



## 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 [Highline ITS Help Desk](#) if you have problems with sign-in credentials, usernames, passwords or student ID numbers.
- Disable pop-up blockers in your browser.

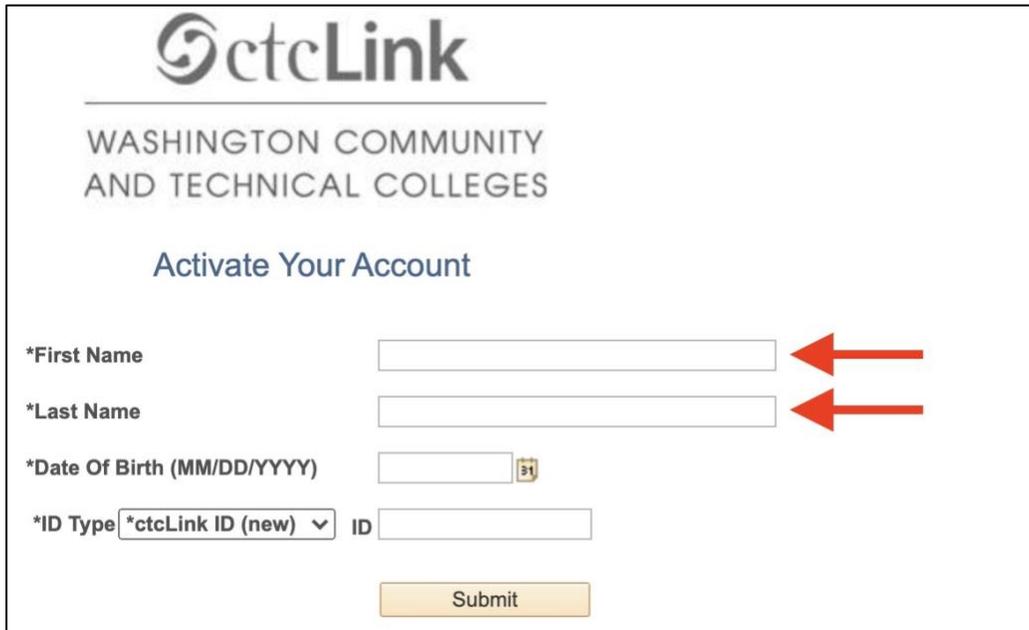
### Directions

#### 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 **Activate Your Account** link.

A screenshot of the ctclink activation page. At the top is the 'ctclink' logo. Below it is the text 'Washington State Community and Technical Colleges'. There is a text input field labeled 'ctclink ID'. Below the field is a checkbox labeled 'Remember me'. A blue button labeled 'Next' is positioned below the checkbox. At the bottom left of the form area is a link for 'Password Help'. Below the form area is a link for 'How to Enable Screen Reader Mode'. At the very bottom, a red-bordered box contains the link 'Activate Your Account'.

3. The **Activate Your Account** page will display. 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.)



The screenshot shows the 'Activate Your Account' page for ctcLink. The page header includes the ctcLink logo and the text 'WASHINGTON COMMUNITY AND TECHNICAL COLLEGES'. Below the header is the title 'Activate Your Account'. The form contains the following fields:

- \*First Name:
- \*Last Name:
- \*Date Of Birth (MM/DD/YYYY):  
- \*ID Type:  ID:

A yellow 'Submit' button is located at the bottom. Two red arrows point to the First Name and Last Name input fields.

4. Enter your **Date of Birth** (MM/DD/YYYY) or use the calendar icon.



The screenshot shows the 'Activate Your Account' page with the date of birth field populated with '03/31/2003'. A calendar popup is open over the date field, showing the month of March for the year 2003. The calendar grid shows the days of the week (S, M, T, W, T, F, S) and the dates from 1 to 31. The date 31 is highlighted. A red arrow points to the date field.

The form fields are:

- \*First Name:
- \*Last Name:
- \*Date Of Birth (MM/DD/YYYY):  
- \*ID Type:  ID:

A yellow 'Submit' button is located at the bottom.

5. Select an **ID Type** from the drop-down menu:

- **SID (old)** if you are a current or returning Highline 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.



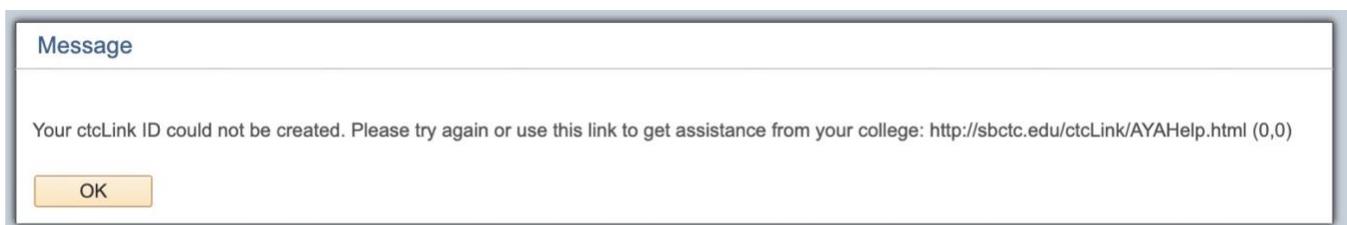
The screenshot shows the 'Activate Your Account' form for ctcLink. The form includes fields for \*First Name (FULL FIRST NAME), \*Last Name (FULL LAST NAME), \*Date Of Birth (03/31/2003), and \*ID Type. The \*ID Type dropdown menu is open, showing two options: '\*ctcLink ID (new)' and '\*SID (old)'. The '\*SID (old)' option is selected, indicated by a checkmark and a blue background. A red arrow points to the '\*SID (old)' option. Below the dropdown is an ID input field and a Submit button.

6. Enter either your Highline SID or ctcLink ID. Click the **Submit** button.



The screenshot shows the 'Activate Your Account' form for ctcLink. The form includes fields for \*First Name (FULL FIRST NAME), \*Last Name (FULL LAST NAME), \*Date Of Birth (MM/DD/YYYY) (03/31/2003), and \*ID Type (\*SID (old)). The ID input field is highlighted with a red box, and a red arrow points to it. The Submit button is also highlighted with a red box.

7. If you do not provide the correct name or date of birth, you will receive an error message that says **Your ctcLink ID could not be created**. Click the **OK** button and return to step 3.



The screenshot shows an error message box with the following text: "Your ctcLink ID could not be created. Please try again or use this link to get assistance from your college: <http://sbctc.edu/ctcLink/AYAHelp.html> (0,0)". There is an OK button at the bottom left of the message box.

## Part 2: Set Your Password

8. After completing the initial Sign In screen, the **Set Your Password** page will display.
  - Enter your preferred **Email** address.
  - Select a **Security Question** from the drop-down menu.
  - Provide the **Answer** to your security question.
  - ctcLink provides account recovery options. This feature is useful when you don't have access to your email. Enter your phone number in the **Phone Number (SMS)** field to receive the code via text or in the **Phone Number (Voice)** field for the voice option.
  - Create your password by entering it in the **Password** field. 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.
  - Enter the same password in the **Confirm Password** field.
  - Click the **Submit** button.

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WASHINGTON COMMUNITY  
AND TECHNICAL COLLEGES

### Set Your Password

\*Email

\*Security Question

\*Answer

**Account Recovery**

Okta can send you a text message or call you to provide a recovery code. This feature is useful when you don't have access to your email.

Format: [phone number plus area code]  
e.g.: 5554567890

Phone Number (SMS)  Phone Number (Voice)

**Password Instructions:**

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)

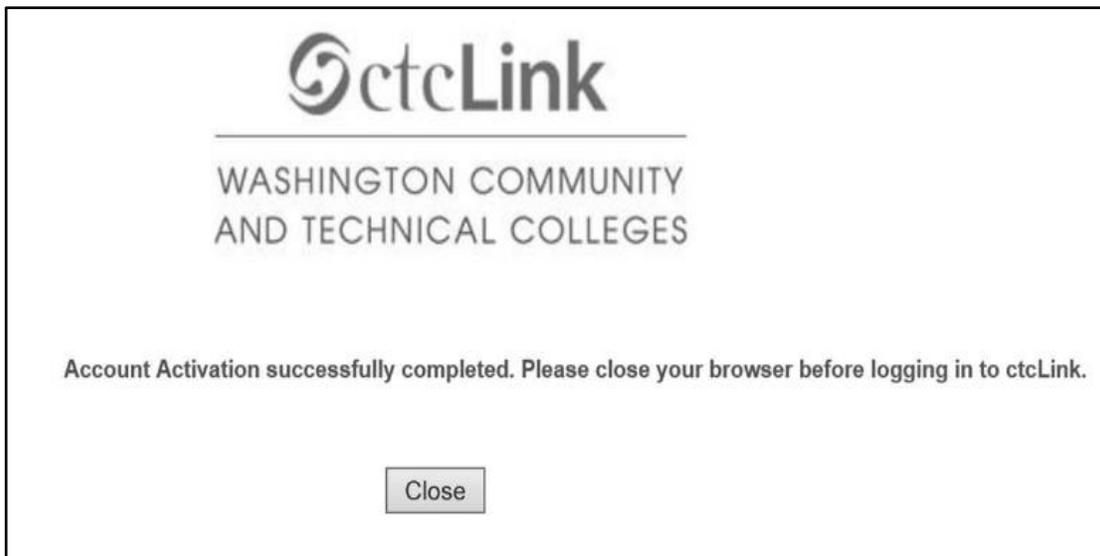
Password

Confirm Password

9. A pop-up message will display. **Reminder:** Write down your ctclink ID number and safely store your password.



10. Click the **OK** button.
11. The **Account Activation** confirmation message will display. Click the **Close** button. Make sure to close all browser windows completely (including all open tabs) for updates to take place.



12. You have successfully activated your ctclink account.
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