

# Password Reset Page Loop

## Overview

These instructions are to troubleshoot issues with the password reset page that shows the 'change my Password' button to be grayed out or when the button is pressed, it refreshes the page and does not continue to the next page to allow you to change the password.

## Getting Started

- Delete the previous 'password change' email(s) you received from McLennan Community College.
- Close your browser (all tabs and windows).
  - 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 at [Account Locked](#)
- Close your browser (all tabs and windows).
  - 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).
- Reset your password again at [Forgot Password](#)

## Resources

- How to unlock your account- [Account Locked](#)
- How to reset your password- [Forgot Password](#)