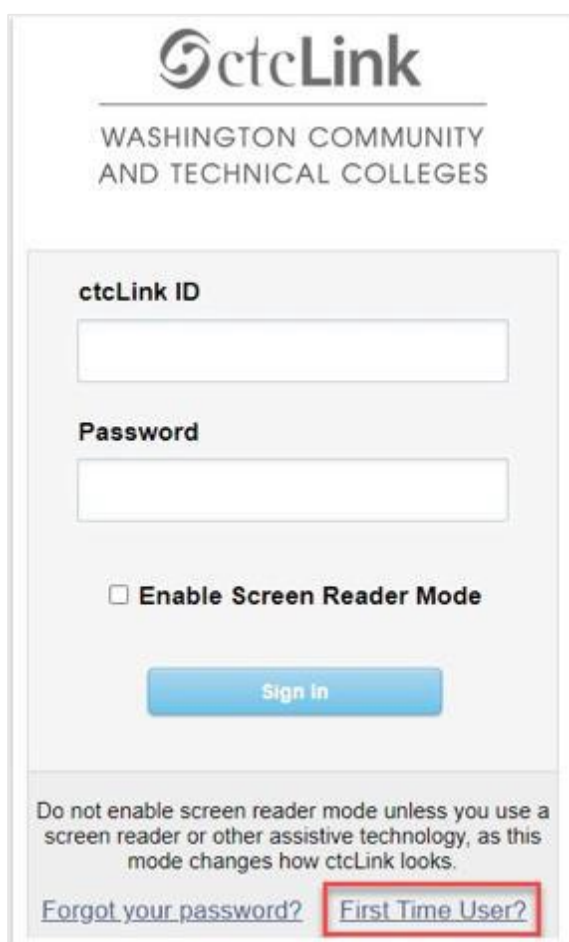# How to Activate Your ctcLink Account

This guide will show you how to activate your ctcLink account. During this process you will get your ctcLink ID number. First, a few tips:

- Make sure to safely store the password you create and write down the ctcLink ID number once your account is activated.
- Contact the Student Help Desk if you have problems with sign-in credentials, usernames, passwords or student ID numbers.
- Disable pop-up blockers in your browser.

Directions

Part 1: Activate Your Account

1. Go to the **ctcLink Sign In** page (often called a Log In page): https://gateway.ctclink.us
2. At the bottom of the **Sign In** screen, click the **First Time User?** link.

3. The **First Time Account Activation** page will display.

4. Enter your full legal **First Name** and **Last Name**. Make sure you have entered your name correctly. (If your legal name is a single name — such as Pran, Madonna or Nani — you must enter a hyphen [-] in the **First Name** field and enter your single name in the **Last Name** field.)
5. Enter your **Date of Birth** (MM/DD/YYYY) or use the calendar icon.
6. Select an **ID Type** from the drop-down menu:
   - **SID (old)** if you are a current or returning GHC student or employee. (Your SID is a 9-digit number. Employees use it to access Instructor Briefcase and the Time & Leave Reporting [TLR] system, and students use for it for web registration.)
   - **ctcLink ID (new)** if you are a new student or employee.
7. Enter either your GHC SID or ctcLink ID.
8. Click the **Submit** button.
9. If you do not provide the correct name or date of birth, you will receive an error message that says **No match was found**.

Message

No match was found. Please try again and check your entries carefully. Make sure the name you enter is the one you used during admissions (For example: Samuel Smith or Sam Smith). If you need additional assistance, go to http://sbctc.edu/ctcLink/AYAHelp.html to get help from your college. (0,0)

OK
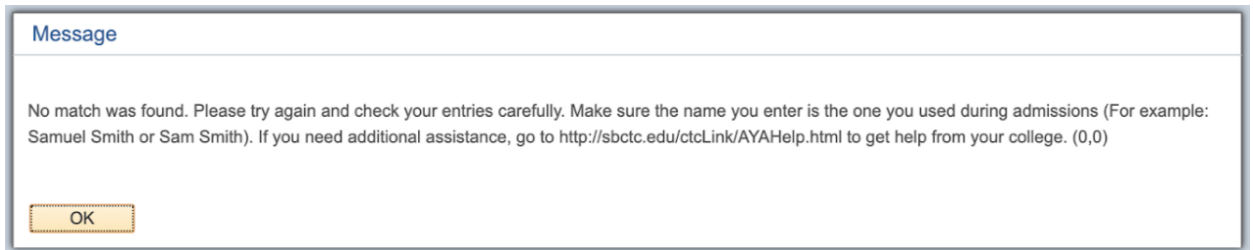
10. Click the **OK** button and return to step 4.

Part 2: Set Your Password

11. After completing the initial Sign In screen, the **Set Your Password** page will display.
12. Select your preferred **Hint Questions**.
13. Provide **Answers** to your security questions.
14. Create your **Password**. Password must be at least eight characters and include at least one uppercase letter, one lowercase letter and one number. Do not use all or part of your first or last name as part of your password.
15. Confirm your **Password**.
16. Click the **Submit** button. A pop-up message will display.
17. **Reminder**: Write down your ctcLink ID number and safely store your password.
18. Click the **OK** button.
19. The **Account Activation** confirmation message will display.
20. Click the **Close** button. Make sure to close all browser windows completely (including all open tabs) for updates to take place.

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Account Activation successfully completed. Please close your browser before logging in to ctcLink.

Close
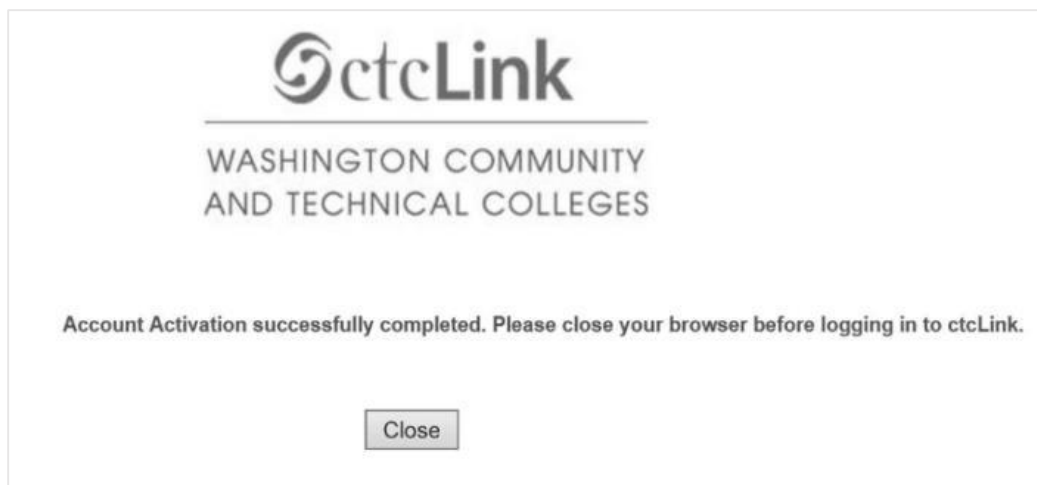
21. You have successfully activated your ctcLink account.