



Unlocking ctcLink Account

Purpose: Use this document as a reference for resetting your password or unlocking your account in ctcLink

Audience: College Faculty, Staff and Students

If you experience any issues with sign on credentials, user names, passwords or student ID numbers, please contact Grays Harbor College's [Student Assistance Team](#) and/or college Advisor.

Note: Ensure that pop-up blockers are disabled in your browser.

Resetting Your ctcLink Password

1. Navigate to the **myaccount Sign-In** page (<https://gateway.ctclink.us> or <https://myaccount.ctclink.us>).
2. Select the **Password Help** link at the bottom of the Sign In box.



**Washington State Community and
Technical Colleges**

ctcLink ID

Remember me

Next

[Password Help](#)

[How to Enable Screen Reader Mode](#)

[Activate Your Account](#)

3. Three additional links display under the Password Help link.
 - a. Reset Password
 - b. Unlock Account
 - c. Help



Washington State Community and Technical Colleges

ctcLink ID

Remember me

Next

[Password Help](#)

[Reset Password](#)

[Unlock Account](#)

[Help](#)

[How to Enable Screen Reader Mode](#)

Activate Your Account


[Reset Password](#)

Once you select the **Reset Password** link from the main sign-in page, enter your **ctcLink ID** into the ctcLink ID field and select which method - Text, Voice Call or Email - you would like to use to reset your password.

Note: Text, Voice Call, and E-mail can only be used if you provided and validated them when you set up your account. All Reset/Unlock recovery e-mails are valid for 1 hour.

Reset Password by Text

1. Select the dark blue **Reset via Text** button.



Reset Password

ctcLink ID

Text or Voice Call can only be used if you provided a phone number when you set up your account.

Reset via Text

Reset via Voice Call

Reset via Email

[Back to Sign In](#)

[How to Enable Screen Reader Mode](#)

Activate Your Account

2. Once you receive the text code, enter it into the **Enter Code** field and select the **Verify** button.

etcLink

Enter verification code sent via Text

Enter Code

224600 Re-send code

Verify

[Didn't receive a code? Reset via email](#)

[Back to Sign In](#)

[How to Enable Screen Reader Mode](#)

Activate Your Account

3. The **Reset your password** page displays with listed password requirements.
4. Enter your new password into the **New password** field.
5. Enter your new password again into the **Repeat password** field.
6. Select the dark blue **Reset Password** button.



Reset your password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 2 passwords

New password

Repeat password

Reset Password

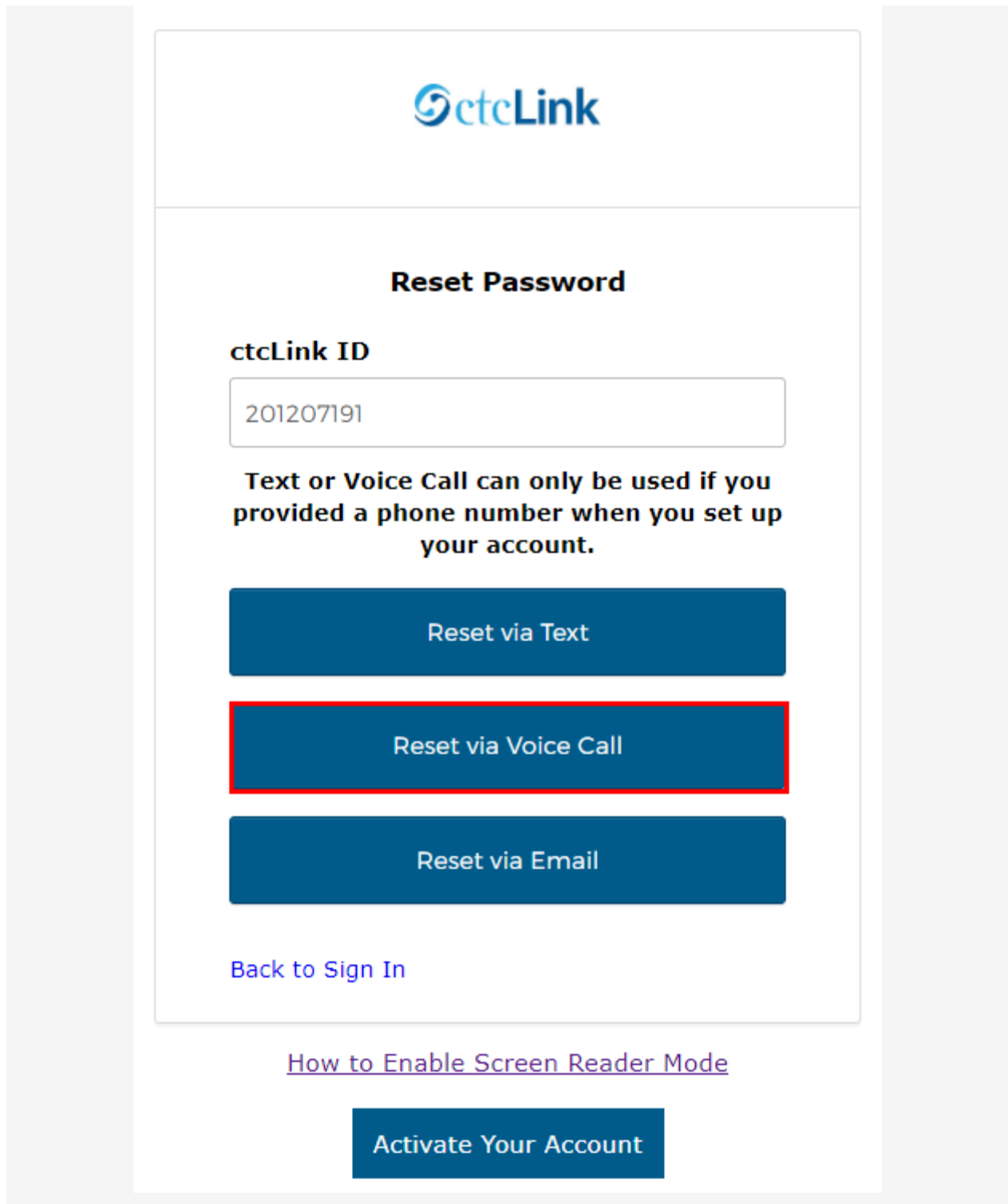
[Sign Out](#)

[How to Enable Screen Reader Mode](#)

Activate Your Account

Reset Password by Voice Call

1. Select the dark blue **Reset via Voice Call** button.



The screenshot shows the ctcLink password reset page. At the top is the ctcLink logo. Below it is the heading "Reset Password". A text input field labeled "ctcLink ID" contains the number "201207191". Below the input field is a warning message: "Text or Voice Call can only be used if you provided a phone number when you set up your account." There are three dark blue buttons: "Reset via Text", "Reset via Voice Call" (which is highlighted with a red border), and "Reset via Email". At the bottom left is a link "Back to Sign In". At the bottom center is a link "How to Enable Screen Reader Mode" and a dark blue button "Activate Your Account".

2. Once you receive the verification code, enter it into the **Enter Code** field and select the **Verify** button.

GeteLink

**Enter verification code received via
Voice Call**

Enter Code

03136 Re-send code

Verify

[Didn't receive a code? Reset via email](#)

[Back to Sign In](#)

[How to Enable Screen Reader Mode](#)

Activate Your Account

3. The **Reset your password** page displays with listed password requirements.
4. Enter your new password into the **New password** field.
5. Enter your new password again into the **Repeat password** field.
6. Select the dark blue **Reset Password** button.

Reset Password by Email

1. Select the dark blue **Reset via Email** button.



Reset Password

ctcLink ID

Text or Voice Call can only be used if you provided a phone number when you set up your account.

Reset via Text

Reset via Voice Call

Reset via Email

[Back to Sign In](#)

[How to Enable Screen Reader Mode](#)

Activate Your Account

2. The **Password Reset Email Sent!** notification displays explaining that the password reset instructions have been sent to the email aligned to your ctcLink ID.



Password Reset Email Sent!

Password reset instructions have been sent to 201207191. Please check your email.

[Back to Sign In](#)

[How to Enable Screen Reader Mode](#)

[Activate Your Account](#)

3. An email with "Account Password Reset" in the subject line will instruct you to select the **Reset Password** link that is embedded within the email message.

ctcLink Dev Password Reset Requested

Hi Student,

A password reset request was made for your ctcLink Dev account. If you did not make this request, please contact your system administrator immediately.

Click this link to reset your ctcLink password

[Reset Password](#)

This link expires in 1 hour.

If you experience difficulties accessing your account, contact your local college helpdesk:

[ctcLink Help](#)

This message was automatically generated by ctcLink. Replies are not monitored or answered.

4. The **Reset your password** page displays with listed password requirements.
5. Enter your new password into the **New password** field.
6. Enter your new password again into the **Repeat password** field.
7. Select the dark blue **Reset Password** button.



Reset your password

Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- Does not include your first name
- Does not include your last name
- Your password cannot be any of your last 2 passwords

New password

Repeat password

Reset Password

[Sign Out](#)

[How to Enable Screen Reader Mode](#)

Activate Your Account

For [help](#) troubleshooting issues regarding resetting your ctcLink password, please contact Grays Harbor College [Student Assistance Team](#).