

# 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 - 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.
- Unlock your account at [Account Locked](#)
- **Close your browser** (all tabs and windows).
  - 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.
- Reset your password again at [Forgot Password](#)

## Resources

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