

Reset your SJSUOne Password

If you forget your SJSUOne password you will not be able to access any of SJSUs services including Gmail, Google Drive, DocuSign, Zoom, etc. Follow the instructions below to reset your password.

1. Navigate to the [SJSUOne Set/Reset Password webpage](#)
2. Enter you **SJSU ID**
3. **Accept** the CSU Responsible Use Policy
4. Click **Continue**
5. Under **Option 1**, Enter your birth date and the last 4 digits of your SSN

Option 1

Set SJSUOne password using your birthday and the last 4 digits of your SSN:

BIRTH DATE

LAST 4 DIGITS OF SSN

Continue

6. Click **Continue**
7. Type your new password
8. Type your new password again to confirm
9. Click **Continue**

Attention: You must also change your SJSU_Premier WiFi password on all your portable devices, otherwise you will be locked out of your account. Thank you.

PASSWORD

CONFIRM PASSWORD

PASSWORD REQUIREMENTS:

- Passwords must be between 15 - 64 characters
- Capital Letters, Numbers, Spaces and Special Characters are optional
- Must not use the user's name, or other SJSU specific terms, or keywords associated with the University Expiration
- It needs to be uniquely different than previous passwords (do not reuse passwords).
- It should not contain a word in SJSU's Password Dictionary.

Continue

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