

How to Change or Reset ctcLink Password

This guide will show you how to change your password or reset a forgotten password. First, two tips:

- Disable pop-up blockers in your browser.
- Contact the [Student Help Desk](#) if you have problems with sign-in credentials, usernames, passwords, student ID numbers or forgotten security questions.

Directions

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 **Forgot your password?** link.

ctcLink
WASHINGTON COMMUNITY
AND TECHNICAL COLLEGES

ctcLink ID

Password

Sign In

Enable Screen Reader Mode
Do not enable screen reader mode unless you use a screen reader or other assistive technology, as this mode changes how ctcLink looks.

[Forgot your password?](#) [First Time User?](#)

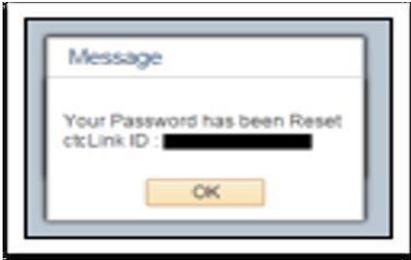
3. The **Reset Password** page will display.

The screenshot shows a web form titled "ctcLink" for "WASHINGTON COMMUNITY AND TECHNICAL COLLEGES". The main heading is "Reset Password". The form includes a text input field for "Enter your ctcLink ID:". Below this is a section titled "Please answer the questions below." containing three security questions, each with a dropdown menu for the question and a text input field for the answer. A "Password Instructions" section provides guidelines: "Password must be at least 8 characters and include at least one uppercase letter, one lowercase letter, and one number. Special characters may be used, but are not required (such as #, !, %, *). Do NOT use all or part of your first or last name as part of your password. (Example: Sunshine2)". At the bottom, there are two text input fields for "Password:" and "Confirm Password:", followed by "Submit" and "Cancel" buttons.

4. Enter your **ctcLink ID**.
5. Press the **Tab** or **Enter** key on your keyboard.
6. Your security questions will display. Fill in the **Answer** for each question.

Note: If you do not know the answers to your security questions, please contact the [Student Help Desk](#).

7. Enter your new **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.
8. Enter it again in the **Confirm Password** field.
9. Click the **Submit** button.
10. A pop-up message will display, confirming that your password has been reset.



11. Click the **OK** button.
12. A **Reset Password** confirmation message will display.



13. Click the **Close** button.