

Solar Account Information

General Questions:

I've forgotten my PIN! How do I reset it?

If you've forgotten your PIN, you can reset it automatically by selecting the "Forgot your PIN?" link on the JWCC Accounts page. **If you have entered your PIN incorrectly more than five times, it will automatically disable your account. You will need to come to Information Technology with a photo ID to have your PIN manually reset.**

How do I change my PIN?

After logging into Solar, you can change your PIN by choosing "**Personal Information**" from the menu across the top and clicking on the option, "**Change Your PIN**"

What is this "Security Question" thing?

You initially set your Security Question upon your first login to Solar. After that question (is answered), you will be able to automatically reset your PIN by entering your User ID and clicking "Forgot PIN". The system will ask you the question, you will give the answer, and then you will be prompted to choose a new PIN. Therefore, the question you ask should be known only to you, such as "What is my mother's maiden name?" or "What is the name of my first pet?"

How do I change my Security Question?

After logging into the Solar system, you can change your Security Question by choosing "**Personal Information**" from the menu across the top and clicking on the second menu option "**Change Security Question**".

Log into Solar Information

Getting Started

Step 1: Go to the JWCC Website:
www.jwcc.edu

Click on the "BlazerNet" icon located near the top of the page.

Step 2: Once you are logged in to the portal, click on the Solar link, located on the left hand side of the screen.

The first time you log in:

- 1) You will agree to appropriate usage.**
- 2) You will be asked to provide a security question and answer which will later allow you to reset your password manually.**
- 3) You must choose a new password. Your password must be a six digit numeric code.**

Direct Access: <https://solar.jwcc.edu>

The screenshot shows the JWCC BlazerNet website. At the top, there is a navigation bar with the John Wood Community College logo and links for "Change Password" and "Looking for JWCC.edu?". Below this is a banner image showing students in a classroom. The main content area is titled "BLAZERNET" and features an "Events" section on the left and a "LAUNCHPAD" section on the right. The LAUNCHPAD contains several icons for services: Canvas, Email, SOLAR (highlighted with an orange arrow), Library, OneDrive, File Access, Office 365, Intranet, Webauthors, Regroup, Starfish, and Smarthinking. The Events section shows a calendar view with two events: "Placement Testing Session" on May 30 and "Paint the Town Benefit for College for Life" on Jun 1.

Using your Solar Account

After you log in, you will be at the main menu. From here, you can link to personal information or student record information.

Personal Information

Here, you will be able to:

- Change your security question
- Change your PIN
- View your E-Mail account information
- Answer Surveys
- Receive instructions on:
 - How to change your address
 - How to change your name
 - How to correct your SSN

SOLAR: Student On Line Access to Records

Here you will be able to:

- View your Schedule
- View Holds
- View Midterm Grades
- View Final Grades
- View Unofficial Transcripts
- View your financial account
- Securely pay your account
- Add/Register for classes (Returning students only)

PRECAUTIONS TO USE AROUND JWCC COMPUTERS

Use capped drinks or drinks with lids. No food around the equipment. Cell phones should be set to low or off. If you receive a phone call, we request that you leave the room to talk on the phone.

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