

Note: Ensure that pop-up blockers are disabled in your browser.

Resetting Your ctcLink Password

1. Navigate to the **myaccount Sign-In** page <https://myaccount.ctclink.us>.
2. Select the **Password Help** link at the bottom of the Sign In box.

ctcLink

Washington State Community and Technical Colleges

ctcLink ID

Remember me

Next

Password Help ← Step #2

[How to Enable Screen Reader Mode](#)

[Activate Your Account](#)

3. Three additional links display under the Password Help link.

- Reset Password
- Unlock Account
- Help

ctcLink

Washington State Community and Technical Colleges

ctcLink ID

Remember me

Next

[Password Help](#)

[Reset Password](#) ← **Step #3**

[Unlock Account](#)

[Help](#)

[How to Enable Screen Reader Mode](#)

Activate Your Account

Resetting Your Password Options

Once you select the **Reset Password** link from the main sign-in page, enter your **ctcLink ID** into the ctcLink ID field and select which method - Text, Voice Call or Email - you would like to use to reset your password.

Note: Text, Voice Call, and E-mail can only be used if you provided and validated them when you set up your account. All Reset/Unlock recovery e-mails are valid for 1 hour.

A. To Reset Via Text

1. Select the dark blue **Reset via Text** button.

ctcLink

Reset Password

ctcLink ID

Text or Voice Call can only be used if you provided a phone number when you set up your account.

Reset via Text

Reset via Voice Call

Reset via Email

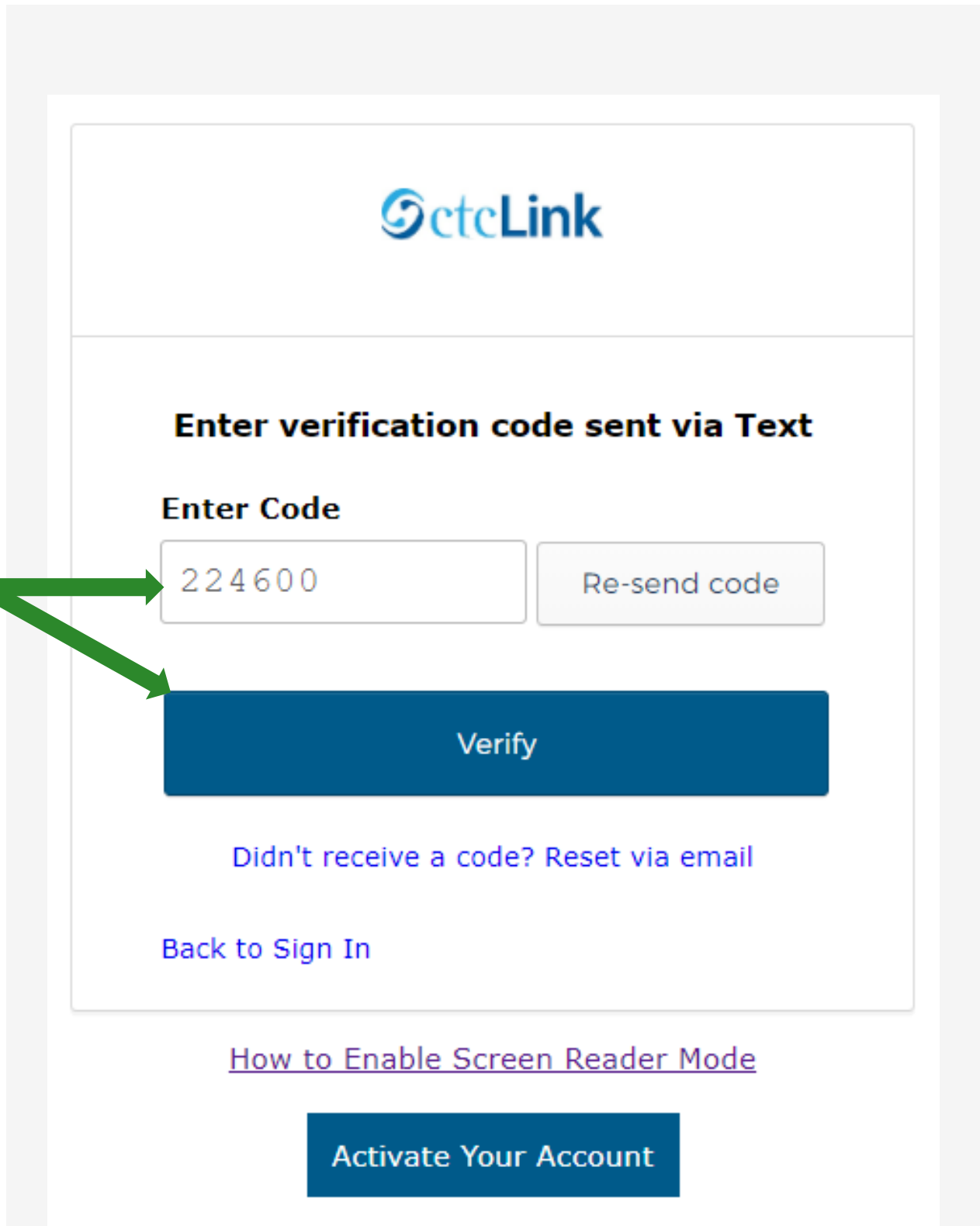
[Back to Sign In](#)

[How to Enable Screen Reader Mode](#)

Activate Your Account

Step #1

2. Once you receive the text code, enter it into the **Enter Code** field and select the **Verify** button.

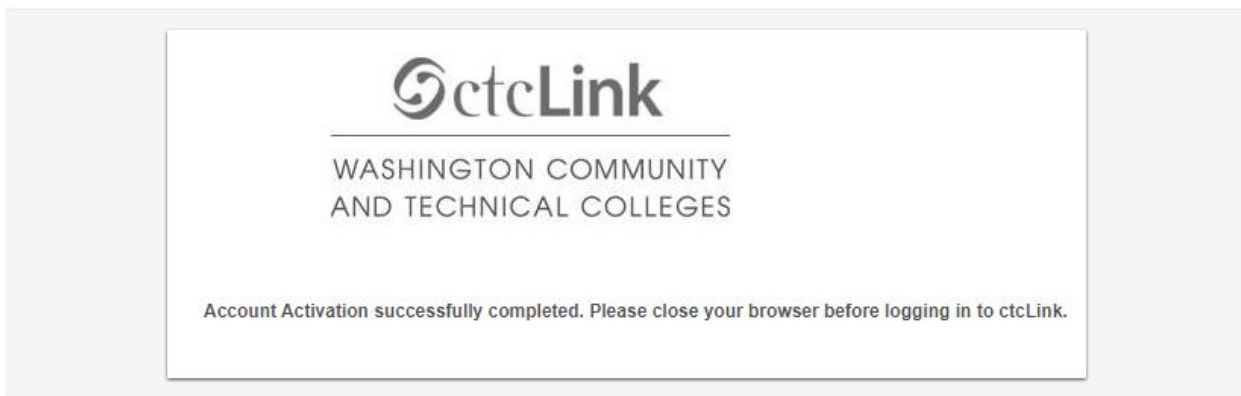


3. The **Reset your password** page displays with listed password requirements.
4. Enter your new password into the **New password** field.
5. Enter your new password again into the **Repeat password** field.
6. Select the dark blue **Reset Password** button.

The screenshot shows the 'Reset your password' page for ctcLink. At the top is the ctcLink logo. Below it is the heading 'Reset your password'. Underneath is a section for 'Password requirements:' with a bulleted list: 'At least 8 characters', 'A lowercase letter', 'An uppercase letter', 'A number', 'Does not include your first name', 'Does not include your last name', and 'Your password cannot be any of your last 2 passwords'. Below the requirements are two password input fields: 'New password' and 'Repeat password', both containing seven dots. A dark blue 'Reset Password' button is positioned below the 'Repeat password' field. A 'Sign Out' link is located at the bottom right of the form area. Below the form is a link for 'How to Enable Screen Reader Mode' and a dark blue 'Activate Your Account' button. Three green arrows point from white boxes labeled 'Step #4', 'Step #5', and 'Step #6' to the 'New password' field, the 'Repeat password' field, and the 'Reset Password' button, respectively.

7. Close the browser tab(s).

! PLEASE NOTE: When prompted to close your browser(s), make sure to **close ALL browsers completely** for update to take place.



8. Navigate to the **ctcLink Sign In** page <https://myaccount.ctclink.us/>

9. Enter your ctcLink ID

10. Click Next

11. Enter the New Password you just created

12. Click Verify

B. To Reset Via Voice Call

1. Select the dark blue **Reset via Voice Call** button.

ctcLink

Reset Password

ctcLink ID

Text or Voice Call can only be used if you provided a phone number when you set up your account.

Reset via Text

Reset via Voice Call ← Step #1

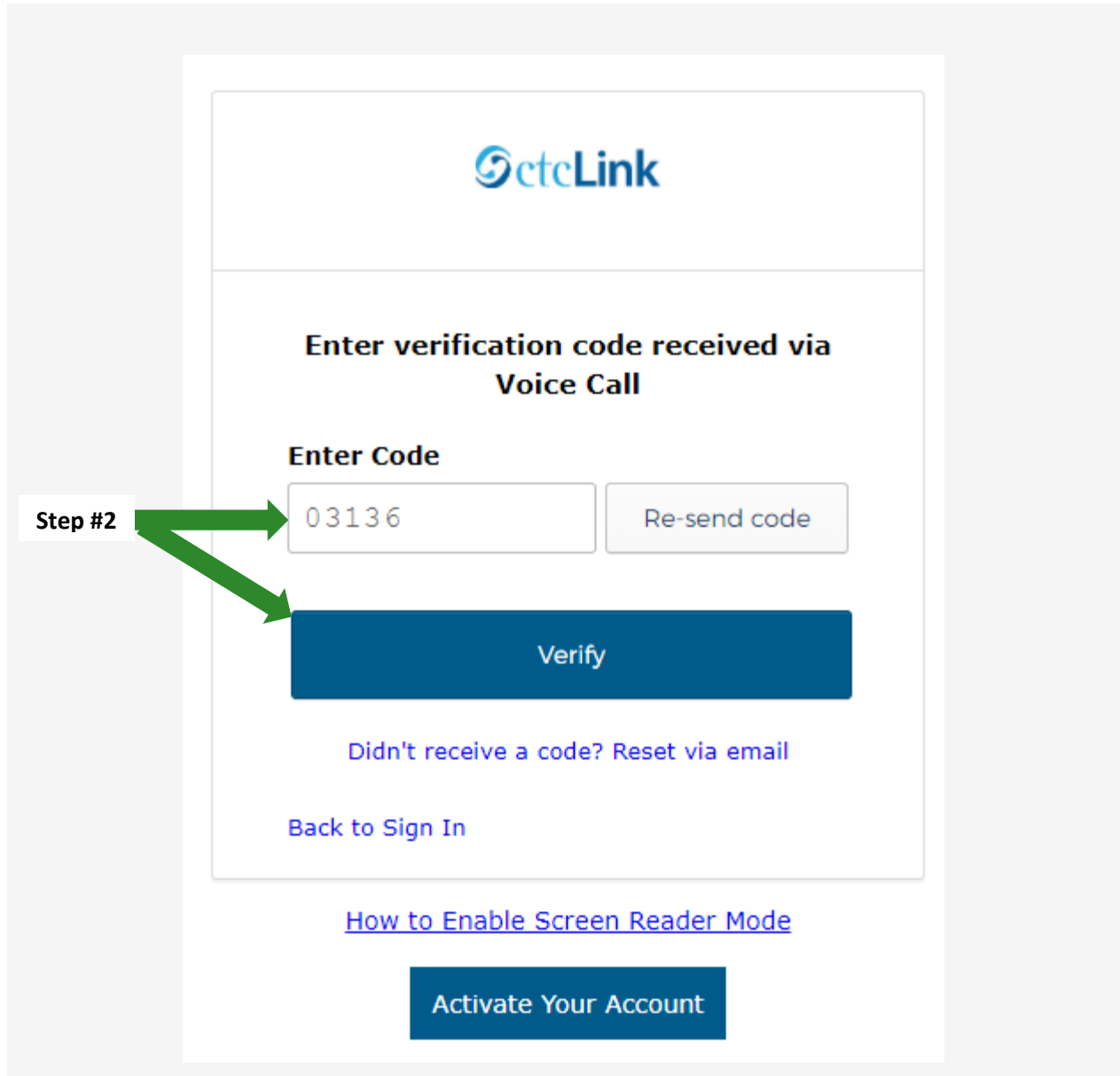
Reset via Email

[Back to Sign In](#)

[How to Enable Screen Reader Mode](#)

Activate Your Account

2. Once you receive the verification code, enter it into the **Enter Code** field and select the **Verify** button.

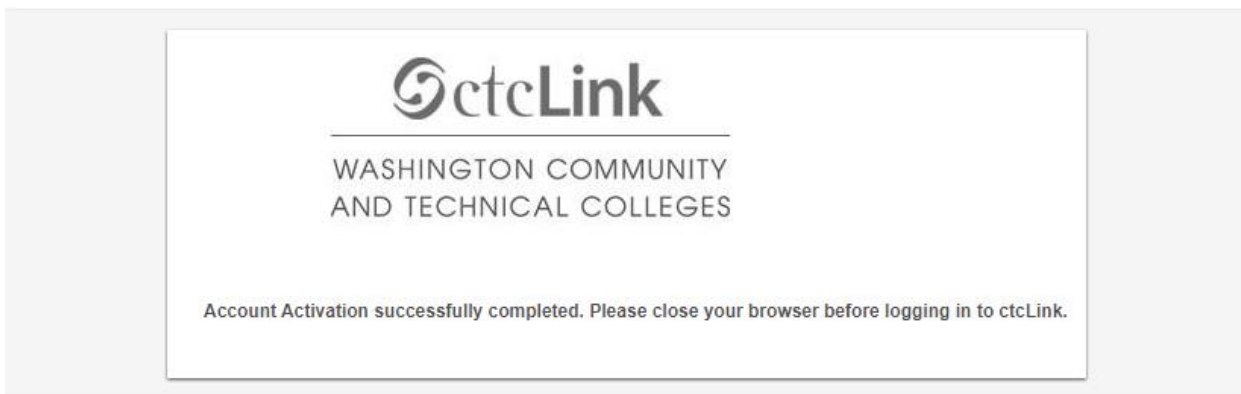


3. The **Reset your password** page displays with listed password requirements.
4. Enter your new password into the **New password** field.
5. Enter your new password again into the **Repeat password** field.
6. Select the dark blue **Reset Password** button.

The screenshot shows the 'Reset your password' page for ctcLink. At the top is the ctcLink logo. Below it is the heading 'Reset your password'. Underneath is a section for 'Password requirements:' with a bulleted list: 'At least 8 characters', 'A lowercase letter', 'An uppercase letter', 'A number', 'Does not include your first name', 'Does not include your last name', and 'Your password cannot be any of your last 2 passwords'. Below the requirements are two input fields: 'New password' and 'Repeat password', both containing seven dots. A dark blue 'Reset Password' button is positioned below the 'Repeat password' field. To the right of the page, three green arrows point to the 'New password' field (labeled 'Step #4'), the 'Repeat password' field (labeled 'Step #5'), and the 'Reset Password' button (labeled 'Step #6'). At the bottom right of the form area is a 'Sign Out' link. Below the form area is a link for 'How to Enable Screen Reader Mode' and a dark blue 'Activate Your Account' button.

7. Close the browser tab(s).

PLEASE NOTE: When prompted to close your browser(s), make sure to **close ALL browsers completely** for update to take place.



8. Navigate to the **ctcLink Sign In** page <https://myaccount.ctclink.us/>

Connecting to **ctcLink**
Sign-in with your ctcLink account to access ctcLink

ctcLink

Washington State Community and Technical Colleges

ctcLink ID

Next

[Password Help](#)

[How to Enable Screen Reader Mode](#)

[Activate Your Account](#)

Step #9

Step #10

9. Enter your ctcLink ID

10. Click Next

ctcLink

Enter Your Password

Password

Verify

[Back to sign in](#)

[How to Enable Screen Reader Mode](#)

[Activate Your Account](#)

Step #11

Step #12

11. Enter the New Password you just created

12. Click Verify

C. Reset via Email

1. Select the dark blue **Reset via Email** button.

ctcLink

Reset Password

ctcLink ID

Text or Voice Call can only be used if you provided a phone number when you set up your account.

Reset via Text

Reset via Voice Call

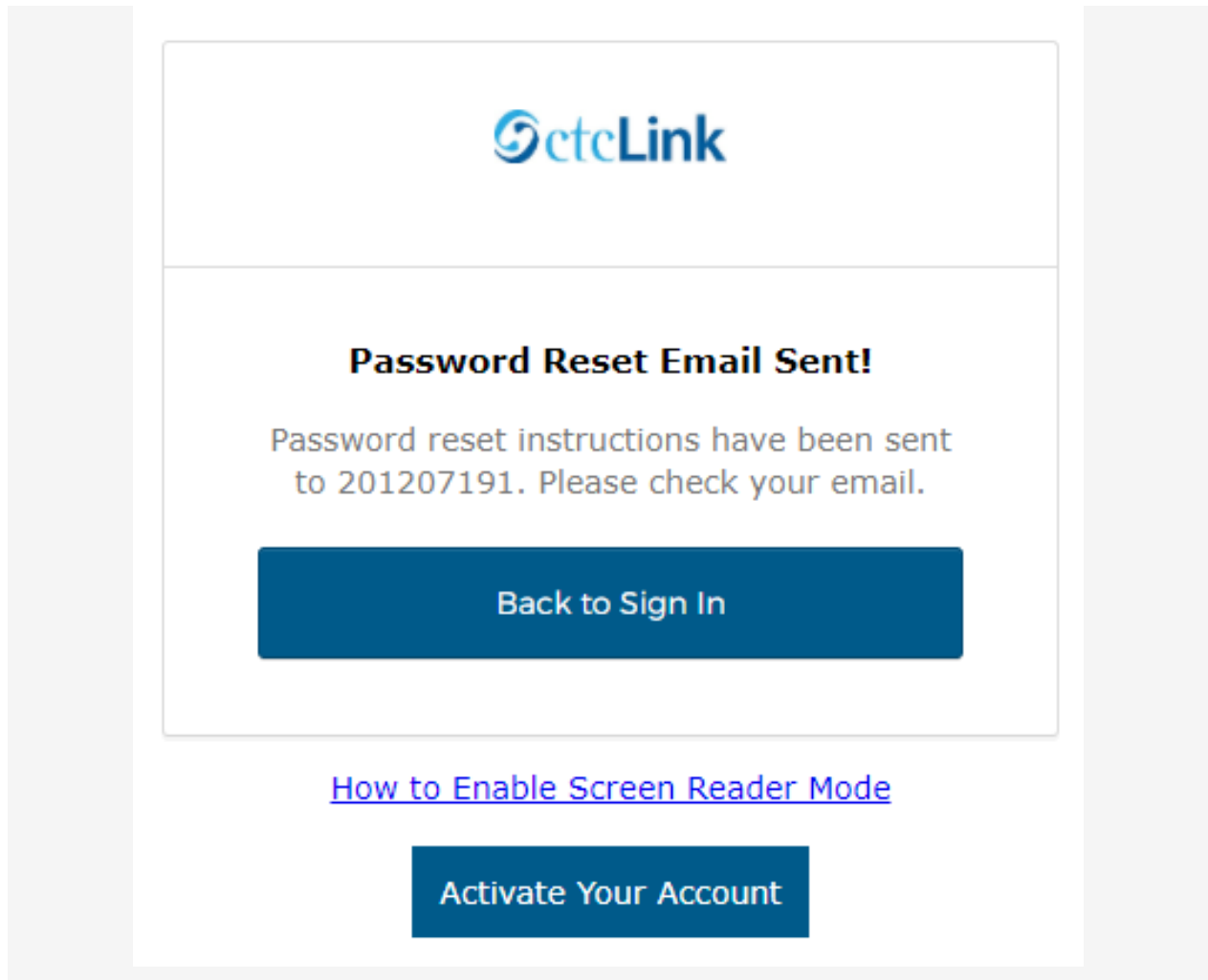
Reset via Email ← Step #1

[Back to Sign In](#)

[How to Enable Screen Reader Mode](#)

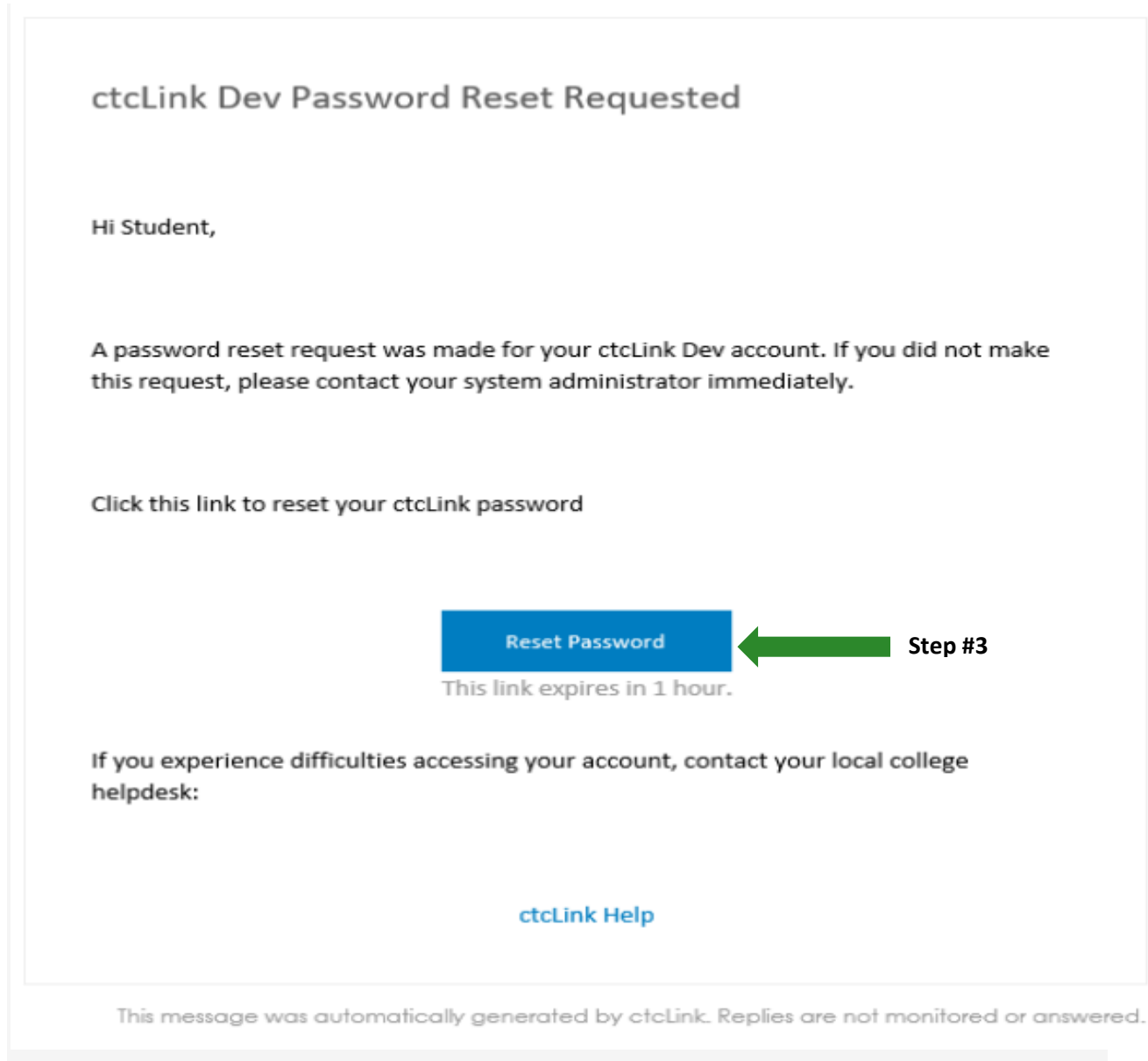
Activate Your Account

2. The **Password Reset Email Sent!** notification displays explaining that the password reset instructions have been sent to the email aligned to your ctcLink ID.



The screenshot shows a notification page for ctcLink. At the top is the ctcLink logo. Below it is the heading "Password Reset Email Sent!". The main text states: "Password reset instructions have been sent to 201207191. Please check your email." There is a blue button labeled "Back to Sign In". Below this is a link: "[How to Enable Screen Reader Mode](#)". At the bottom is another blue button labeled "Activate Your Account".

- An email with "Account Password Reset" in the subject line will instruct you to select the **Reset Password** link that is embedded within the email message.

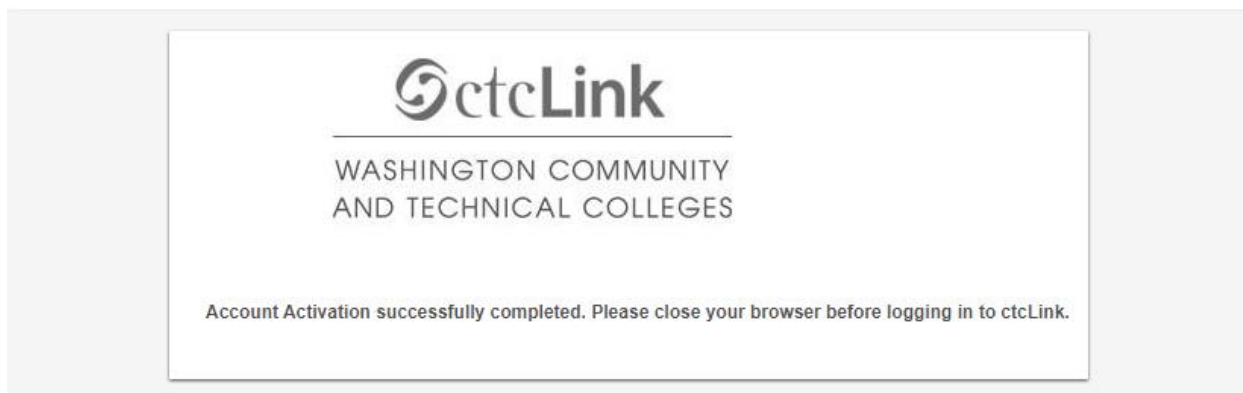


4. The **Reset your password** page displays with listed password requirements.
5. Enter your new password into the **New password** field.
6. Enter your new password again into the **Repeat password** field.
7. Select the dark blue **Reset Password** button.

The screenshot shows the 'Reset your password' page for ctcLink. The page includes the ctcLink logo at the top, followed by the heading 'Reset your password'. Below the heading are the password requirements: at least 8 characters, a lowercase letter, an uppercase letter, a number, and it must not include the user's first or last name, nor be one of their last two passwords. There are two input fields: 'New password' and 'Repeat password', both containing masked characters. A dark blue 'Reset Password' button is positioned below the fields. A 'Sign Out' link is located at the bottom right of the form area. Below the form is a link for 'How to Enable Screen Reader Mode' and an 'Activate Your Account' button. Three green arrows point from labels 'Step #5', 'Step #6', and 'Step #7' to the 'New password' field, the 'Repeat password' field, and the 'Reset Password' button, respectively.

8. Close the browser tab(s).

PLEASE NOTE: When prompted to close your browser(s), make sure to **close ALL browsers completely** for update to take place.



9. Navigate to the **ctcLink Sign In** page <https://myaccount.ctclink.us/>

Connecting to **ctcLink**
Sign-in with your ctcLink account to access ctcLink

ctcLink

Washington State Community and Technical Colleges

ctcLink ID

Next

[Password Help](#)

[How to Enable Screen Reader Mode](#)

[Activate Your Account](#)

Step #10

Step #11

10. Enter your ctcLink ID

11. Click Next

ctcLink

Enter Your Password

Password

Verify

[Back to sign in](#)

[How to Enable Screen Reader Mode](#)

[Activate Your Account](#)

Step #12

Step #13

12. Enter the New Password you just created

13. Click Verify