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.

E
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 12345678
Next

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		
Next		
myLeo is unable to send a password reset link because there are no alternative email addressess 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.		

5. 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	March MyLE
Change Password New Password: •••••• Password Again: •••••• Update Password Password is expired. You must set a new pas	Password Settings for Melissa McCall 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 [!@#\$% $= <>_^{8}(0+;:,-?].$ ssword at this time.
A&M-Commerce Home Contact Us Privacy Policy Acce	© 2005 2013 Texas A&M University-Commerce 1.7.4047.20705(100108K)

6. 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	WinyLE ®
	Password Settings for Melissa McCall
Password Recovery Email	
In the event that you forgot your myLeo par email address of your designation. After you accounts-noreply@leo.tamuc.edu. This m have access to the mailbox. Alternate email address: Add Email Address Continue to myLeo	ssword, The myLeo portal can send a password-reset link to an ou add the email address, check the mailbox for a message from nessage will contain instructions and a link for verifying that you
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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 UNIVERSITY COMMERCE	With myLE
	Password Settings for Melissa McCall
Password Recovery Ema	il
In the event that you forgo email address of your des accounts-noreply@leo.tan have access to the mailbo	t your myLeo password, The myLeo portal can send a password-reset link to an ignation. After you add the email address, check the mailbox for a message from nuc.edu. This message will contain instructions and a link for verifying that you x.
Alternate email address:	Add Email Address
A message has been sen verification link inside th	t to service of the service for verification. You must click the emessage before you can use this service.
Alternate Email Address(e	s):
Remove This Email Address	- Pending verification - Check your mailbox
A&M-Commerce Home Contact	Us Privacy Policy Accessibility Policy @ 2005 2013 Texas A&M University-Commerce 1.7.4947.20705(112680K)

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

myLeo Email Verification	from accounts-noreply@leo.tamuc.edu to you	11:02 ам 🏾 \star
Dear myLeo Account holder:		
We have received your request to add to verify this request.	ase click on the link below	
https://leo.tamuc.edu/Init/VerifyEmail.aspx?c=fn9KfAoJoFwmQniApFLDdbueWuL%2FF% 2BP1rXpFBbEWJM2H5emuXZIZVW9CdfCgIDoP If clicking the link above does not work, copy and paste the URL in a new browser window instead.		
For questions or concerns regarding your account, please contact IT Support Services at HelpDesk@tamuc or 903 -6000.		
This is a post-only mailing. Replies to	o this message are not monitored or answered.	

	Verify Alternate Email Address
Email Address Verified	
Thank you for verifying your email address with myLeo. This email account	will receive password reset requests.
If you have any difficulty accessing the myLeo portal, please contact IT Sup	port Services at
HelpDesk@tamuc.edu or 903-468-6000, and we will assist you with access	ing the system.

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.