

Account Locked

Overview

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

Getting Started

- Go to <https://sso.mclennan.edu/reset/unlock>
- 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 - Please 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 - Please restart your entire device.
 - On Chromebooks- Please restart your entire device.

Resources

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

Revision #28

Created 6 November 2023 21:02:34 by Jeremy Lindley

Updated 16 October 2024 19:31:55 by Jeremy Lindley