Password Management

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Password Reset Server

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.

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.
- Once your password has been reset, 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).

Troubleshooting 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 a incorrect password still saved on a device like a computer, cellphone, or tablet.
- Unlock your account and log back into your account.
- 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.

Change your password within 24 hours

If you have already reset your password and need to reset it within 24 hours.

- Unlock your account.
  - Instructions for unlocking your account are found at Account Locked.
- Close your web browser (all tabs and windows) and reopen your browser before trying to reset your password again.
  - 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).
- Follow the instructions in the Getting Started section above.

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).

Account continues to lock after password change

Overview

An application or device with an old password active too long after the password change will lock the account. Unlock the account then you then can change the password on that device and log back into the application.

Getting Started

- Use Unlock Account to unlock the account.
- Change the password on that device that still has the old password and log back into the application.

Continuously re-locking

If your account is getting locked continuously, verify that there are no other services/devices using your previous password.
Here is a list of common account lockout sources:

- Email on a smartphone.
- Device connecting to "McLennan" or "MCC-Students" wireless. Forget the network to resolve.
  - 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.
- Saved Outlook/Office credentials (see How to clear Credential Manager).
  - McLennan Community College employees will need to log into IT Hub to view this article.
- 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.
- If unable to locate the source, please submit a ticket to helpdesk@mclennan.edu.

Former Students and Employees Password Reset Server

Forgot Password for Former Student or Employees

Overview

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

Getting Started

MyMCC

- Go to Self Service at MyMCC or at https://mymcc.mclennan.edu/Student/Account/Login
- Select the **password** link under **Former Students/Non-Students** section.
- 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**.