

# Account Management

Update personal information, forgot username or ID, or request system access.

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MyMCC/Colleague Self-Service (manage MCC account)

# Personal Information Update

## Overview

This article provides guidance on maintaining up-to-date personal information. Ensuring your personal email address is current allows you to reset your password and access your accounts, even if you are no longer an active student.

## Getting Started

### Personal Email Address

1. Log into your [MyMCC](#) account.
2. Select your username at the top of the page.
3. Select 'User Profile'.
4. Confirm your email address is current.
  1. Select the pencil icon to edit the email address.

### Physical Address and Phone Number

Address and phone number can be changed by contacting the [Student Records Office](#).

## Name Change

### Current Students

You may request a nickname or name change by completing the following form:

<https://mcccentral.etrive.cloud/#/form/180/?header=false&focus=true>

- Please be aware that adding or changing a Nickname, Chosen Name or Preferred Name will result in your e-mail address and username changing if the first initial in the Nickname, Chosen Name or Preferred name is different than the initial of your legal first name.
- The system may take several hours to update and may not update over the weekend. Please change or update your name when you do not have an immediate need to access Brightspace due to [Brightspace updates times](#).

## Former Students

Former students can request name change by contacting the [Student Records Office](#).

# Student Name Change Request

## Overview

These instructions are for requesting your name to be changed.

## Getting Started

To change your legal and/or preferred name.

- Log in at <https://mymcc.mclennan.edu/>
- Select User Options and then select User Profile.
- Select the 'Student Information Change Form' link.
- Once the form has been submitted, Student Records will update your name which will then propagate to your MCC accounts within two business days.
- Please monitor your student email account for any communication from them regarding the request.

## Log in Issues

**Please Note:** This process can cause Brightspace login issues until all systems are updated to reflect the new name!

## Additional Resources

If you have any questions on completing the form, please contact Student Records.

They can be reached by phone at 254-299-8507, or by email at [records@mclennan.edu](mailto:records@mclennan.edu).

# MCC ID and Username

# 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.

# How to sign into student campus workstations

## Overview

To log into your student workstation in labs or the library, you will use a special format for your username: ab1234567@students.mclennan.edu. This format ensures you can access your computer and all its features correctly.

## Getting Started

### Log into student computer

1. Click on the username box to start typing.
2. Enter your username in the format: ab1234567@students.mclennan.edu
3. Type your password into the password field, and then click Sign In.

Once your password is accepted, your computer will sign you in, and you'll have access to your desktop, files, and apps.

### Log out of the computer

Logging Out: Always save your data and log out if you're leaving the computer unattended to keep your work safe.

## Troubleshooting

- Caps Lock: Make sure Caps Lock is off before entering your password to avoid errors.
- Forgot your password? Check the [Account & Password Management](#) Service Offering.