

Unlocking ctcLink Account

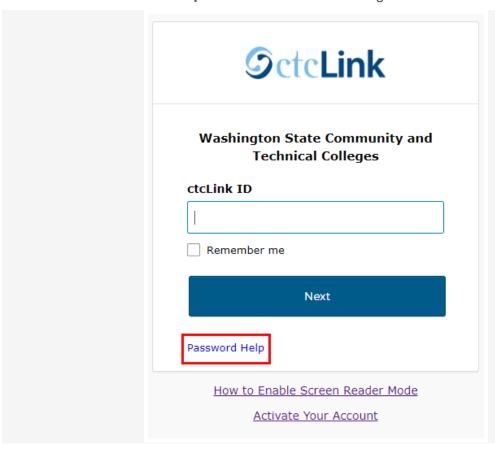
Purpose: Use this document as a reference for resetting your password or unlocking your account in ctcLink

Audience: College Faculty, Staff and Students

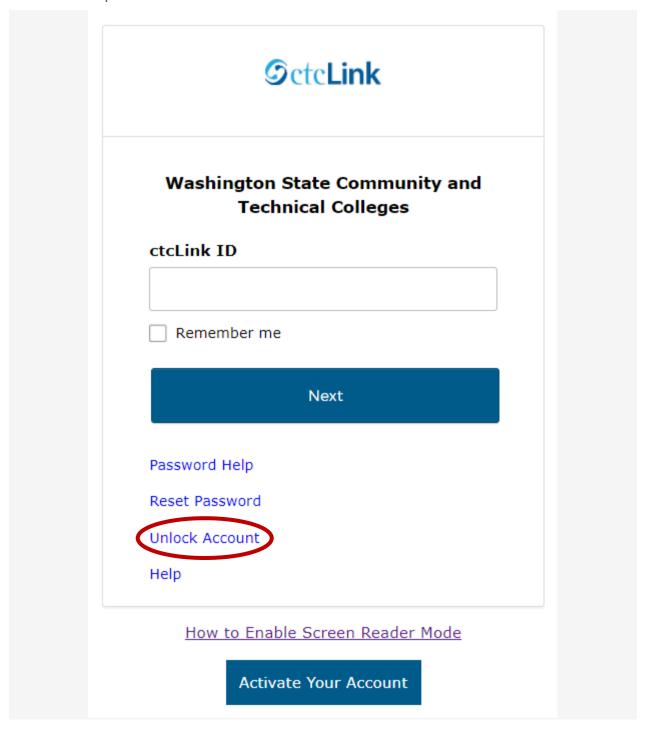
If you experience any issues with sign on credentials, user names, passwords or student ID numbers, please contact Grays Harbor College's <u>Student Assistance Team</u>.

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

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



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

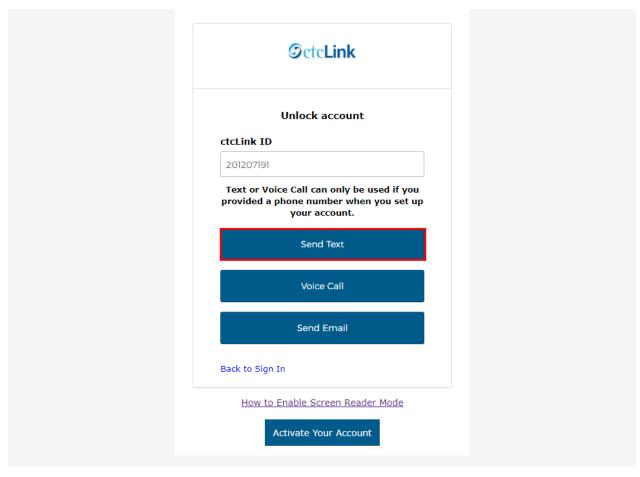


Once you select the **Unlock Account** link from the main sign-in page, enter your **ctcLink ID** into the ctcLink ID field and select which method - Text, Voice Call or Email - you would like to use to unlock your account.

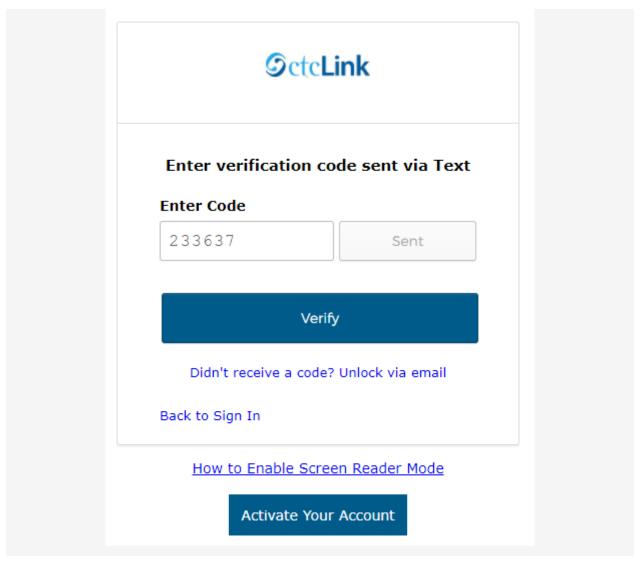
Note: Text, Voice Call, and E-mail can only be used if you provided and validated them when you set up your account. All Reset/Unlock recovery e-mails are valid for 1 hour.

Unlock Account Via Text

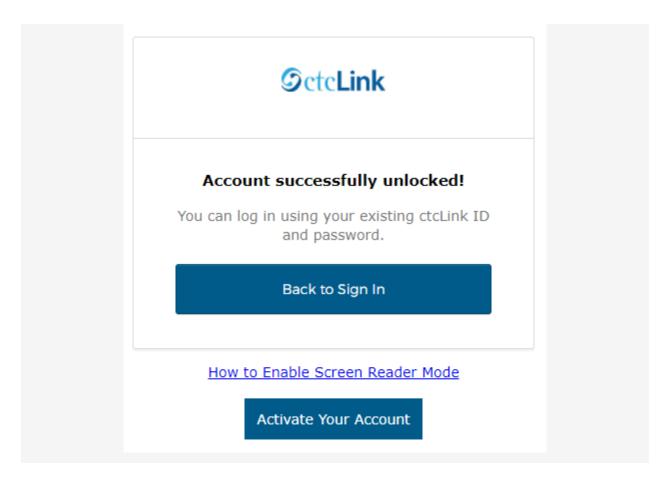
1. Select the dark blue **Send Text** button on the Unlock Account page.



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

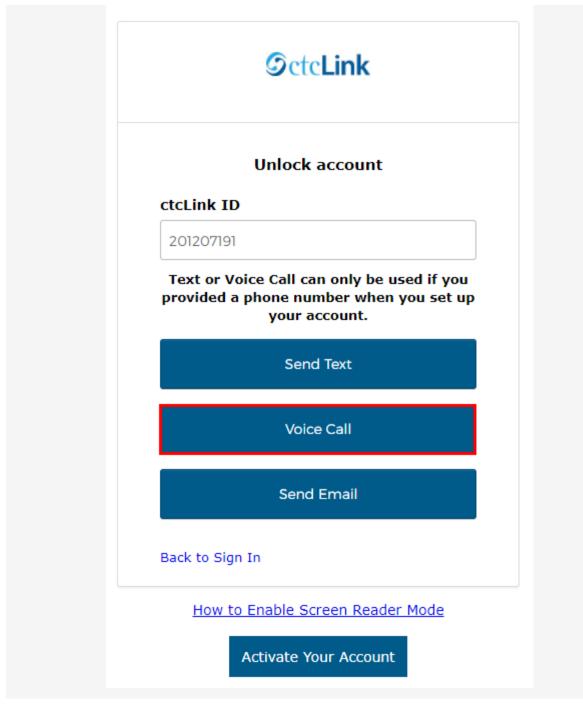


3. The Account successfully unlocked! message displays.

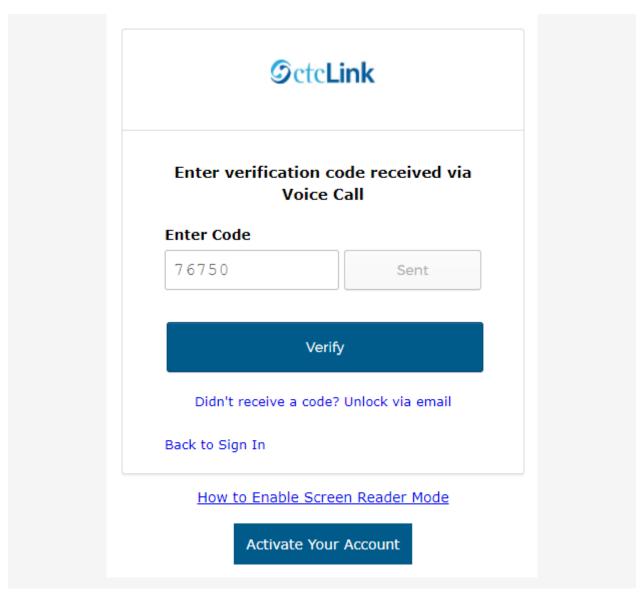


Unlock Account via Voice Call

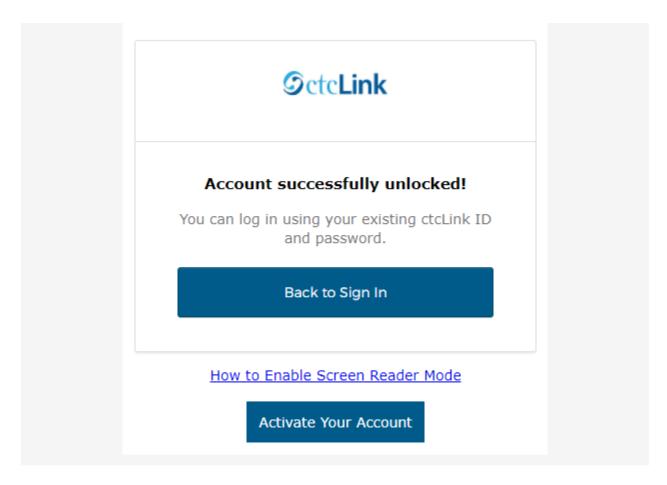
1. Select the dark blue Voice Call button on the Unlock Account page.



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

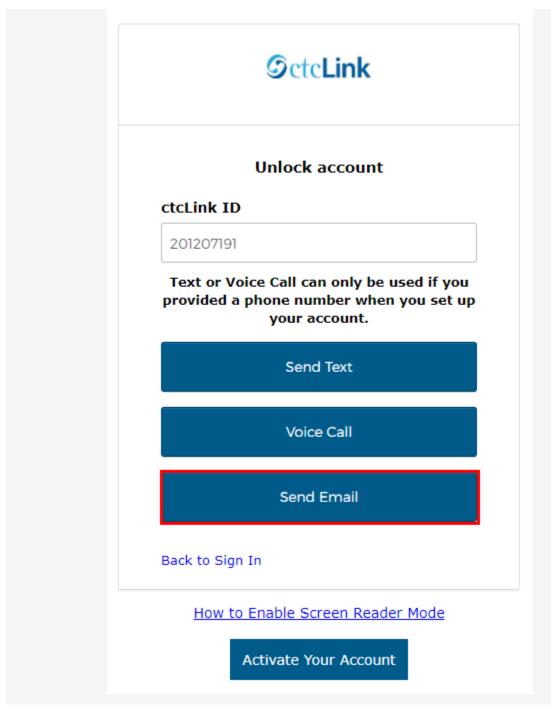


3. The Account successfully unlocked! message displays.

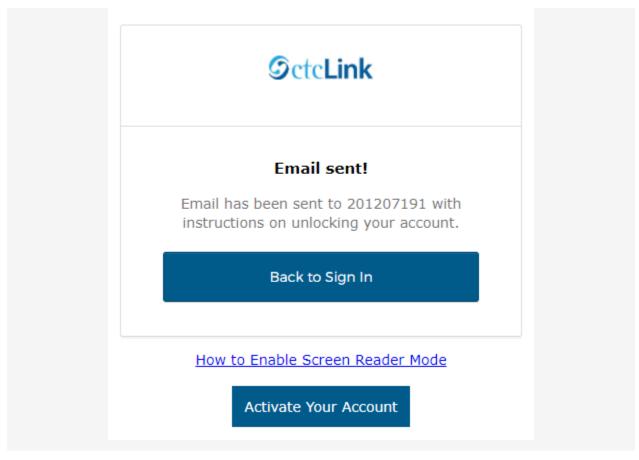


Unlock Account via Email

1. Select the dark blue **Send Email** button on the Unlock Account page.



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



3. An email with "Unlock Account" in the subject line will notify you about the account unlock request within the email message.



ctcLink Dev Account Unlock Requested

Hi Student,

An account unlock request was made for your account. If you did not make this request, please contact your local college helpdesk. Someone could be trying to gain access to your account.

If you did make this request: your account is not locked and you should be able to log in. If you are having trouble logging in, try resetting your password or contacting your local college helpdesk.

If you experience difficulties accessing your account, send a help request to your local college helpdesk:

ctcLink Help

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

For <u>help</u> troubleshooting issues regarding unlocking your ctcLink account, please contact Grays Harbor College <u>Student Assistance Team</u>.