

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

Common 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 an incorrect password still saved on a device like a computer, cellphone, or tablet.
 - Follow the instructions at [Unlock your account](#) and then log back into your account.
 - Update the old password on all devices for applications like your Wi-Fi, or email.
- Not getting the password reset email? The email may take up-to five (5) minutes to be delivered. Please check your spam folder if you do not see this email in your Inbox.

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 changing password, 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

- Unlock Account- [Account Locked](#)

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