

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](#)

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