

How to reset your MyLeo Password

In the event you have forgotten your password used to access your LEO account, the following steps must be followed to reset the password.

1. From the myLEO portal page click on the [Forgot your Password?](#) Link and click the **Login** button.



myLEO

Username / CWID :

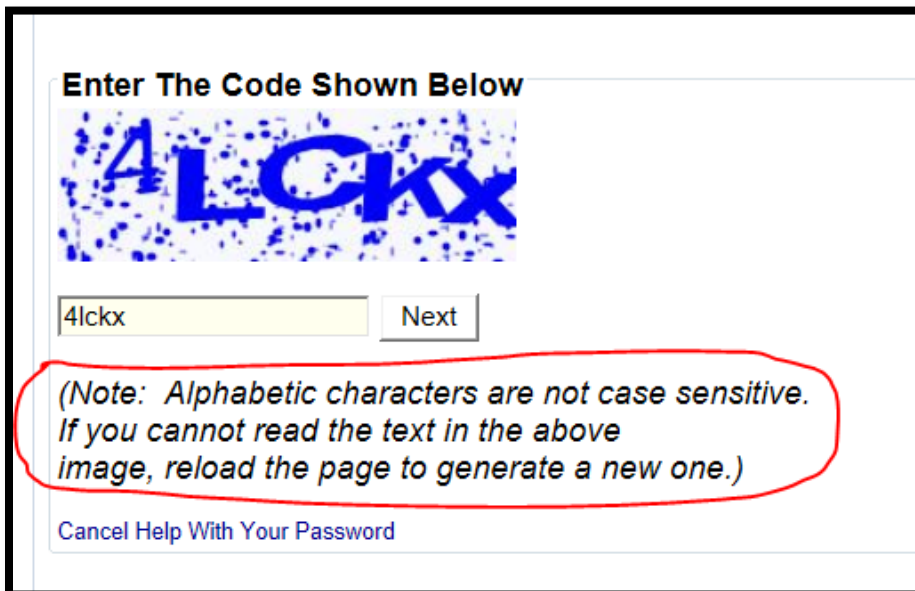
[Forgot Your CWID?](#)

Password :

[Forgot Your Password?](#)

Login

2. You will then be prompted to enter a code. Click the **Next** button when you are done.



Enter The Code Shown Below

4lckx

Next

(Note: Alphabetic characters are not case sensitive. If you cannot read the text in the above image, reload the page to generate a new one.)

[Cancel Help With Your Password](#)

3. You will then be prompted to enter your CWID. Click the **Next** button when you are done.

Forgot Your Password?

Please enter your Texas A&M University-Commerce CWID to start the password recovery process.

CWID

4. If you see the following message you will need to contact the help desk directly by calling: 903-468-6000. Be ready to provide your name, date of birth and verify the last 4 digits of your SSN.

Forgot Your Password?

Please enter your Texas A&M University-Commerce CWID to start the password recovery process.

CWID

myLeo is unable to send a password reset link because there are no alternative email addresses associated with your login. To take advantage of this feature, you will need to add an alternate email address to your profile. After successfully logging into myLeo, you will find the form for adding an alternate email address on the password update page. After adding an alternate email address, its status will be pending and unusable until you verify it by clicking on the link in the email confirmation message. Please contact IT Support Services at HelpDesk@tamuc.edu or 903-468-6000 for assistance with resetting your password.

- The Change Password prompt appears. Enter your new password in the New Password field. Then type the password again in the Password Again field. Then click the **Update Password** button.

TEXAS A&M UNIVERSITY COMMERCE

myLEO

Change Password

Password Settings for Melissa McCall

New Password: [masked]

Password Again: [masked]

Update Password

Minimum password length is 8. Maximum password length is 14. Minimum number of days between password changes is 1. Number of previous passwords remembered is 10. Password must include characters that meet three of the following four categories: uppercase characters [A-Z], lowercase characters [a-z], base 10 digits [0-9] and special characters [!@#\$%=<>_&*()+;:~?].

Password is expired. You must set a new password at this time.

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- The Password Recovery Email prompt appears. Enter in your alternate email address in the Alternate email address field. Click the **Add Email Addresses** button when you are done.

TEXAS A&M UNIVERSITY COMMERCE

myLEO

Password Recovery Email

Password Settings for Melissa McCall

In the event that you forgot your myLeo password, The myLeo portal can send a password-reset link to an email address of your designation. After you add the email address, check the mailbox for a message from accounts-noreply@leo.tamuc.edu. This message will contain instructions and a link for verifying that you have access to the mailbox.

Alternate email address: [input field]



Add Email Address

Continue to myLeo

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7. A message will appear on the page indicating that an email was sent to your alternate email for verification purposes. At this point you need to log into your alternate email and confirm the verification process.



TEXAS A&M
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COMMERCE

myLEO

Password Settings for Melissa McCall

Password Recovery Email

In the event that you forgot your myLeo password, The myLeo portal can send a password-reset link to an email address of your designation. After you add the email address, check the mailbox for a message from accounts-noreply@leo.tamuc.edu. This message will contain instructions and a link for verifying that you have access to the mailbox.

Alternate email address:

A message has been sent to [REDACTED] for verification. You must click the verification link inside the message before you can use this service.

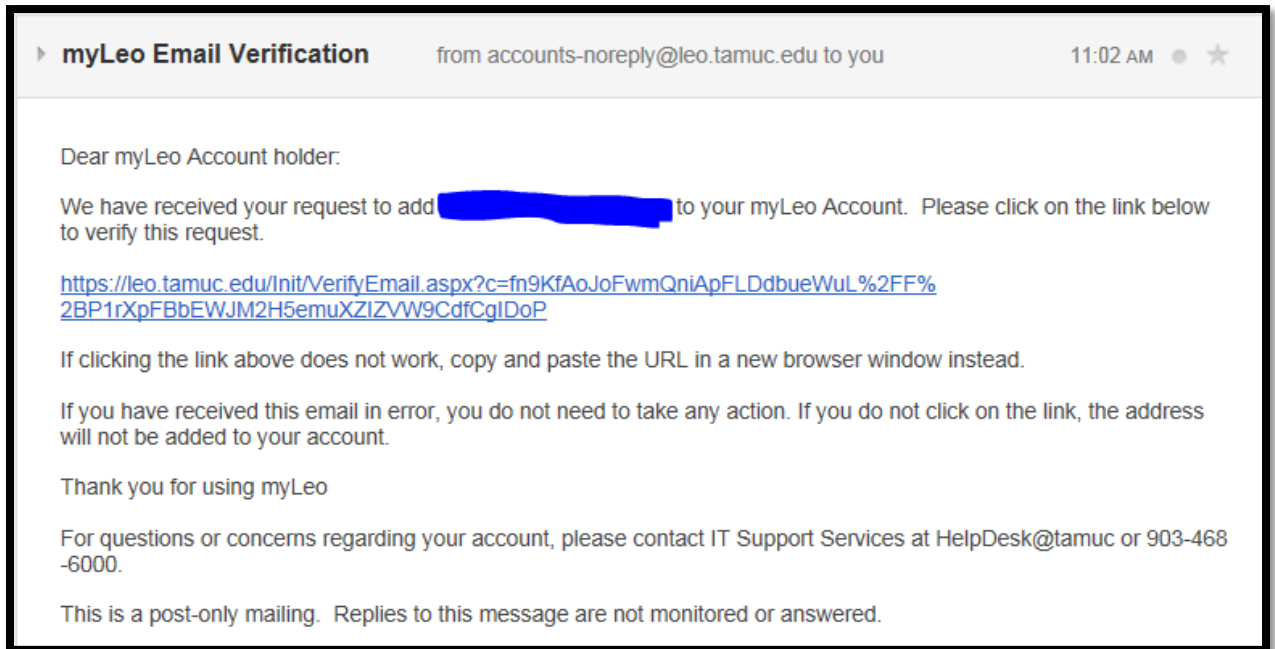
Alternate Email Address(es):

[REDACTED] - Pending verification - Check your mailbox

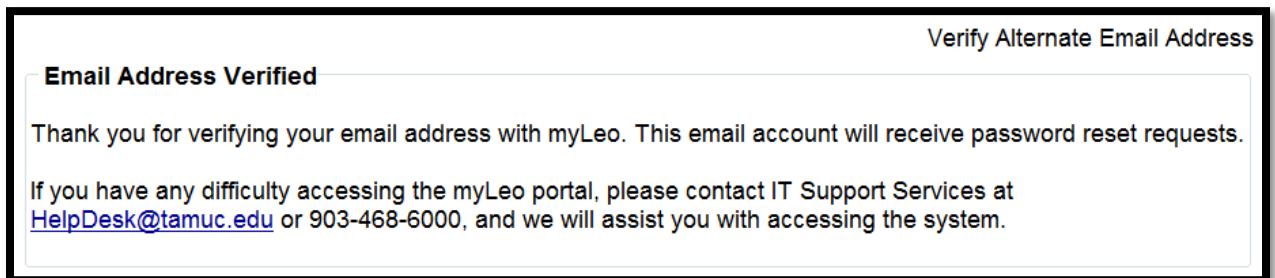
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8. Click on the link located in the email that was sent to you for confirmation



9. You will see the following message once your password has been reset.



10. You should now be able to log into myLEO.

If at this point you are still unable to log in to myLEO please contact the help desk by calling 903-468-6000.