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](https://gateway.ctclink.us)
2. At the bottom of the Sign In screen, click the Activate Your Account link.
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.)

4. Enter your Date of Birth (MM/DD/YYYY) or use the calendar icon.
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 it for web registration.)
   - ctcLink ID (new) if you are a new student or employee.

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

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.
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.
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.