

# Password Management

Forgot Password, Account Locked, and Password Reset

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# Password Reset System

# Forgot Password

## Overview

These instructions are to reset your password for McLennan Community College applications including, but not limited too, email, Wi-Fi, Computer Login, Self-Service, Brightspace, and Colleague. Former students using the SSO Password Reset System will only have access to MyMCC.

## Getting Started

- Go to <https://sso.mclennan.edu/reset/forgot>
- Once you have submitted the password reset request, please completely close your browser (all tabs and windows).
- Check your personal email for a McLennan Community College password reset email that will include a link to reset your password. Only use letters and numbers in your new password (no symbols, no special characters, and also no personal information should be included such as name/initials/date of birth).
- Once it has successfully changed it, close the web browser again (all tabs and windows) to complete the password change process.
  - On Macs - Close the browser and right click on the program's icon on your Menu Bar and click "quit" to close the program.
  - On mobile devices - Close out of the web browser by showing running applications and then swipe away/close the browser app. If you are unsure on how to close running applications on your device, you may also restart your smartphone to complete the process.
  - On Chromebooks- Close your browser (all tabs and windows).
- Once your password has been reset, retry accessing your account.
  - **Note:** Please be sure to update your credentials on any services you may be signed in to with your previous password to help prevent your account from locking due to invalid sign-in attempts (e.g email on a smartphone, wireless, workstations on campus). If you use a password manager to store your passwords, please update all MCC services (e.g. Brightspace, email, MyMCC) to the new MCC password.

## Troubleshooting

### Common Issues

- There are known issues with our password reset site and the web browser Safari (use an alternate browser if available).
- My account is now locked after changing password.
  - You may have an incorrect password still saved on a device like a computer, cellphone, or tablet.
  - Follow the instructions at [Unlock your account](#) and then log back into your account.
  - Update the old password on all devices for applications like your Wi-Fi, or email.
- Not getting the password reset email? The email may take up-to five (5) minutes to be delivered. Please check your spam folder if you do not see this email in your Inbox.

## Error Messages

- If you receive an Error occurred... message, this means the link has been already used, expired, or is invalid. Delete all password reset emails from your inbox and request another password reset link and use the link in the new email.
- Page continues to open to an error message.
  - Click the 'sign out' button or restart your browser.
    - On Macs - Close the browser and right click on the program's icon on your Menu Bar and click "quit" to close the program.
    - On mobile devices - Close out of the web browser by showing running applications and then swipe away/close the browser app. If you are unsure on how to close running applications on your device, you may also restart your smartphone to complete the process.
    - On Chromebooks- Close your browser (all tabs and windows).
  - [Unlock your account](#) or [reset your password](#) again.
- After changing password, the site states that password cannot be changed for 24 hours.
  - Once you see the password report page (you will see your email in green letters) you will automatically be forwarded back to the SSO Password Rest System home page. If you log into that site, it will try to let you change your password again and you will get the 24-hour error message. Please click 'sign out' and close the tab.
- If you receive an error that your account is not found, please use the [MyMCC password reset only](#) instructions for former students and employees only.

## Resources

- Unlock Account- [Account Locked](#)

# Account Locked

## Overview

These instructions are to unlock your account. This includes unlocking your account and resetting the timer to change your password within 24 hours.

## Getting Started

- Go to <https://sso.mclennan.edu/reset/unlock>
- Once you have submitted the Account Unlock request, check your personal email for a McLennan Community College Account Unlock email that will include a link to unlock your account
- Click the link and on the page that opens, click the 'Unlock My Account' button.
- Once you have unlocked your account, close your browser (all tabs and windows) to complete the account unlock process.
  - On Macs - Close the browser and right click on the program's icon on your Menu Bar and click "quit" to close the program.
  - On mobile devices - Close out of the web browser by showing running applications and then swipe away/close the browser app. If you are unsure on how to close running applications on your device, you may also restart your smartphone to complete the process.
  - On Chromebooks- Close your browser (all tabs and windows).

## Resources

- Password reset instructions- [Forgot Password](#)

# Password Reset Page Loop

## Overview

These instructions are to troubleshoot issues with the password reset page that shows the 'change my Password' button to be grayed out or when the button is pressed, it refreshes the page and does not continue to the next page to allow you to change the password.

## Getting Started

- Delete the previous 'password change' email(s) you received from McLennan Community College.
- Close your browser (all tabs and windows).
  - On Macs - Close the browser and right click on the program's icon on your Menu Bar and click "quit" to close the program.
  - On mobile devices - Close out of the web browser by showing running applications and then swipe away/close the browser app. If you are unsure on how to close running applications on your device, you may also restart your smartphone to complete the process.
  - On Chromebooks- Close your browser (all tabs and windows).
- Unlock your account at [Account Locked](#)
- Close your browser (all tabs and windows).
  - On Macs - Close the browser and right click on the program's icon on your Menu Bar and click "quit" to close the program.
  - On mobile devices - Close out of the web browser by showing running applications and then swipe away/close the browser app. If you are unsure on how to close running applications on your device, you may also restart your smartphone to complete the process.
  - On Chromebooks- Close your browser (all tabs and windows).
- Reset your password again at [Forgot Password](#)

## Resources

- How to unlock your account- [Account Locked](#)
- How to reset your password- [Forgot Password](#)

# Change Password

## Overview

These instructions are for when you want to change your password. You must know your current password.

## Getting Started

- Go to <https://sso.mclennan.edu//reset/start/>.
- Enter your ID number and current password.
- Click the 'Change My Password' Button. Click 'Sign In'.
- Only use letters and numbers in your new password (no symbols, no special characters, and also no personal information should be included such as name/initials/date of birth).
- Once you have successfully changed your password, close the web browser (all tabs and windows) to complete the password change process.
  - On Macs - Close the browser and right click on the program's icon on your Menu Bar and click "quit" to close the program.
  - On mobile devices - Close out of the web browser by showing running applications and then swipe away/close the browser app. If you are unsure on how to close running applications on your device, you may also restart your smartphone to complete the process.
  - On Chromebooks- Close your browser (all tabs and windows).
- Once your password has been changed, retry accessing your account.
- Update your credentials on any services you may be signed in to with your previous password to help prevent your account from locking due to invalid sign-in attempts (e.g email on a smartphone, wireless, workstations on campus).

# Preventing Account Lockouts After Password Reset

## Overview

To prevent a lockout issue from happening, please review the list of common sources of lockout provided below when convenient. If an application or device retains an old password for too long after a password change, it will lock the account. To resolve this, unlock the account, then update the password on the device and log back into the application.

## Getting Started

### Lockout Prevention Steps

Please check each of the following steps to clear any old password from your devices to prevent your account from being locked.

### Clear Saved Outlook Credentials on a MCC workstation (Employee Only)

Clear any saved Outlook credentials using the steps in the article

<https://ithub.mclennan.edu/books/microsoft-outlook/page/how-to-clear-credential-manager-for-outlook>.

Note: Faculty and staff articles are password protected, and you will need to log into IT Hub by logging in first to see this article. You will log in with your employee credentials.

### Update Wireless Password

Forget the McLennan wireless, if applicable, on your smartphone and laptop:

- On your smartphone -
  - Go to Settings and then the WiFi option. Turn on wireless if needed.
  - For iPhones, tap the blue 'i' next to McLennan and select the option to forget the network. If it only has the option to join the network, feel free to turn the wireless back off.
  - For Androids, typically you tap and hold on McLennan to reach the forget network option, but it varies by model.'



- On your MCC workstation -
  - In the search bar on the Taskbar at the bottom, search for "WiFi Settings" and select from the search results
  - Select 'Manage known networks'
  - Select 'McLennan'
  - Click on Forget
  - Close the Settings dialog box and then try to reconnect to the McLennan wireless network
- If you have any tablets or other devices, please check them and forget the network if the option is available to.

## Email on a Smartphone

If you have your MCC email on your smartphone, please check your email and confirm that it is updating successfully.

# Account Locked

1. Use [Unlock Account](#) to unlock the account.
2. Change the old passwords on devices using the steps in the [Lockout Prevention Steps](#) section.

# Personal and Classroom Workstations

- Per our security policy, personal laptops are no longer allowed on the McLennan wireless network (only smartphones for employee email). Employees may use the MCC-Guest network instead when on a personal computer.
- Check that you are not logged into another MCC workstation with previous password. Advise to restart those workstations (e.g. classroom podium desktops).
  - For shared workstations, recommend you "Sign Out" of those workstations when work is completed instead of "Lock". Only use "Lock" for assigned workstation.

# Former Students and Employees Password Reset System

# MyMCC Password Reset Only

## Overview

These instructions are to reset your password for MyMCC for former students, faculty, and staff.

## Getting Started

### Password Reset

Former students and employees may use the preferred SSO Password reset system. Instructions may be located at [Forgot Password](#).

### No Account Found Error?

Some former students or employees may not have the required account to use the preferred SSO Password Reset System. In this case, please use the following instructions to reset your password using the MyMCC Password Reset System.

- Go to [MyMCC Forgot Password](#)
- Enter your username (e.g. jd0000000) and your personal email address that is of file at McLennan Community College.
  - If the **Submit** button doesn't turn blue, click somewhere in the white part of the window. The button will turn blue.
- Click **Submit**.
- An email will be sent to your personal email address. Click the **Reset your password** link.
- Enter your username and password and then confirm your password.
- Click **Reset Password**.

### Alternate Password Reset System

If you are not getting the password reset email, or the page is not working, please use the alternate password reset system. You can find instructions at [MyMCC and Continuing Education Password Reset Only](#).



# MyMCC and Continuing Education Password Reset Only

## Overview

These instructions are to reset your password for the Continuing Education portal. Former students or employees may use these instructions when the [SSO Password Reset System](#) or the [MyMCC password reset](#) link on MyMCC does not work.

## Getting Started

1. Go to the Continuing Education website: [Continuing Education](#).
2. Click the person icon at the top right and select 'LOGIN'.
3. Click the 'Reset Password' link.
4. Enter your MCC username and click 'Send Email'.
5. The system will generate a temporary password and email it to your personal email.  
Please check your Inbox and Spam folders for an email from the system. The password does not contain the '.' afterwards, only letters and number.
6. Go back to the Continuing Education portal login screen and sign in with your MCC username and temporary password.
7. Once signed in, please click the person icon and select 'MY PROFILE'.
8. Click 'Change Password' and set a new password that **only includes** letters and numbers in it and do not include any personal information (e.g. name, initials, DOB, ID) in the password.
9. Once your password has been reset, please try signing into Continuing Education or MyMCC with your MCC username and new password.