

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.

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