

Self-Service

Single Sign-On Login Guide

Rancho Santiago Community College District, Santa Ana College

1. NAVIGATE TO SELF-SERVICE WEBSITE

You can access Self-Service using this link <http://sac.edu/selfservice>.

-- OR --

Go to the [Santa Ana College website](#) and click **SELF-SERVICE** on the top menu.



2. SIGN-IN TO RSCCD SIGN-ON

You will be redirected to the Sign In page for RSCCD Single-Sign On.

Input your username and password, and click “Sign In”.

Optional: Check the box “Keep me signed in to stay signed in.”

Your Username is your college issued email address.

- **For Students, the username format can be:**
 - WebAdvisorID@student.sccollege.edu or
 - WebAdvisorID@student.sac.edu
 - Example: ab12345@student.sac.edu

- **For Employees, the username format can be:**

- LastName_FirstName@sccollege.edu,
- LastName_FirstName@sac.edu, or
- LastName_FirstName@rsccd.edu
- Example: [Smith_John@sac.edu](#)

Your Password is the one associated with your school account (e.g., for Canvas and Self-Service).

Sign in with your organizational account

lastName_firstName@sac.edu

.....

Keep me signed in

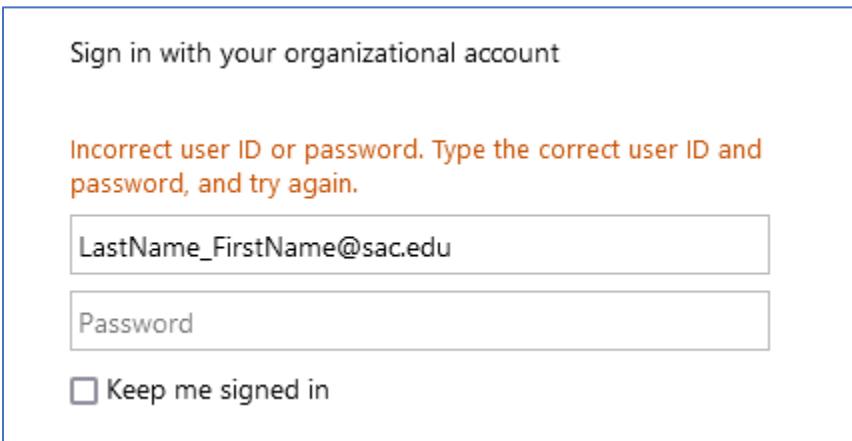
Sign in

TROUBLESHOOTING SIGN IN PROBLEMS

- Use the [Password Reset page](#) if you've forgotten your password or need to retrieve your username.
- Use the [Change Password page](#) to update your password.
- Students should contact the Student Help Desk for further assistance.
- For Santa Ana College students: [SAC Student Help Desk page](#).
- For Santiago Canyon College students: [SCC Student Help Desk page](#).
- Faculty and Staff may contact the ITS Help Desk for further assistance.
- Employees only: [ITS Help Desk page](#)

SINGLE SIGN-ON LOGIN ERRORS

- I am receiving an error saying "Incorrect user ID or password. Type the correct user ID and password, and try again."



Sign in with your organizational account

Incorrect user ID or password. Type the correct user ID and password, and try again.

LastName_FirstName@sac.edu

Password

Keep me signed in

First, make sure we have your correct username.

Go to the [Password Reset](#) page and use "Retrieve User Name". This will show you your District email address, which is also your Single Sign-on username.

If you're a student, your username might look like this: **ab12345@student.sac.edu** or **ab12345@student.scollege.edu**. Please note that sometimes, students get a "Welcome" email from the school, and the username in that email might end with **@student.sac.edu** or **@student.scollege.edu**. If one doesn't work, try the other.

If you're a teacher or staff member, your username is your employee email address. It might look like this: **LastName_FirstName@sac.edu**, **LastName_FirstName@scollege.edu** or **LastName_FirstName@rscsd.edu**.

Next, you might need to reset your password.

Go to the [Password Reset](#) page and use "Reset Password" to reset your password.

After you've reset your password, you should get an email at your personal email address. This will come from **HelpDesk@rscsd.edu**, and the subject line will say "RSCCD Password-Reset." If you can't find this email, please look in your junk or Spam folder.

One thing to remember is that you need to have a personal email address on file with us to get the password reset email. You can check with [SAC Admissions & Records](#) or [SCC Admissions & Records](#) (if you're a student) or [People & Culture / Human](#)

[Resources](#) (if you're an employee) to make sure they have your correct personal email.

Students who need help can contact the [SAC Student Help Desk](#) or [SCC Student Help Desk](#). Teachers or staff members can contact the [ITS Help Desk](#) (Employees Only).