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:

- Make sure to disable pop-up blockers in your browser.
- Contact the Highline ITS 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. Enter your ctcLink ID. Click the Password Help link.

How to Enable Screen Reader Mode

Activate Your Account
3. The **Password Help** section will expand. Click **Reset Password**.

4. The **Reset Password** screen will display. For this example, we will reset our password using email. Click **Reset via Email**.
5. The **Password Reset Email Sent!** screen will display. Go to the email account associated with your ctcLink account. You will receive an email from Okta.com. If you don’t see the email, check your Junk Email folder. Click the **Reset Password** button in the email.

![Password Reset Email Sent Screen](image1)

6. The **Reset your password** screen will display. Fill in the **New password** and **Repeat password** fields. Your 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. Click **Reset Password**.

![Reset your password Screen](image2)
7. The ctcLink Apps screen will display. Click ctcLink.