



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:

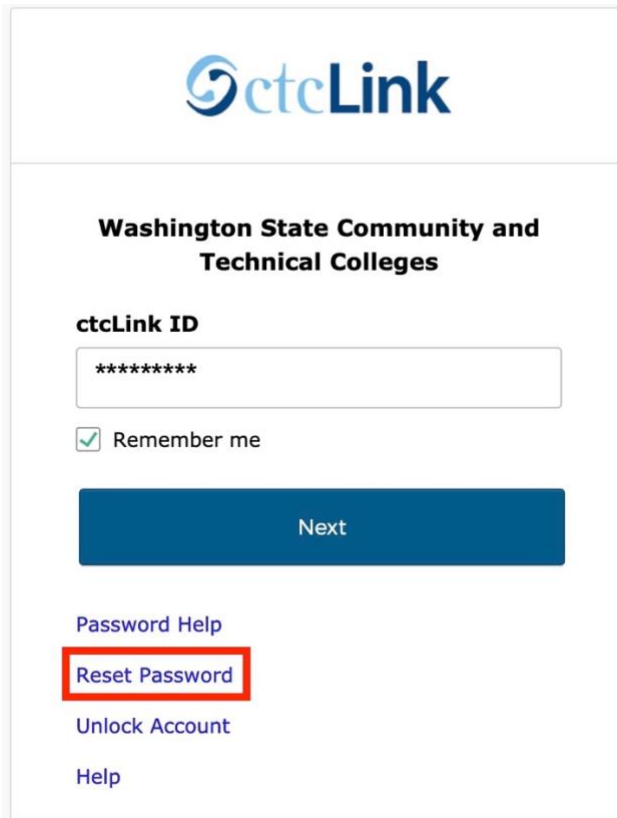
- Make sure to disable pop-up blockers in your browser.
- Contact the [Highline ITS Help Desk](#) if you have problems with sign-in credentials, usernames, passwords, student ID numbers or forgotten security questions.

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.

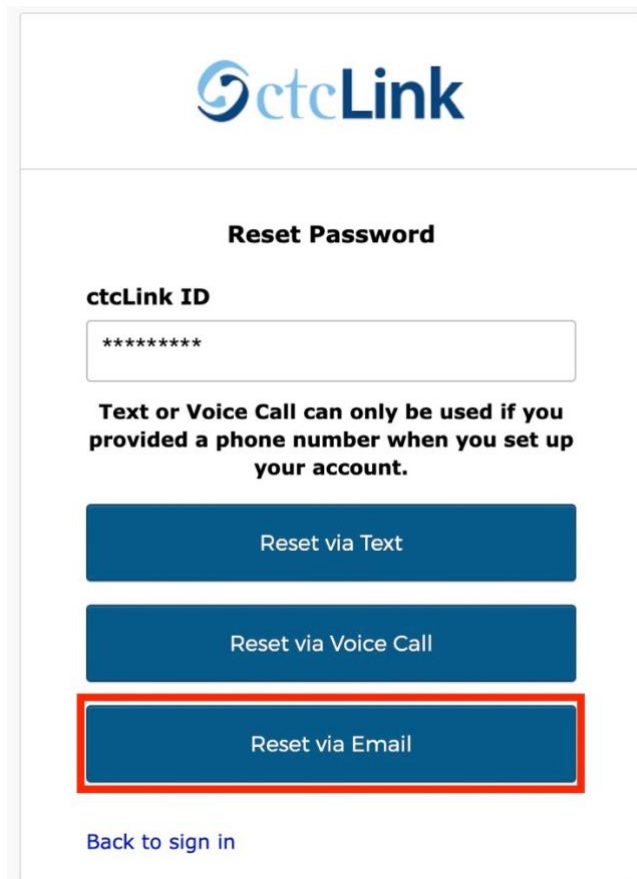
The screenshot shows the ctcLink sign-in page for Washington State Community and Technical Colleges. At the top is the ctcLink logo. Below it is the text 'Washington State Community and Technical Colleges'. The main form area contains a label 'ctcLink ID' above a text input field. A red arrow points to the right side of this input field. Below the input field is a checkbox labeled 'Remember me'. A blue 'Next' button is positioned below the checkbox. At the bottom of the form area, the text 'Password Help' is enclosed in a red rectangular box. Below the form area, there are two links: '[How to Enable Screen Reader Mode](#)' and '[Activate Your Account](#)'.

3. The **Password Help** section will expand. Click **Reset Password**.



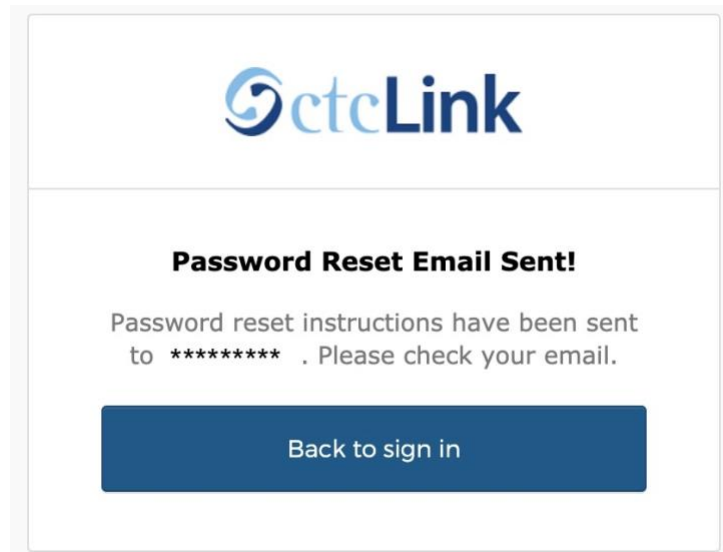
The screenshot shows the ctcLink login page for Washington State Community and Technical Colleges. At the top is the ctcLink logo. Below it is the text "Washington State Community and Technical Colleges". There is a "ctcLink ID" field with a masked password "*****". A "Remember me" checkbox is checked. A blue "Next" button is present. Below the button, the "Password Help" section is expanded, showing links for "Reset Password" (highlighted with a red box), "Unlock Account", and "Help".

4. The **Reset Password** screen will display. For this example, we will reset our password using email. Click **Reset via Email**.

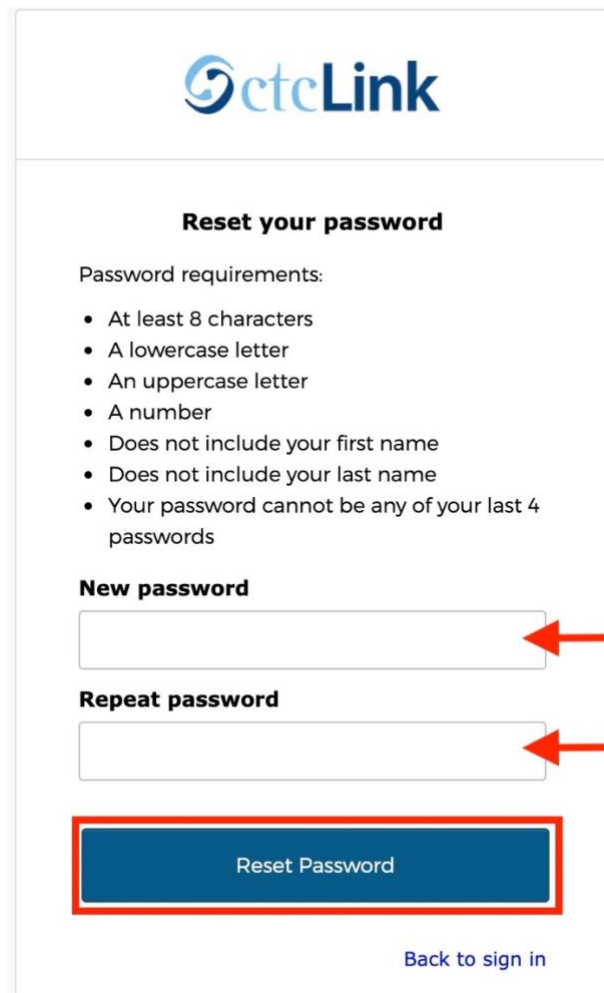


The screenshot shows the ctcLink "Reset Password" screen. At the top is the ctcLink logo. Below it is the text "Reset Password". There is a "ctcLink ID" field with a masked password "*****". Below the field is the text "Text or Voice Call can only be used if you provided a phone number when you set up your account." There are three blue buttons: "Reset via Text", "Reset via Voice Call", and "Reset via Email" (highlighted with a red box). At the bottom is a link "Back to sign in".

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.



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**.



7. The **ctcLink Apps** screen will display. Click **ctcLink**.

The screenshot displays the ctcLink user interface. On the left is a navigation sidebar with the following items: a home icon and 'My Apps', 'ctcLink Apps', 'Add section +', a bell icon and 'Notifications', 'Last sign in: 4 minutes ago', and '© 2021 Okta, Inc. | Privacy'. The main content area features a search bar at the top with the text 'Search your apps' and a user profile for 'Kari ctcLink'. Below the search bar is a section titled 'ctcLink Apps' containing two app cards: 'Password Settings' (with a lock icon) and 'ctcLink' (with the ctcLink logo). The 'ctcLink' card is highlighted with a red rectangular border. At the bottom of the main area, there is an 'Add section +' button and a 'Support' section with the text 'Help: <https://www.sbctc.edu/ctcLink/AYAHelp.html>'.