

# 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).

## 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 unlocking your account, 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.

## Resources

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

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