

ctcLink Multi-Factor Authentication Tutorial

Purpose:

- Set up/Change your ctcLink Multi-Factor Authentication (MFA) delivery options. When you log into ctcLink you will be required to enter your username, password, and an MFA verification code.
- Understand how to access your ctcLink account using MFA

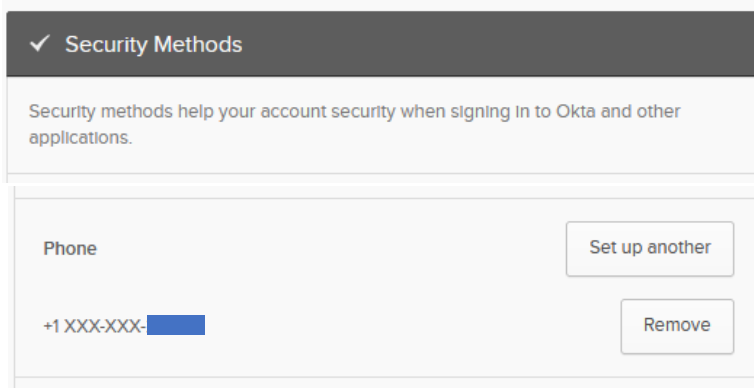
Support: Please contact the [GHC Student Help Desk](#) if you experience any issues with signing into ctcLink

Security Notification Information

Instructions: Prior to IT enabling Multi-Factor Authentication, set up and verify your ctcLink MFA security verification methods; email and phone number.

1. Navigate to the ctcLink Sign-In page (<https://myaccount.ctclink.us>)
2. Log on to ctcLink
3. Click on your name in the upper right corner and select ‘
4. Edit the desired information in the ‘*Security Methods*’ section.

NOTE: Security Question is no longer a Security Method for MFA.



5. If you need to update your email address for MFA, please do that here as well.
6. Click ‘*Edit*’ in the Personal Information section



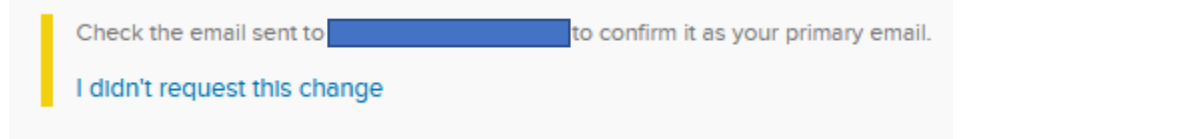
7. Then click in the ‘*Primary email*’ box, select the email current email address and type the new email address



8. Click ‘*Save*’ at the bottom

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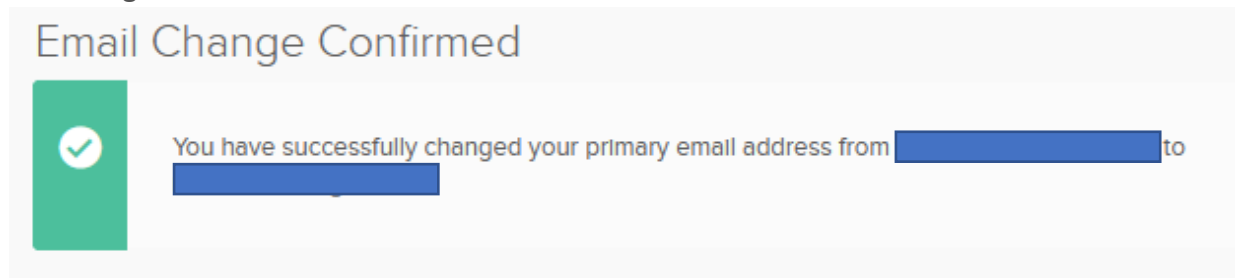
9. Once you've clicked save you should see a message that looks like this:



It's directing you to check the email address you just specified in the Primary email box. There will be an email from Okta with a 'Confirm Email Change' link.



10. Click the link; A new browser tab will open and you will see a confirmation message for the change.



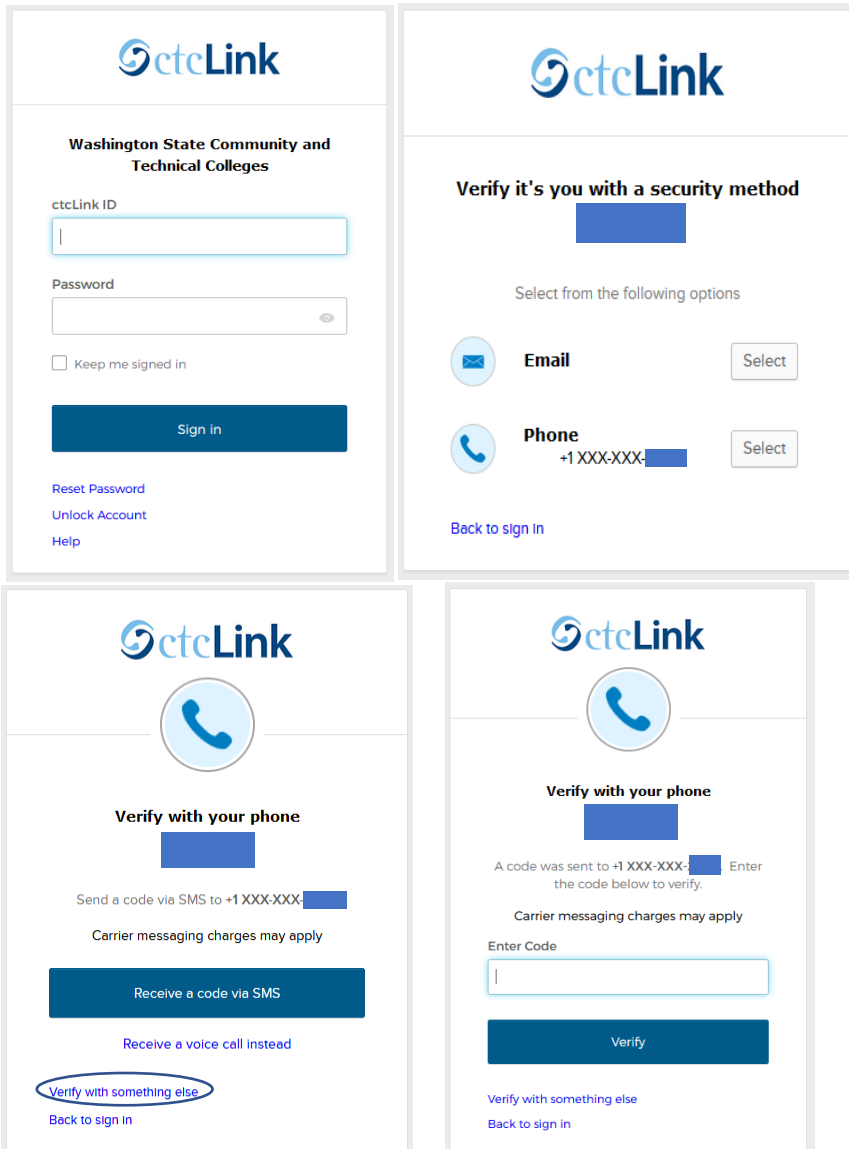
11. Go back to the 'myaccount' tab for ctcLink and refresh the page. The warning should now be gone and the primary email field should reflect the update.

NOTE: this does not change your preferred email in the 'Contact Info' section of ctcLink. Please also make the update there if you prefer to receive correspondence to the new email address.

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Using Multi-Factor Authentication With ctcLink

1. Enter your ctcLink ID into the ctcLink ID field
2. Enter your password into the Password field
3. Click the 'Sign in' button
4. A "Verify it's you with a security method" pop-up message appears.
NOTE: if you verify with the same method a few times in a row, the system will default to that method for verification. If you wish to use the other method click the 'Verify with something else' link at the bottom of the login box.
5. Choose the 'Select' button next to the method you would like to use
6. Click 'Receive a code via SMS' or 'Send me an email', depending on the method that was selected.
7. Enter the verification code that was sent to you
NOTE: If these steps do not work for you, please contact [Student Help](#)



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