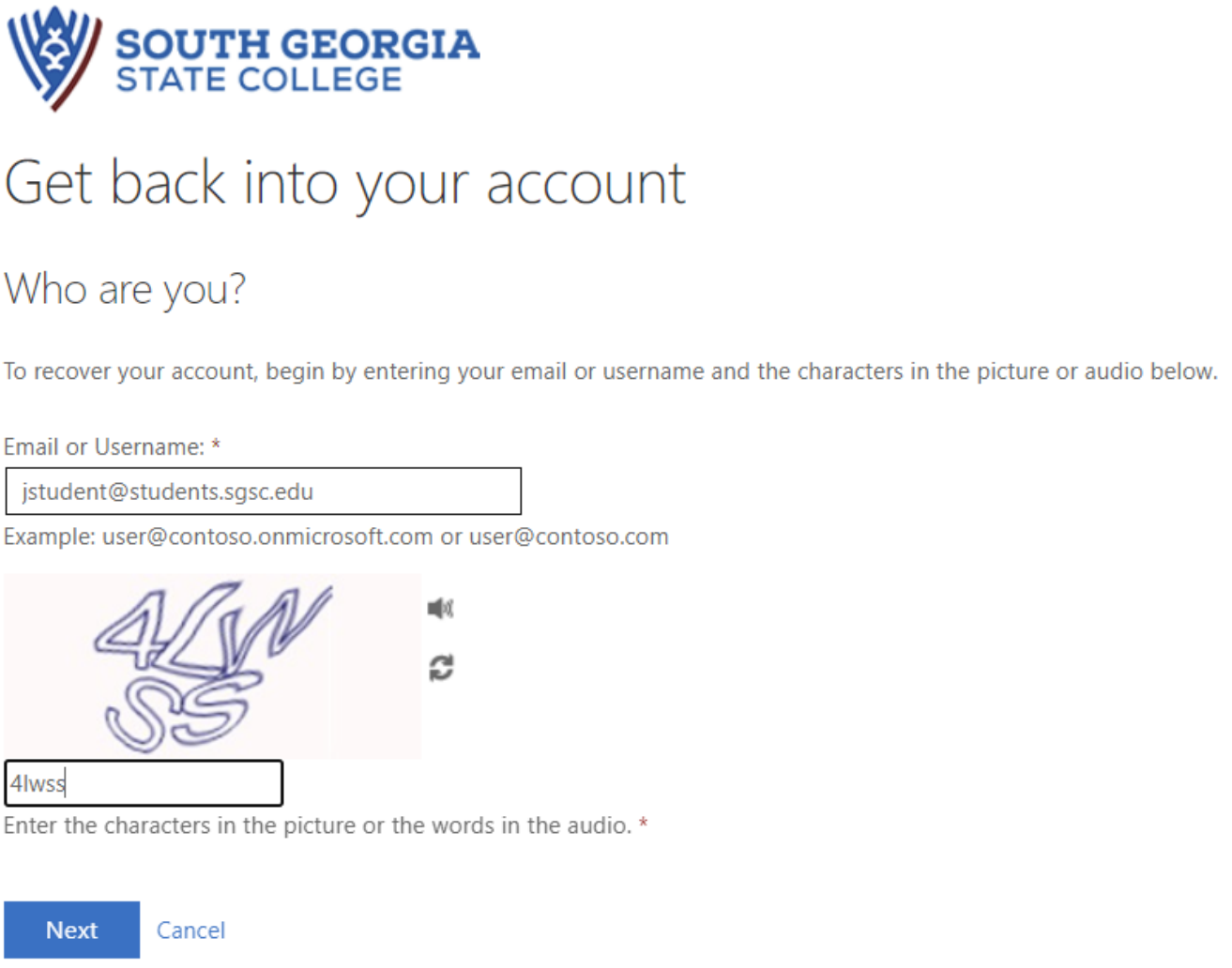
Unblock your account or change your password

If your account is blocked or if you'd like to change your password, you can easily do so.

Go to the account unlock page

To unlock your account or reset your password, go to the account unlock page. You can either click the "I can't access my account" link on the login page (or the "Forgot my password" on the password page) or you can go directly to the site from this link.

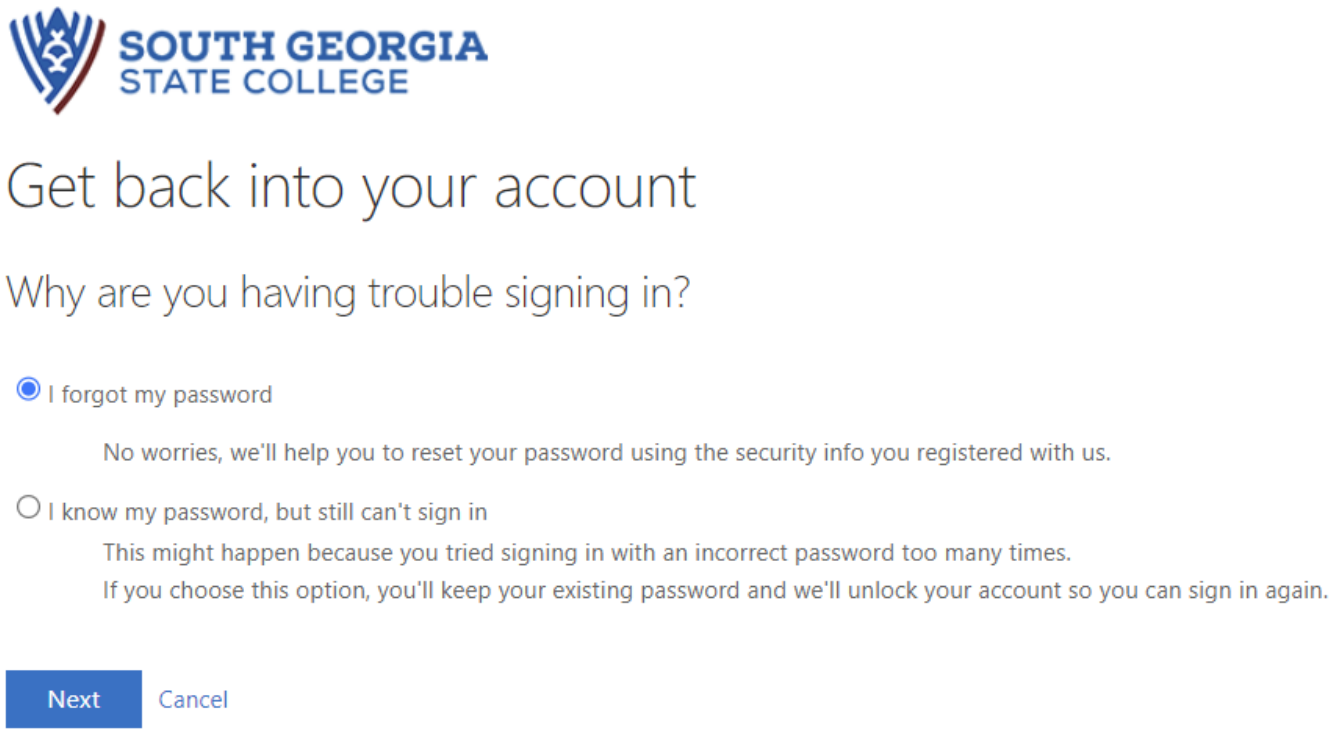
Enter your SGSC email address and then enter the captcha letters on the screen:



If you know your password but your account says that it is blocked when you try to sign in, skip to the next section.

If you forgot your password

If you forgot your password, select the first option and click Next:



This option will send a multifactor authentication request

SOUTH GEORGIA STATE COLLEGE

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

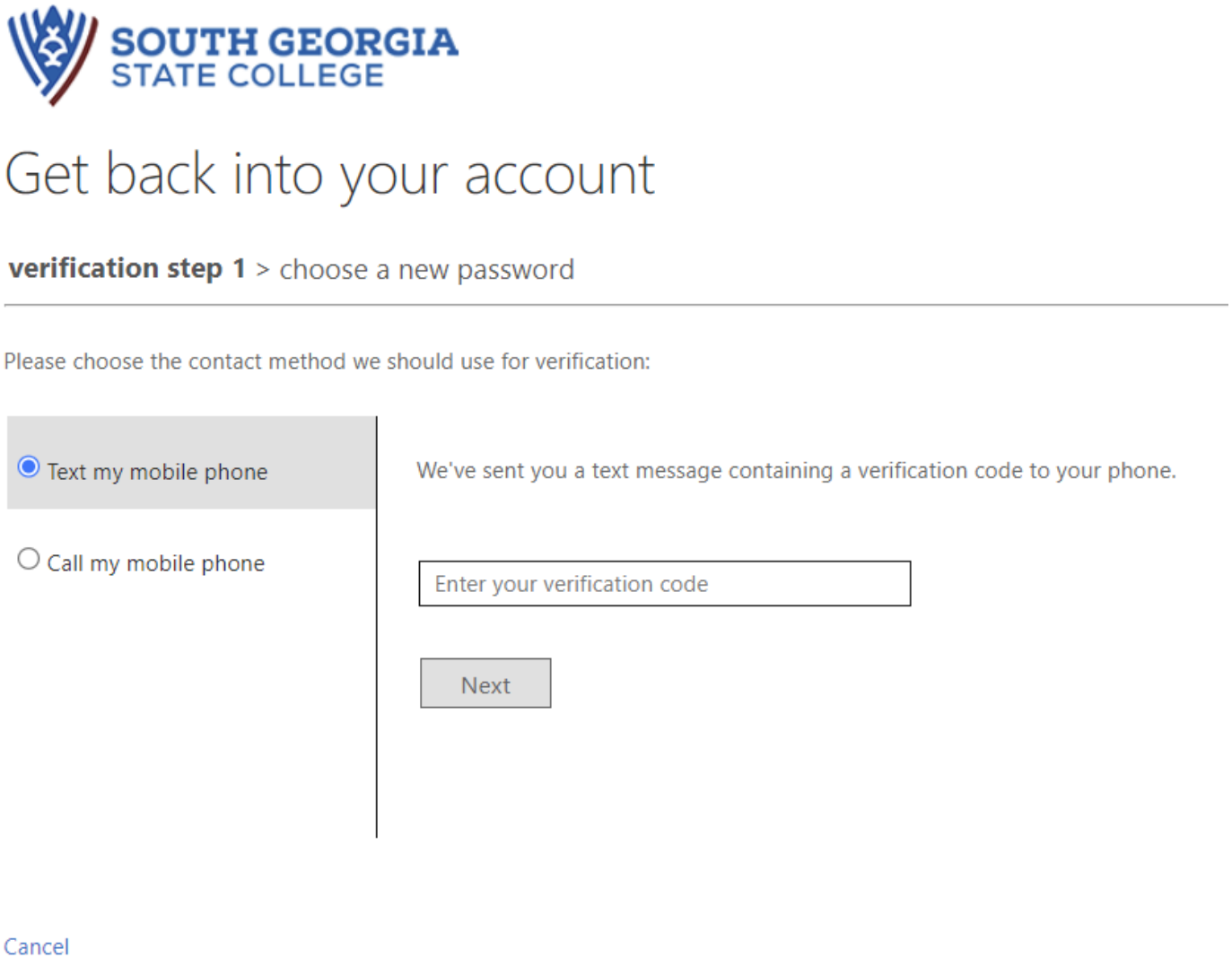
- (•) Text my mobile phone
- ( ) Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (**********90) below. You will then receive a text message with a verification code which can be used to reset your password.

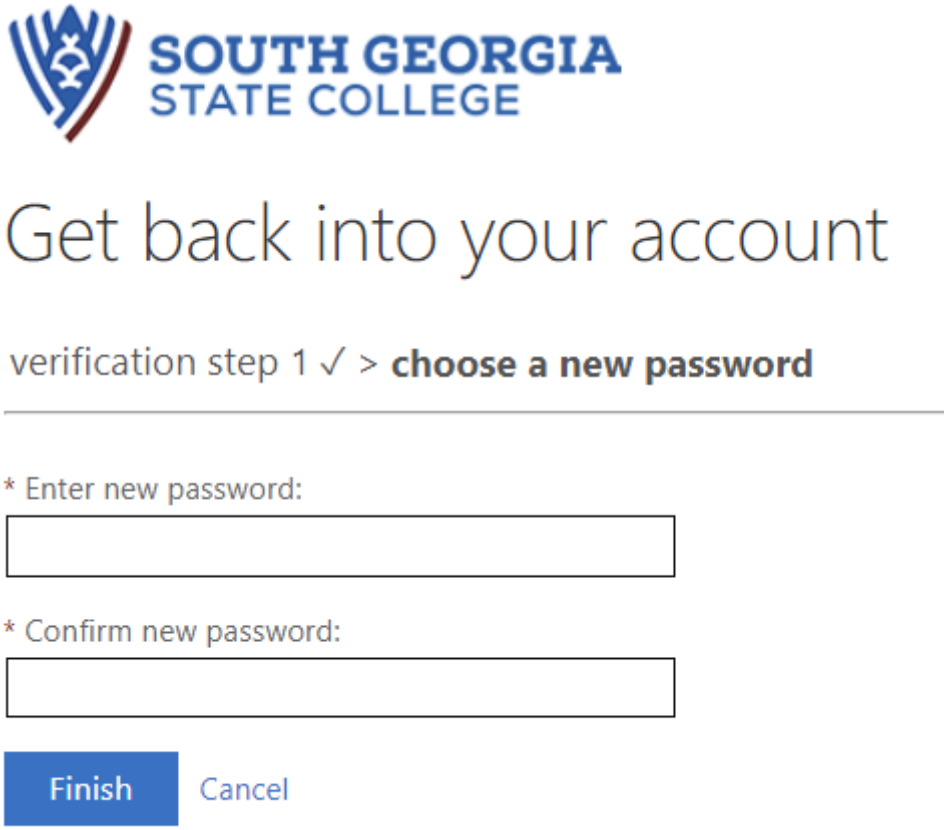
Enter your phone number

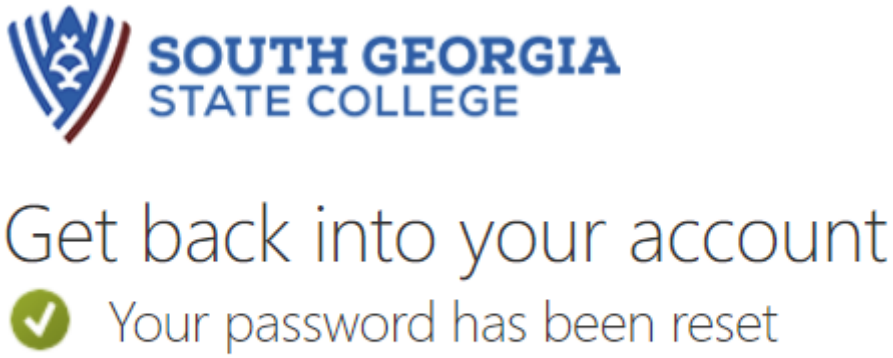
Text

Cancel



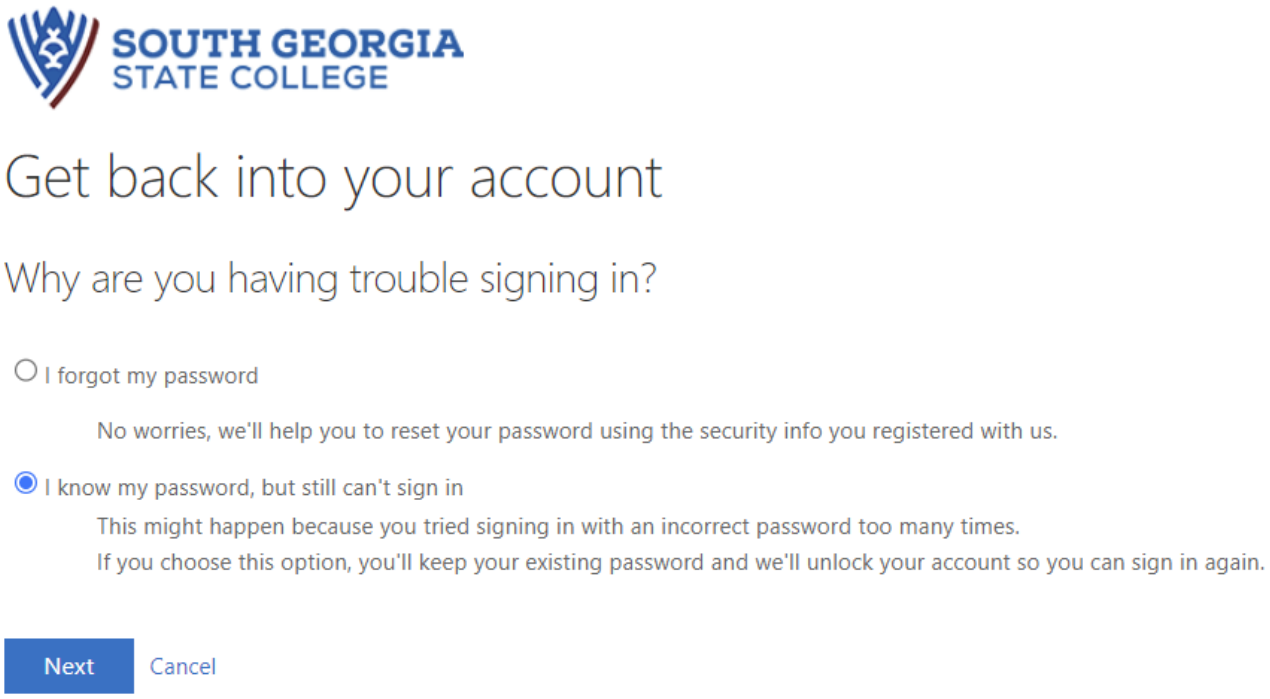
Once you verify your account it will prompt you to change your password.





If you know your password but your account is blocked

If you know your password but you get an error that your account has been blocked, choose the second option after signing into the account unlock page:



This option will send a multifactor authentication request

SOUTH GEORGIA STATE COLLEGE

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

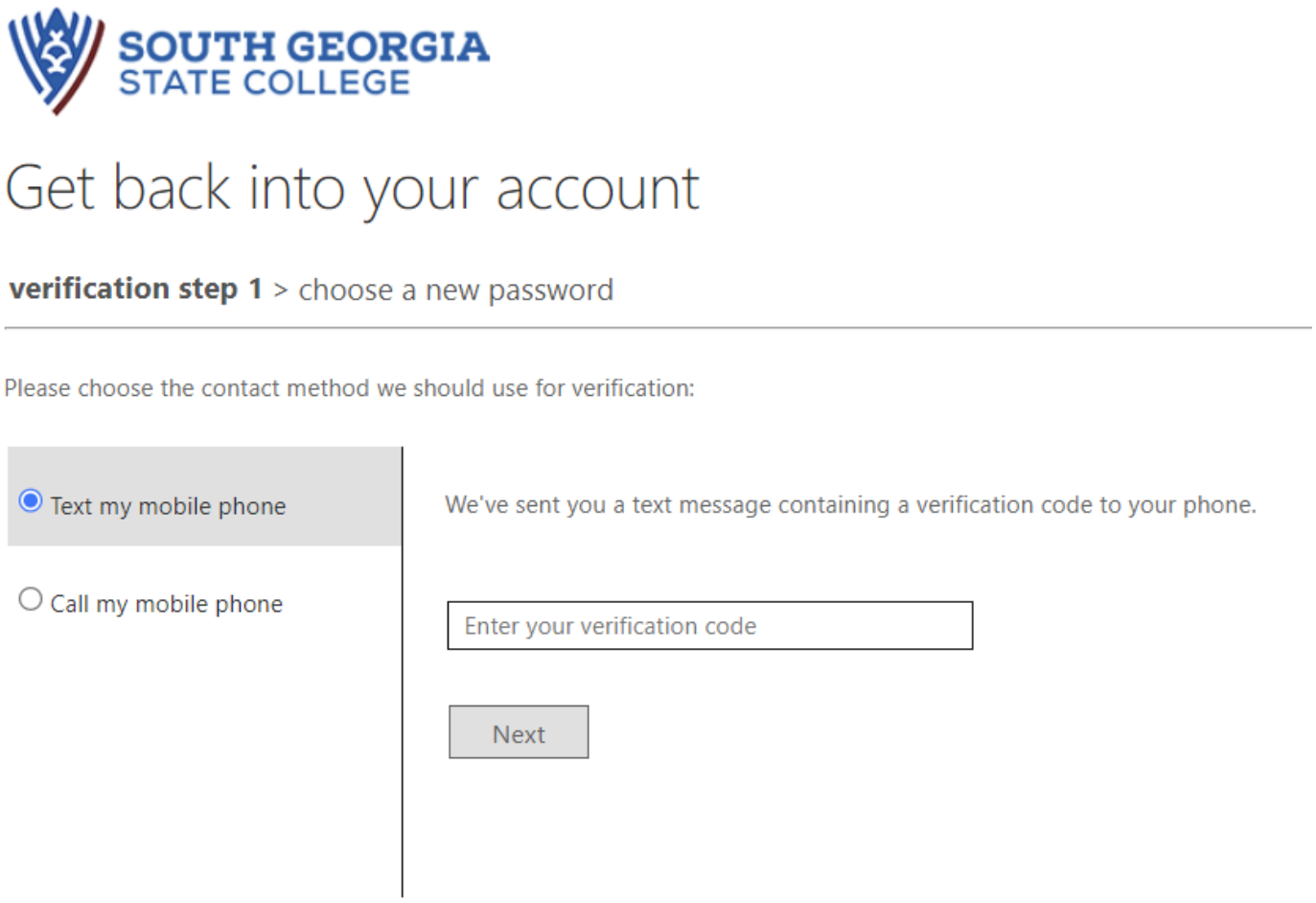
- (•) Text my mobile phone
- ( ) Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (**********90) below. You will then receive a text message with a verification code which can be used to reset your password.

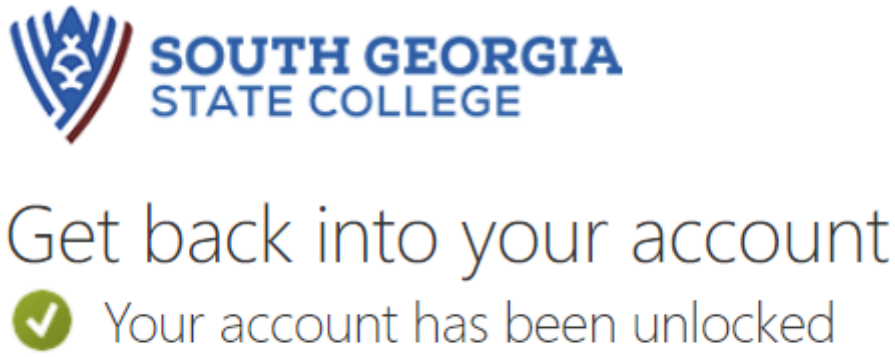
Enter your phone number

Text

Cancel



After you authenticate, your account will be unlocked



Still need help?

If neither of these solutions work for you, or if you have a new phone or your phone number has changed and you cannot authenticate to verify your account, contact the IT department for assistance.

Revision #3
Created 29 July 2024 13:56:44 by John Kirkland
Updated 29 July 2024 14:18:00 by John Kirkland