

# Account continues to lock after password change



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Information Systems & Services

## Overview

Cause: An application or device with an old password was active too long after the password change and locked the account. Use **Unlock Account** to unlock the account. You then can change the password on that device and log back into the application.

## Getting Started

### Unlock Account.

- Use [Unlock Account](#) to unlock the account.
- Change the password on that device that still has the old password and log back into the application.

### Continuously re-locking

If your account is getting locked continuously, verify that there are no other services/devices using your previous password.

Here is a list of common account lockout sources:

- Email on a smartphone.
- Device connecting to "McLennan" or "MCC-Students" wireless. Forget the network to resolve.
  - Per our security policy, personal laptops are no longer allowed on the McLennan wireless network (only smartphones for employee email). Employees may use the MCC-Guest network instead.

- Saved Outlook/Office credentials (see [How to clear Credential Manager](#)).
- Check that you are not logged into another MCC workstation with previous password. Advise to restart those workstations (e.g. classroom podium desktops).
  - For shared workstations, recommend you “Sign Out” of those workstations when work is completed instead of “Lock”. Only use “Lock” for their assigned workstation.
- If unable to locate the source, please submit a ticket to [helpdesk@mclennan.edu](mailto:helpdesk@mclennan.edu)

# Help and Support

**How can we help you?** Contact Help Desk at 254-299-8077 or email us at [helpdesk@mclennan.edu](mailto:helpdesk@mclennan.edu) if you have any questions.

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[McLennan Community College](#)

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