

# 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 again** to complete the password change 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.
- Once your password has been changed, retry accessing your account.
- Once your password has been changed, 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).
- If you have already reset your password and need to reset it immediately.

- **close your web browser** before trying to reset your password again.
    - 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.
  - Follow the instructions in the **Password Reset** section above.
  - 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.
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