

Forgot Password

Overview

These instructions are to reset your password for McLennan Community College applications including, but not limited too, email, Wi-Fi, Computer Login, Self-Service, Brightspace, and Colleague.

Getting Started

- Go to <https://sso.mclennan.edu/reset/forgot>
- Once you have submitted the password reset request, please completely close your browser (all tabs and windows).
- Check your personal email for a McLennan Community College password reset email that will include a link to reset your password. 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 it has successfully changed it, close the web browser again (all tabs and windows) to complete the password change 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).
- Once your password has been reset retry accessing your account.
- Once your password has been reset, 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).
- 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.
- 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.

Change your password within 24 hours

If you have already reset your password and need to reset it within 24 hours.

- Unlock your account.
 - Instructions for unlocking your account are found at [Account Locked](#).
- Close your web browser (all tabs and windows) and reopen your browser before trying to reset your password again.
 - 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).
- Follow the instructions in the [Getting Started](#) section above.

Resources

- Unlock Account- [Account Locked](#)

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