To set up your Pipeline account for the first time, click on ‘Find and set up your account here.’

- You will be asked for your First Name, Last Name, Date of Birth, and last four digits of your social security number or approved ID that was assigned to you (if social security number was not provided). If you do not remember your SSN or Approved ID, you can go to Window 5 in Admissions & Records with a photo ID to retrieve your number.
- You will then select a Secret Question that will be asked if you forget or need to reset your password. Tip: select a question that you will remember the answer to!
- Next you will be asked to create a password of your choice (must be between 8-15 characters in length).
- The system will generate and display a username for you.
- Log in using your username and password (case sensitive).

If you forgot your username or password, click on ‘Need help?’ You will be prompted to enter your information and answer your Secret Question you selected the first time you set up your account. You will then be able to reset your password and retrieve your username.

If you forgot the answer to your Secret Question, you will need to contact Distance Education Tech Support, so they can reset your Secret Question. You may either fill out the Online Tech Support Form at http://www.sbcc.edu/support/contact/, or call (805) 965-0581 ext. 2949.