

# MCC ID and Username

- [Forgot MCC ID and Username](#)
- [My username has recently changed](#)

# Forgot MCC ID and Username

## Overview

These instructions are to recover your ID number and username.

## Getting Started

### Username Recovery Using MyMCC

- Go to [Forgot Username](#)
- Enter your first name, last name, and your personal email address that is on file with MCC.
- Click **Submit**.
- Your username will be emailed to your personal email address.

### Alternate MCC Username Recovery System

If you are not receiving the username email, or the page is not working, please use the alternate username recovery system located on the Continuing Education website:

- Go to the Continuing Education website: [Continuing Education](#).
- Click the person icon at the top right and select 'LOGIN'.
- Click the 'Find Your User ID' link.
- Click the 'I don't have this information' button.
- Enter your last name that is on file with MCC, your social security number with no dashes, and click 'Submit'. Your MCC username will be displayed if the system was able to identify your account.

## Account Security

Help Desk is unable to provide your McLennan Community College ID via email, in person, or over the phone due to our security policy. If you are unable to retrieve your MCC username, please contact Student Records at 254-299-8507 for assistance.

# My username has recently changed

## Overview

Your Active Directory username has been updated. To continue accessing your computer, email, and other IT services, follow the steps below.

## Log Into Your MCC Owned Computer with Your New Username

- Restart your computer.
- At the login screen, click on other user in the lower left hand corner.
- Enter your new username and your existing password.
- If you receive an error, try logging in with your old username and restarting again. If issues persist, contact the Help Desk.

## Sign In to the Single Sign-On (SSO) Page

- Open your web browser and go to the **SSO login pages**:
  - <https://authn.mclennan.edu/>
  - <https://gluu.mclennan.edu/>
  - <https://idp.mclennan.edu/>
- Enter your **new username** and existing password.
- If you previously saved your login credentials in your browser, update or remove the old username from saved passwords:

### Google Chrome:

- Click the **three-dot menu** ( : ) in the top-right corner.
- Select **Settings > Autofill and Passwords > Google Password Manager**.
- In the search bar, type the name of the SSO website.
- Click the entry, then **Edit** to update the username or **Remove** to delete the saved login.

### Microsoft Edge (Chromium):

- Click the **three-dot menu** ( : ) in the top-right corner.
- Select **Settings > Profiles > Passwords**.
- Use the search bar to find the SSO website.
- Click the entry, then **Edit** to update the username or **Delete** to remove it.

### Mozilla Firefox:

- Click the **three-line menu** (≡) in the top-right corner.
- Select **Passwords**.
- In the search bar, type the name of the SSO website.

- Click the saved entry, then **Edit** to update the username or **Remove** to delete it.
- If you encounter issues logging in, try clearing your browser cache or using an **incognito/private browsing window**:
  - **Chrome:** Press Ctrl + Shift + N
  - **Edge:** Press Ctrl + Shift + N
  - **Firefox:** Press Ctrl + Shift + P

## Update Outlook on Your Computer

- Open Outlook.
- If prompted for your credentials, enter your **new username** and existing password.
- If Outlook does not prompt you, remove and re-add your email account:
  - Click **File > Account Settings > Manage Profiles**.
  - Select **Show Profiles**, then **Remove** your existing profile.
  - Click **Add**, enter a new profile name, and follow the setup wizard using your **new username**.

## Update Outlook on Your Mobile Device

For Outlook on Android & iPhone

- Open the **Outlook** app.
- Tap your profile picture (top left).
- Select the **gear icon** (⚙) for **Settings**.
- Tap your email account, then select **Delete Account** (this will not delete your emails).
- Restart the Outlook app and sign back in using your **new username** and existing password.

## [Instruction Group 2 (bold)]

[Instruction paragraphs or bullet points.]

- Point 1
- Point 2

## Need Help?

If you encounter any issues, contact the IT Help Desk at [helpdesk@mclennan.edu](mailto:helpdesk@mclennan.edu) or call (254) 299-8077.