



## 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](#).

**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://myaccount.ctclink.us>).
2. Select the **Password Help** link at the bottom of the Sign In box.

A screenshot of the ctcLink sign-in page. At the top is the ctcLink logo. Below it, the text "Washington State Community and Technical Colleges" is centered. Underneath is the label "ctcLink ID" followed by a text input field. Below the input field is a checkbox labeled "Remember me". A dark blue button with the text "Next" is positioned below the checkbox. At the bottom of the sign-in box, a link labeled "Password Help" is highlighted with a red rectangular border. Below the sign-in box, there are two links: "How to Enable Screen Reader Mode" and "Activate Your Account".

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

**ctcLink**

**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**

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.

The screenshot displays the 'Unlock account' interface. At the top is the ctcLink logo. Below it, the heading 'Unlock account' is centered. A text input field labeled 'ctcLink ID' contains the number '201207191'. A note below the field reads: 'Text or Voice Call can only be used if you provided a phone number when you set up your account.' Three dark blue buttons are stacked vertically: 'Send Text' (highlighted with a red border), 'Voice Call', and 'Send 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 text code, enter it into the **Enter Code** field and select the **Verify** button.



**Enter verification code sent via Text**

**Enter Code**

233637

Sent

Verify

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

[Back to Sign In](#)

[How to Enable Screen Reader Mode](#)

Activate Your Account

3. The **Account successfully unlocked!** message displays.



### **Account successfully unlocked!**

You can log in using your existing ctcLink ID and password.

[Back to Sign In](#)

[How to Enable Screen Reader Mode](#)

[Activate Your Account](#)

### **Unlock Account via Voice Call**

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



## Unlock account

ctcLink ID

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

Send Text

Voice Call

Send Email

[Back to Sign In](#)

[How to Enable Screen Reader Mode](#)

Activate Your Account

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



**Enter verification code received via  
Voice Call**

**Enter Code**

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

[Back to Sign In](#)

[How to Enable Screen Reader Mode](#)

3. The **Account successfully unlocked!** message displays.



### **Account successfully unlocked!**

You can log in using your existing ctcLink ID and password.

[Back to Sign In](#)

[How to Enable Screen Reader Mode](#)

[Activate Your Account](#)

### **Unlock Account via Email**

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





## Unlock account

ctcLink ID

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

Send Text

Voice Call

Send Email

[Back to Sign In](#)

[How to Enable Screen Reader Mode](#)

Activate Your Account

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



### **Email sent!**

Email has been sent to 201207191 with instructions on unlocking your account.

[Back to Sign In](#)

[How to Enable Screen Reader Mode](#)

[Activate Your Account](#)

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