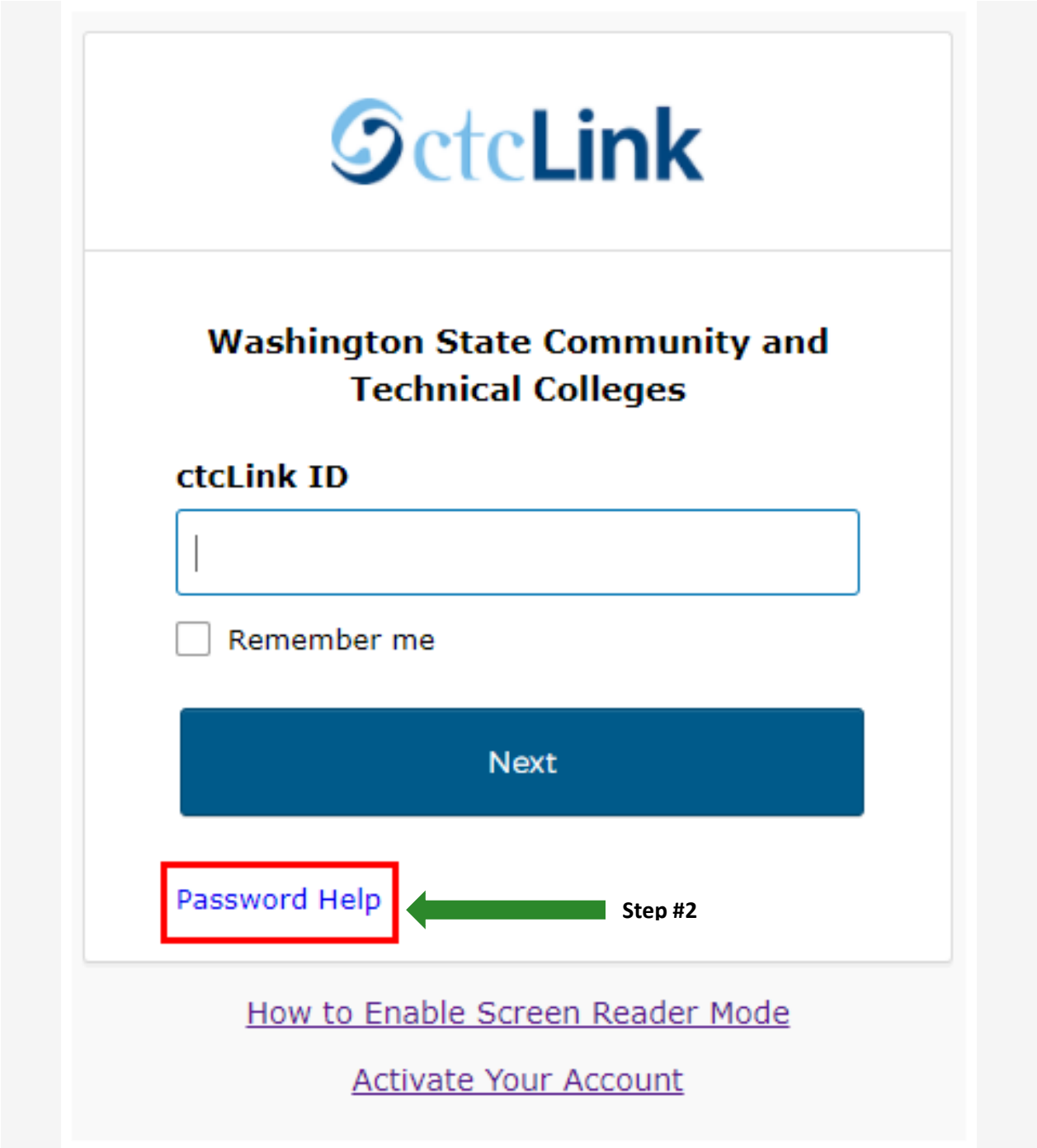
Note: Ensure that pop-up blockers are disabled in your browser.

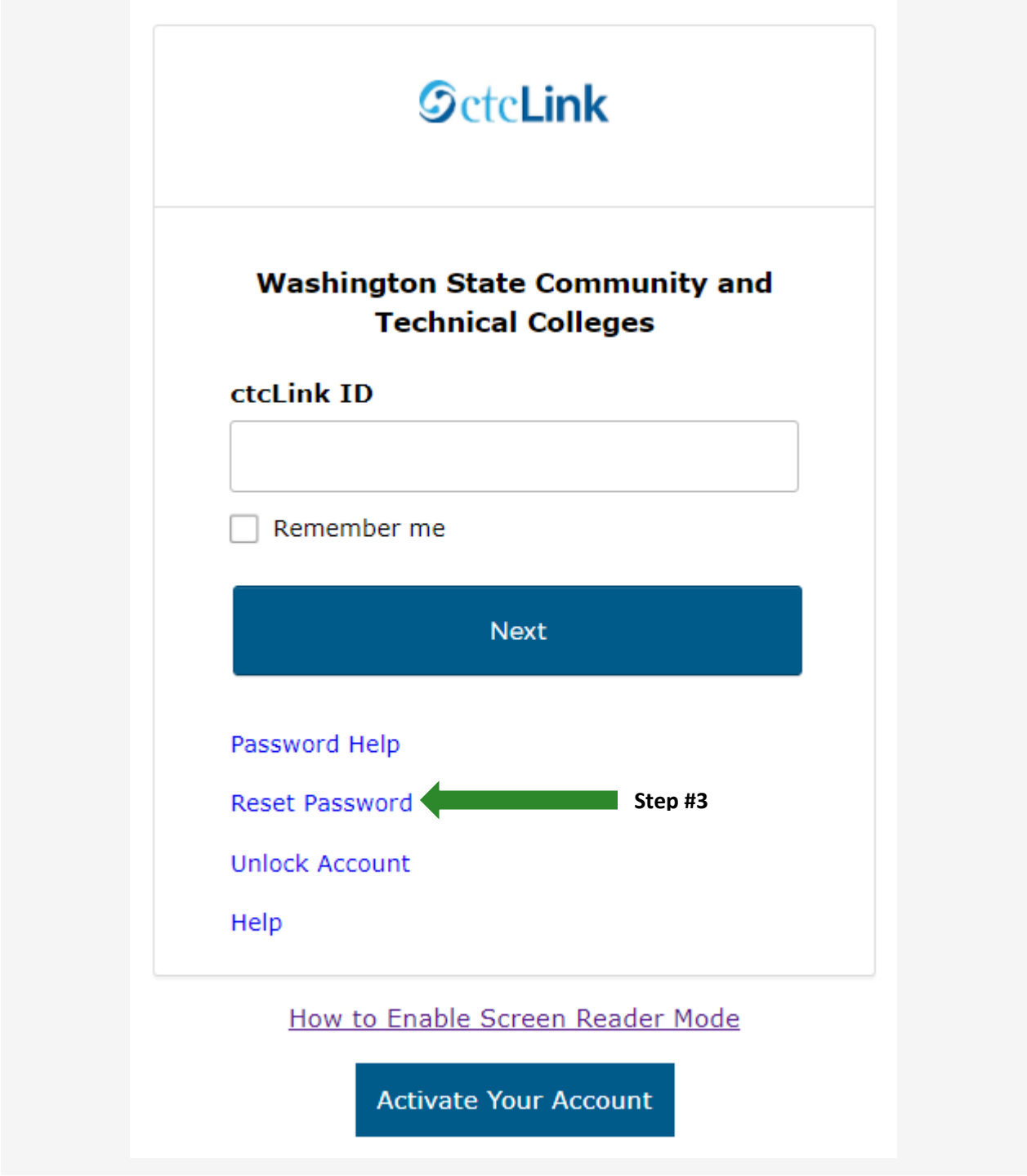
Resetting Your ctcLink Password

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.



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

   - Reset Password
   - Unlock Account
   - Help



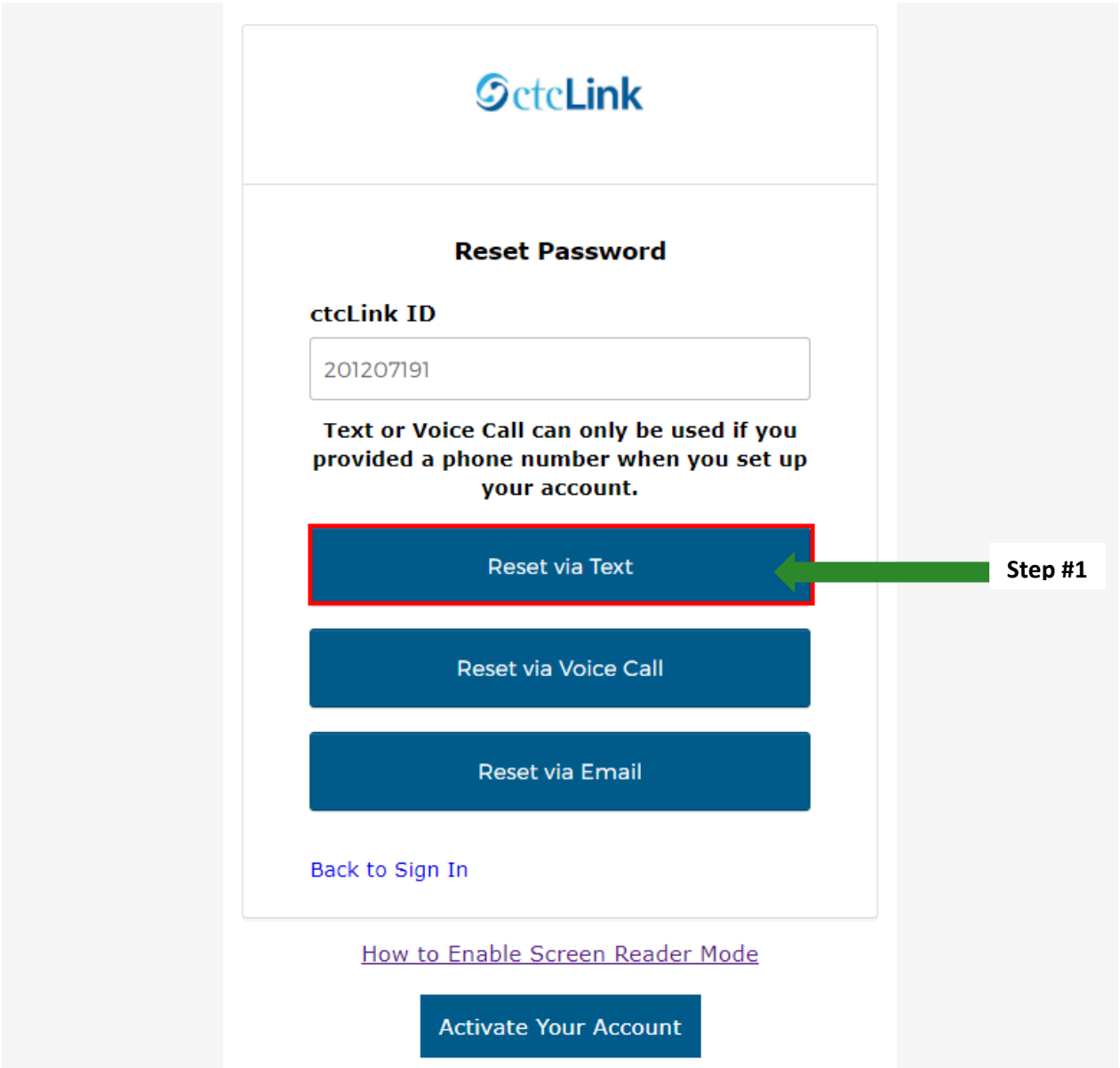
Resetting Your Password Options

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.

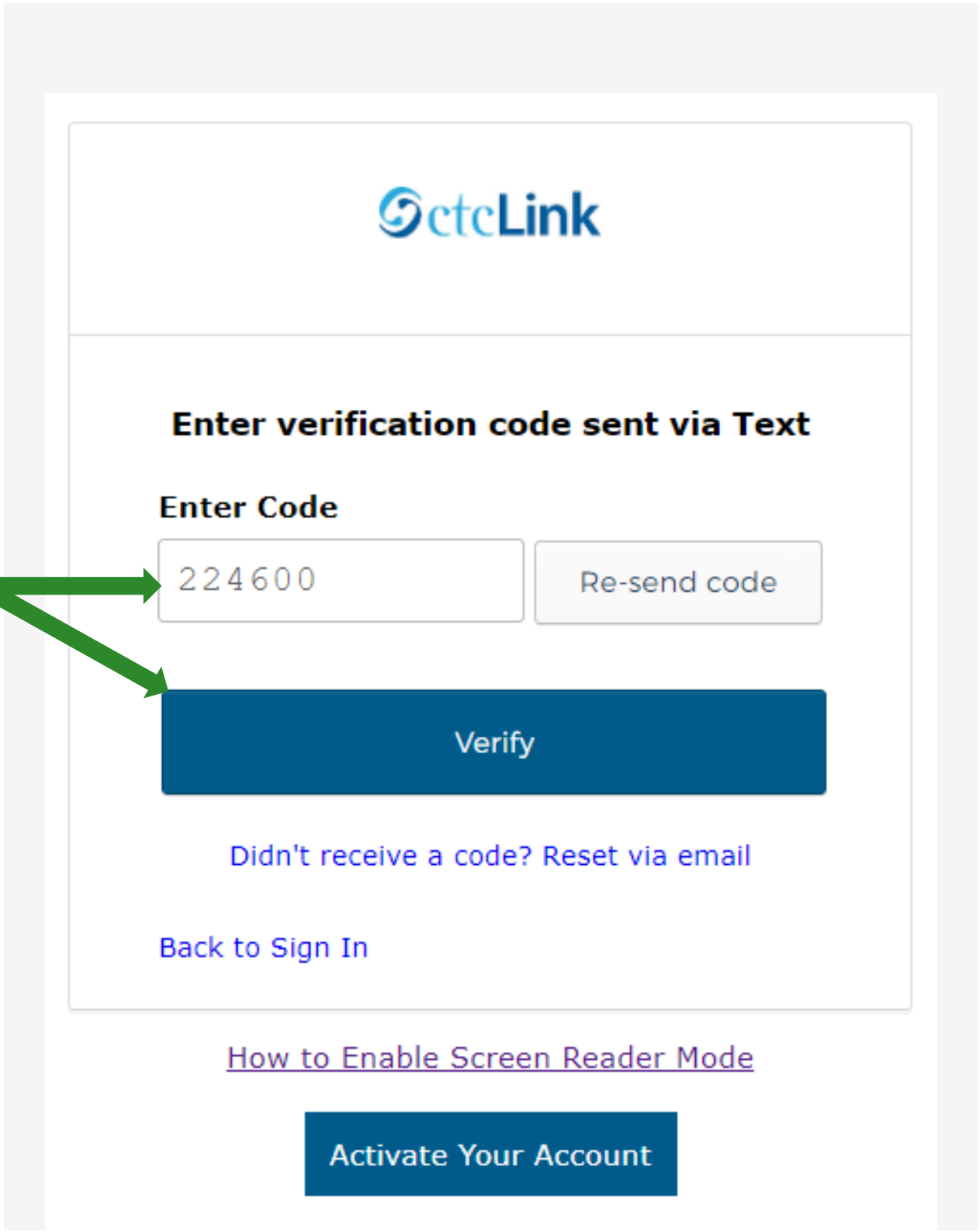
Note: Text, Voice Call, and E-mail can only be used if you provided and validated them when you set up your account. All Reset/Unlock recovery e-mails are valid for 1 hour.

A. To Reset Via Text

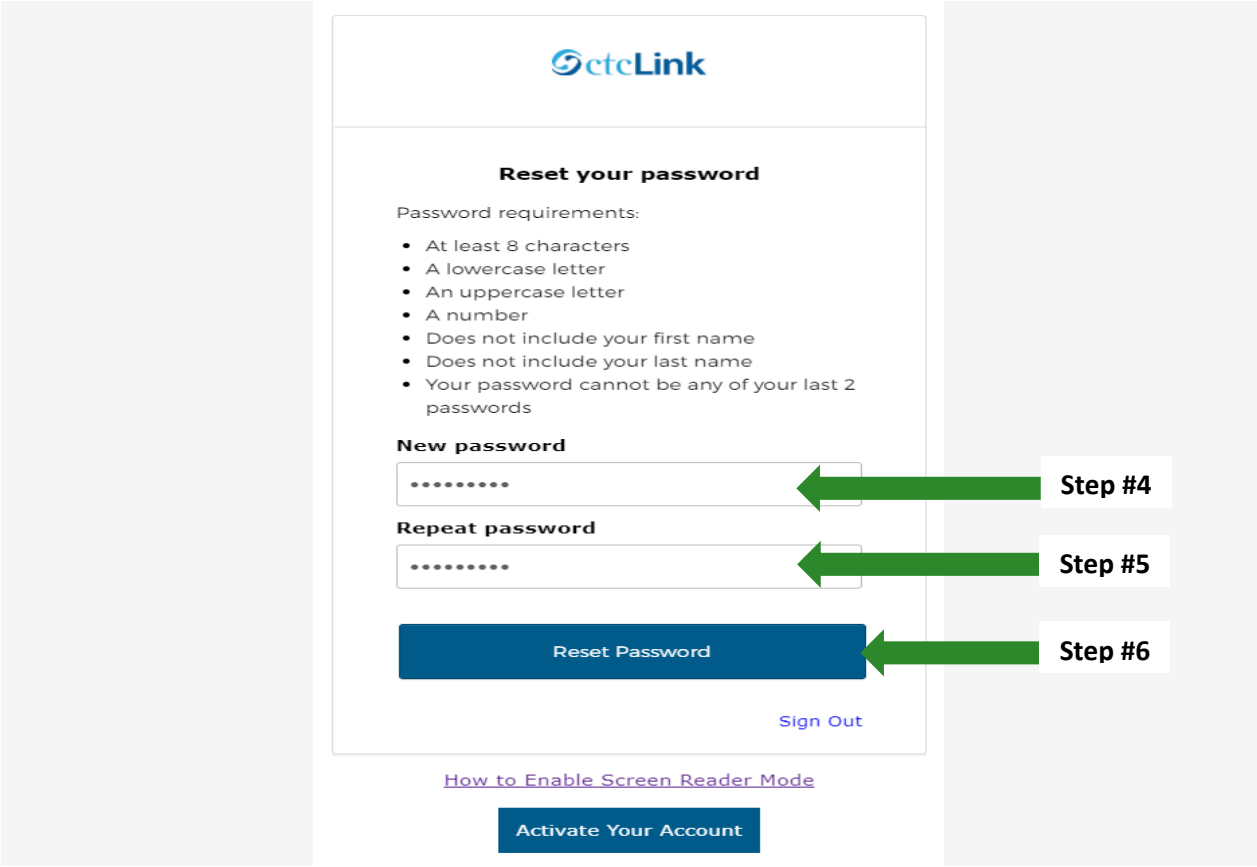
1. Select the dark blue **Reset via Text** button.



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

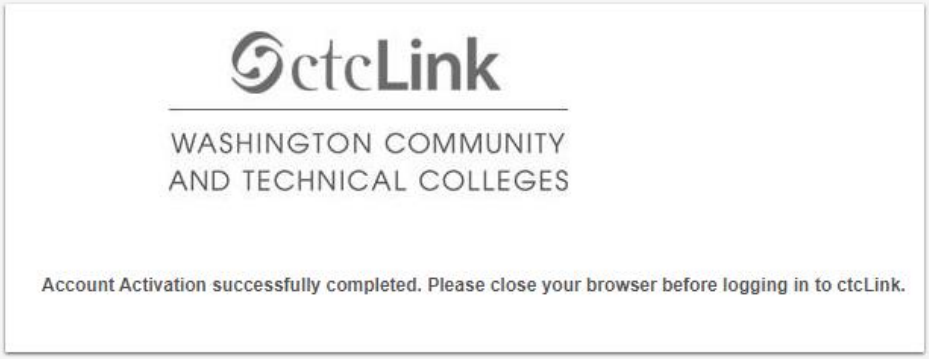


3. The **Reset your password** page displays with listed password requirements.
4. Enter your new password into the **New password** field.
5. Enter your new password again into the **Repeat password** field.
6. Select the dark blue **Reset Password** button.

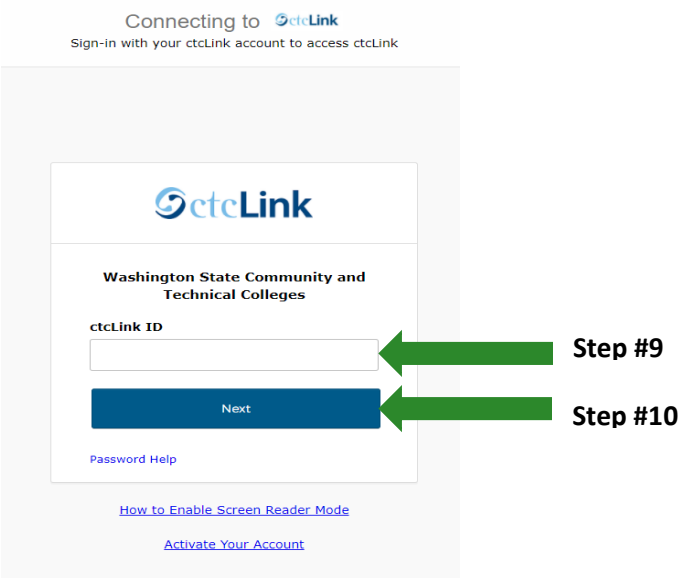


7. Close the browser tab(s).

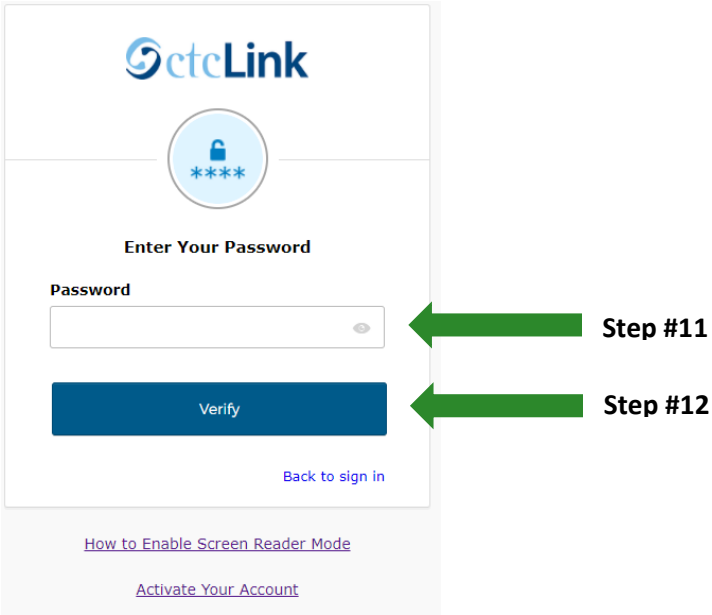
PLEASE NOTE: When prompted to close your browser(s), make sure to ***close ALL browsers completely*** for update to take place.



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



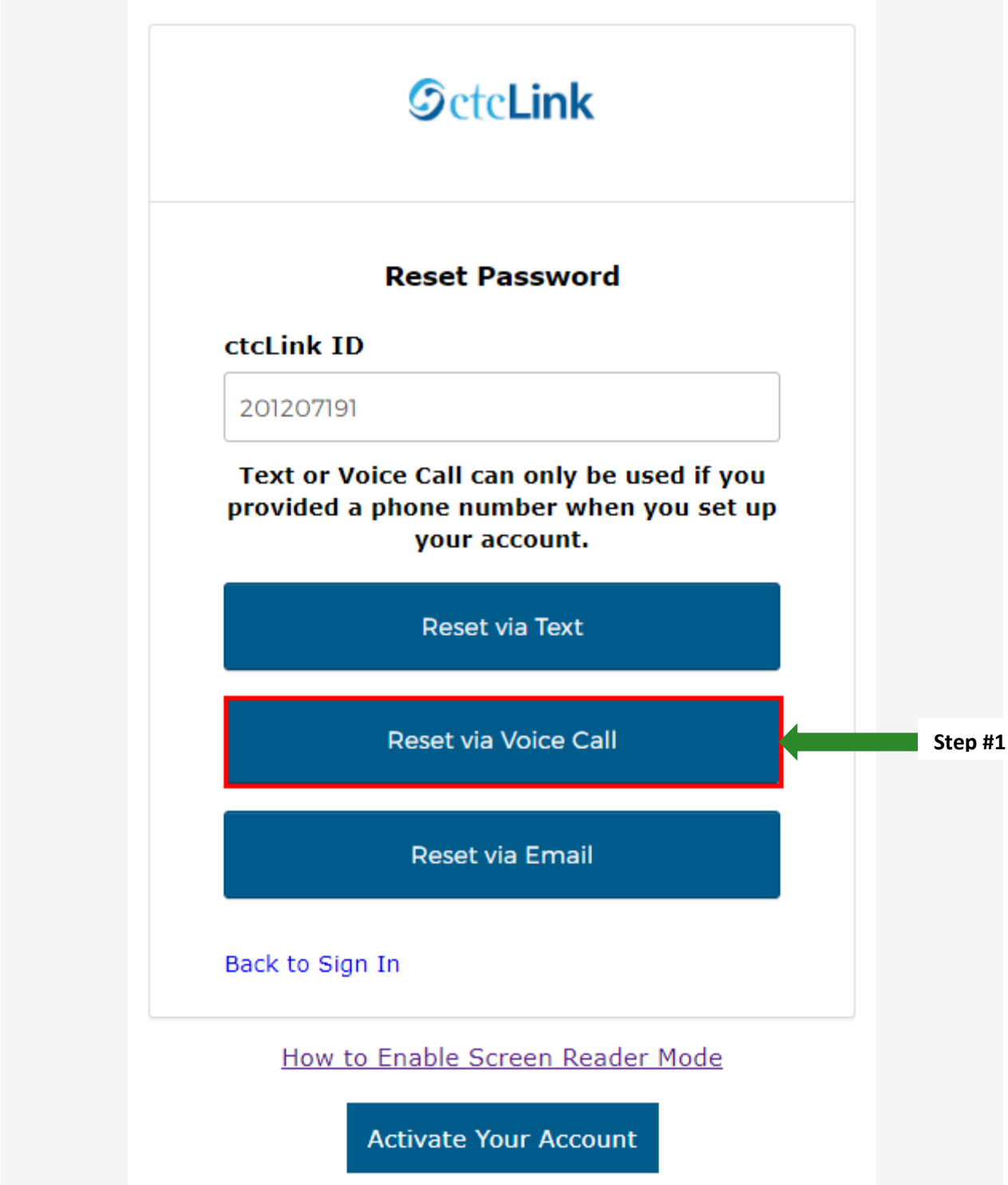
9. Enter your ctcLink ID
10. Click Next



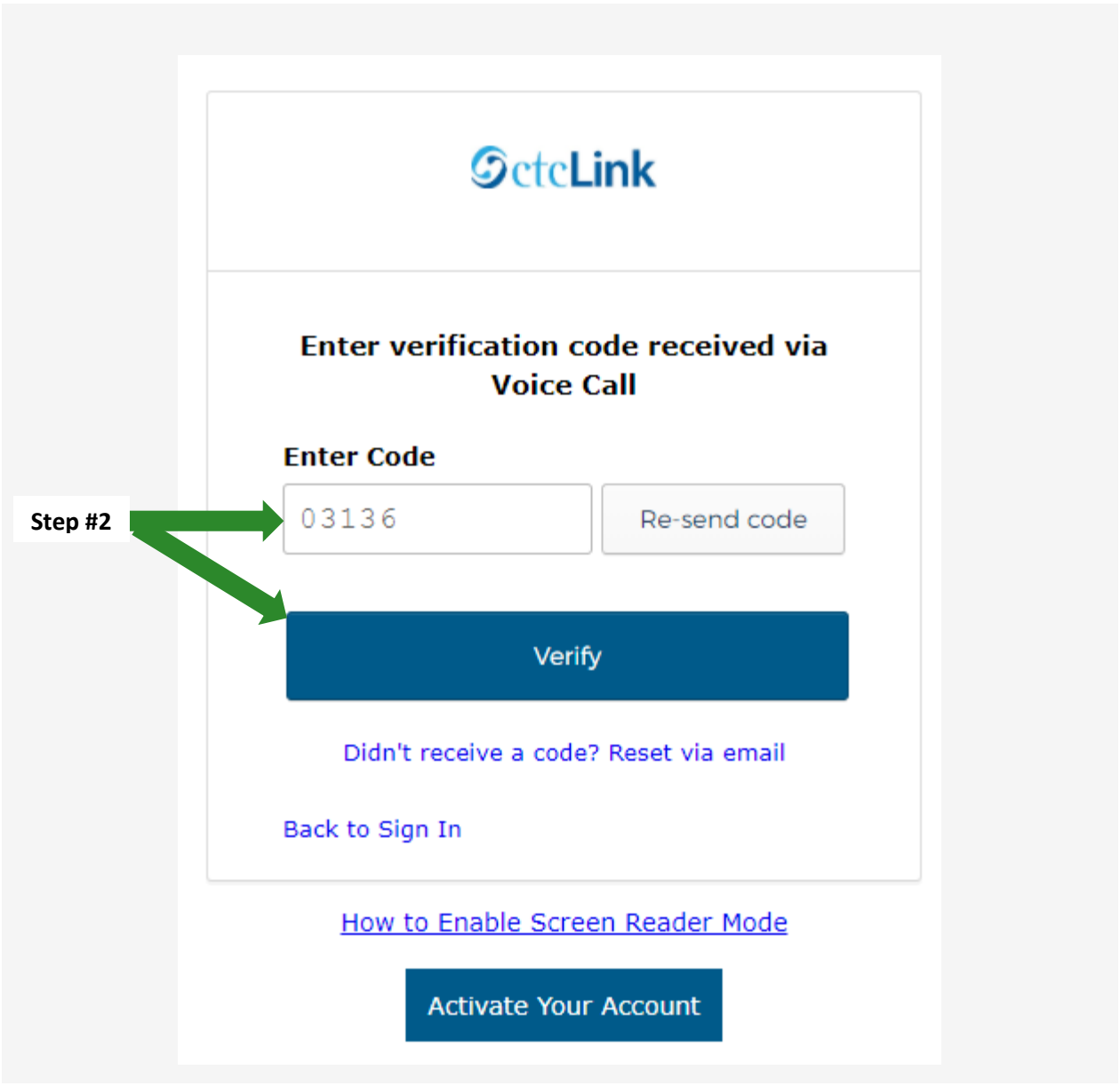
11. Enter the New Password you just created
12. Click Verify

B. To Reset Via Voice Call

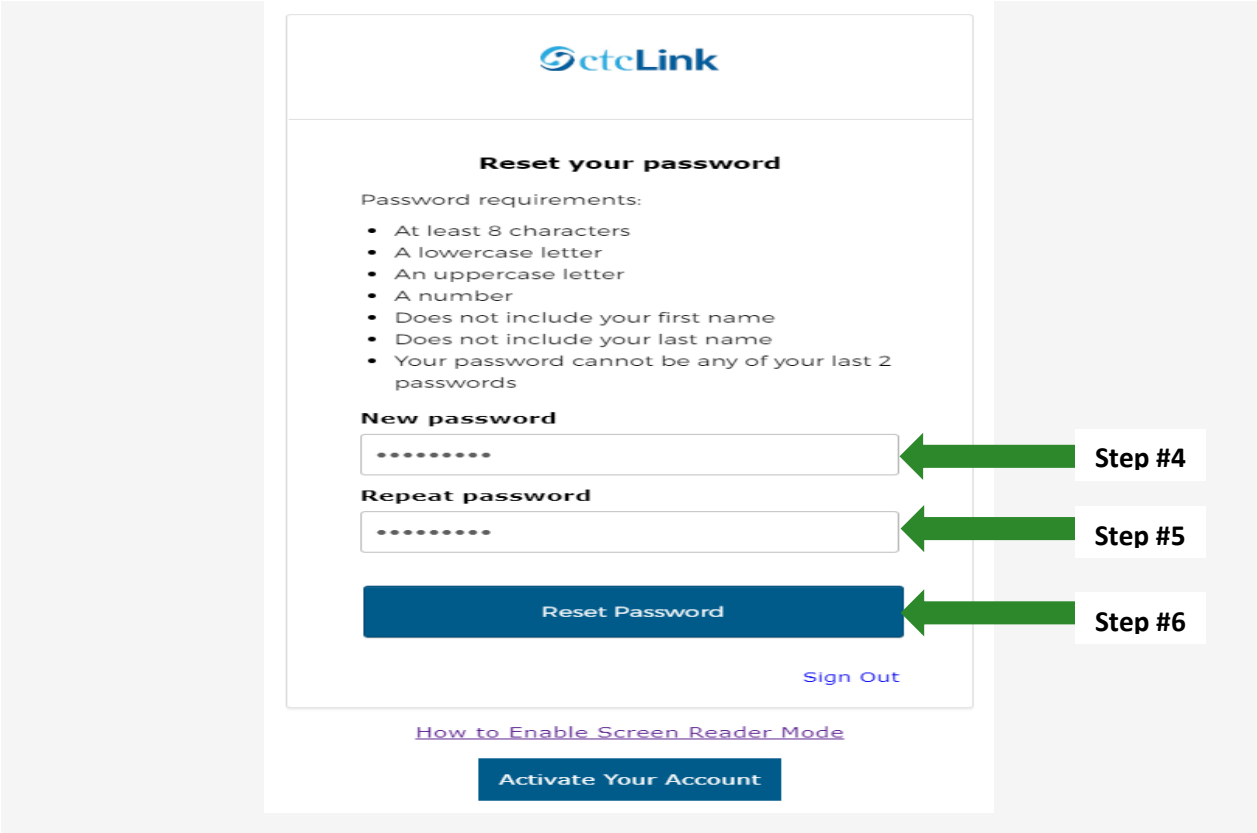
1. Select the dark blue **Reset via Voice Call** button.



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

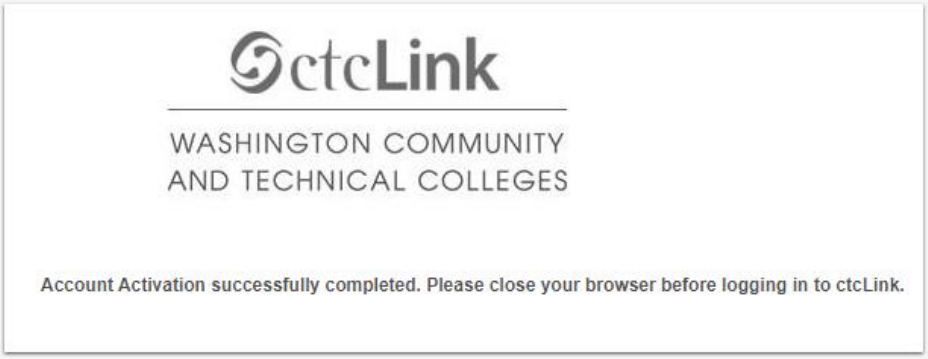


3. The **Reset your password** page displays with listed password requirements.
4. Enter your new password into the **New password** field.
5. Enter your new password again into the **Repeat password** field.
6. Select the dark blue **Reset Password** button.

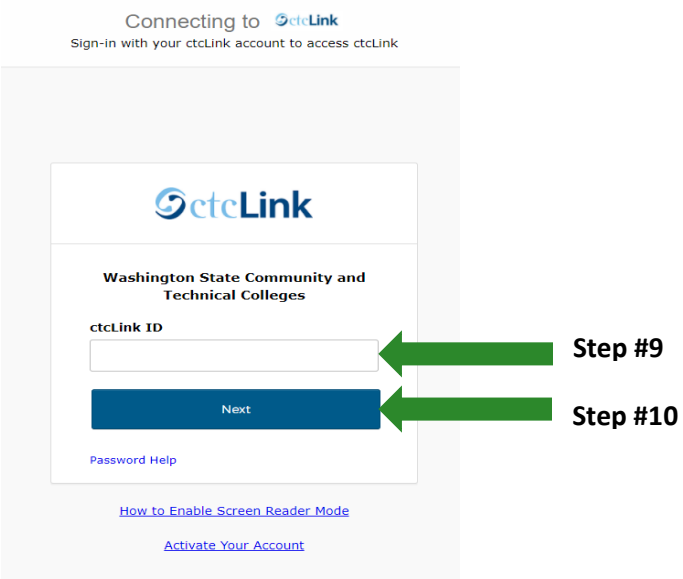


7. Close the browser tab(s).

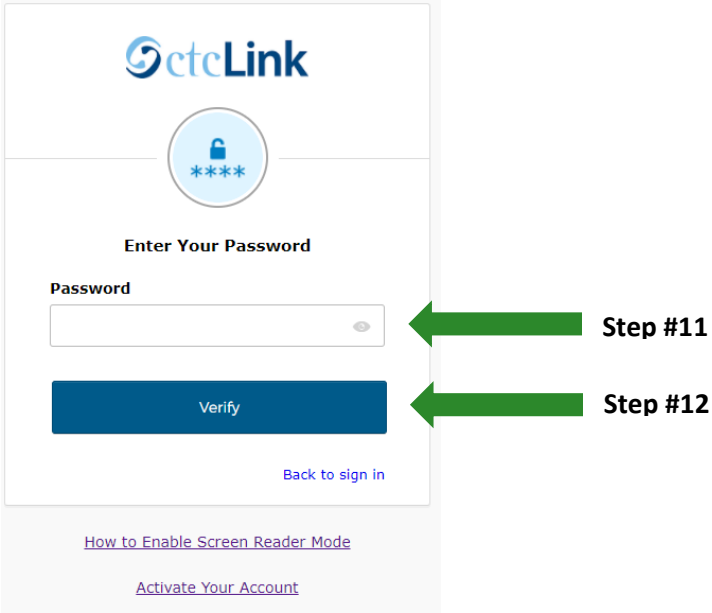
PLEASE NOTE: When prompted to close your browser(s), make sure to ***close ALL browsers completely*** for update to take place.



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



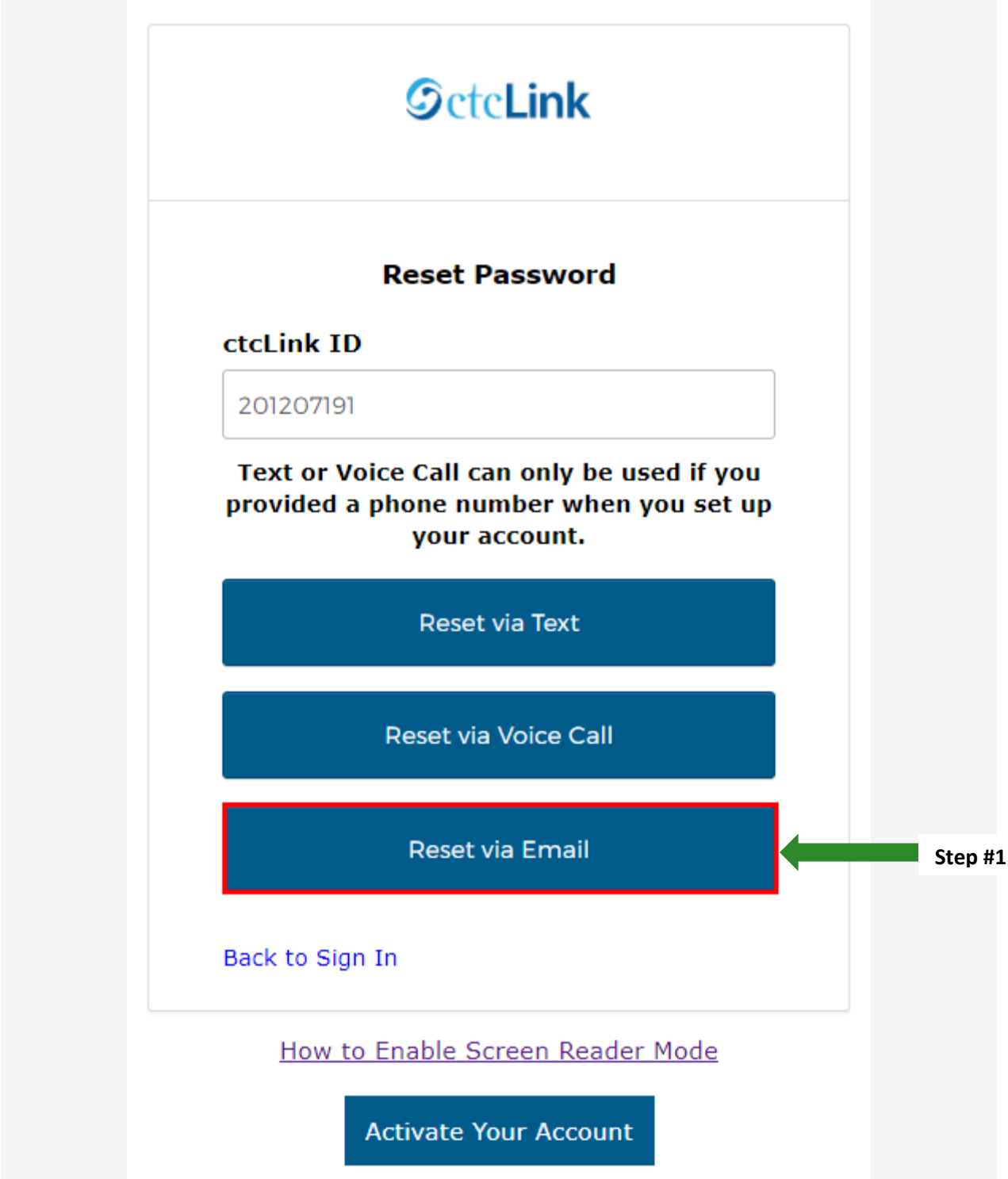
9. Enter your ctcLink ID
10. Click Next



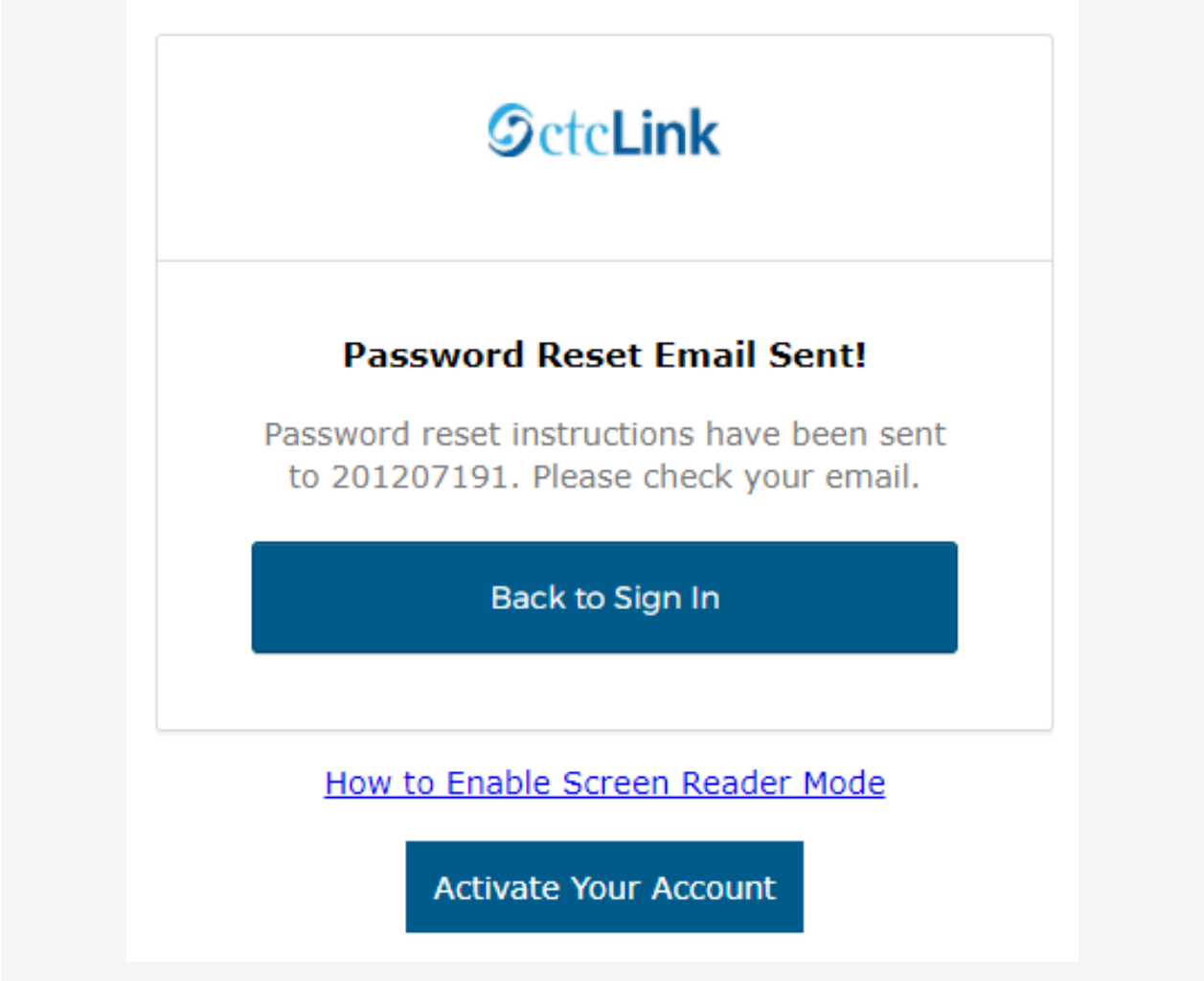
11. Enter the New Password you just created
12. Click Verify

C. Reset via Email

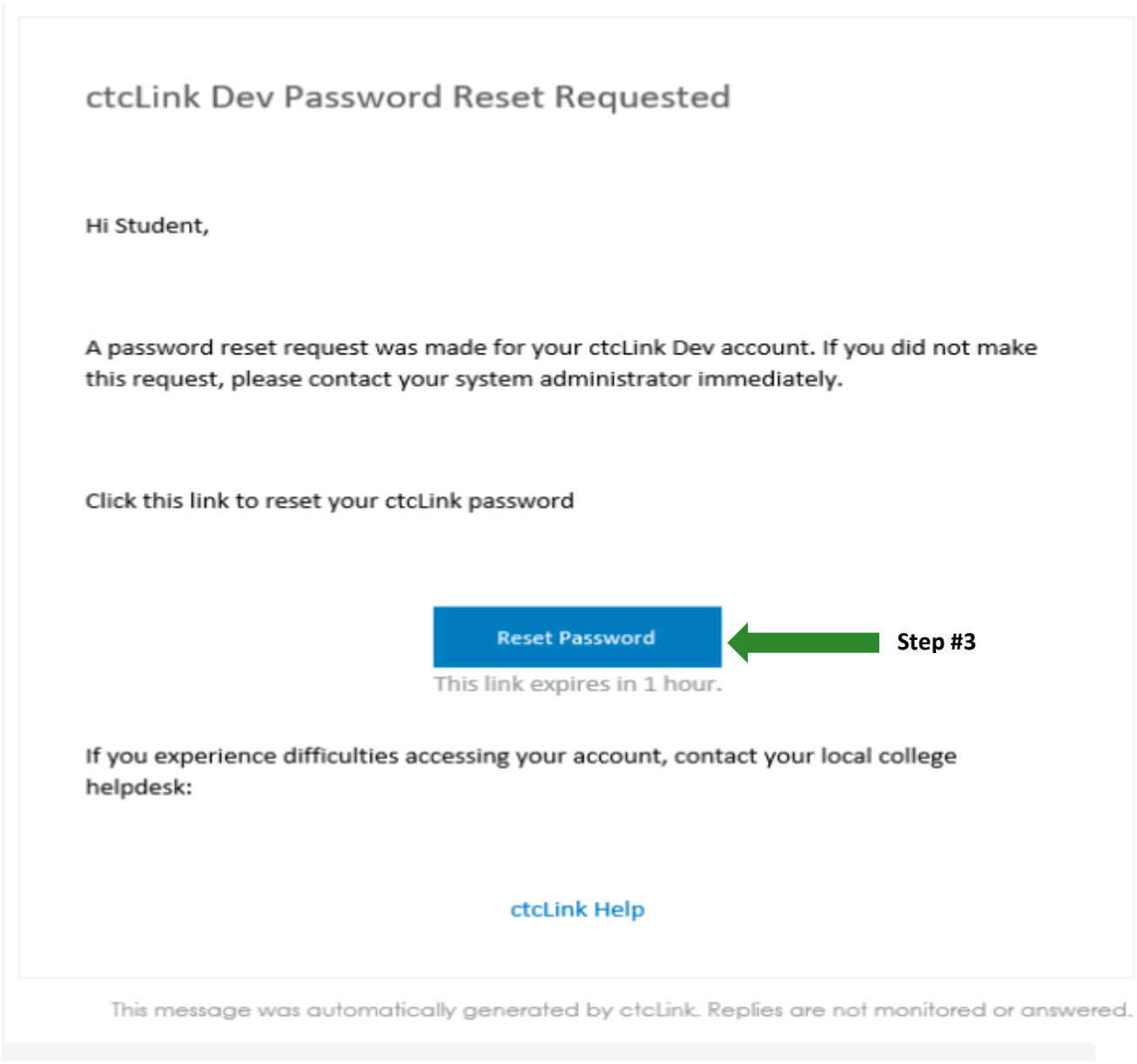
1. Select the dark blue **Reset via Email** button.



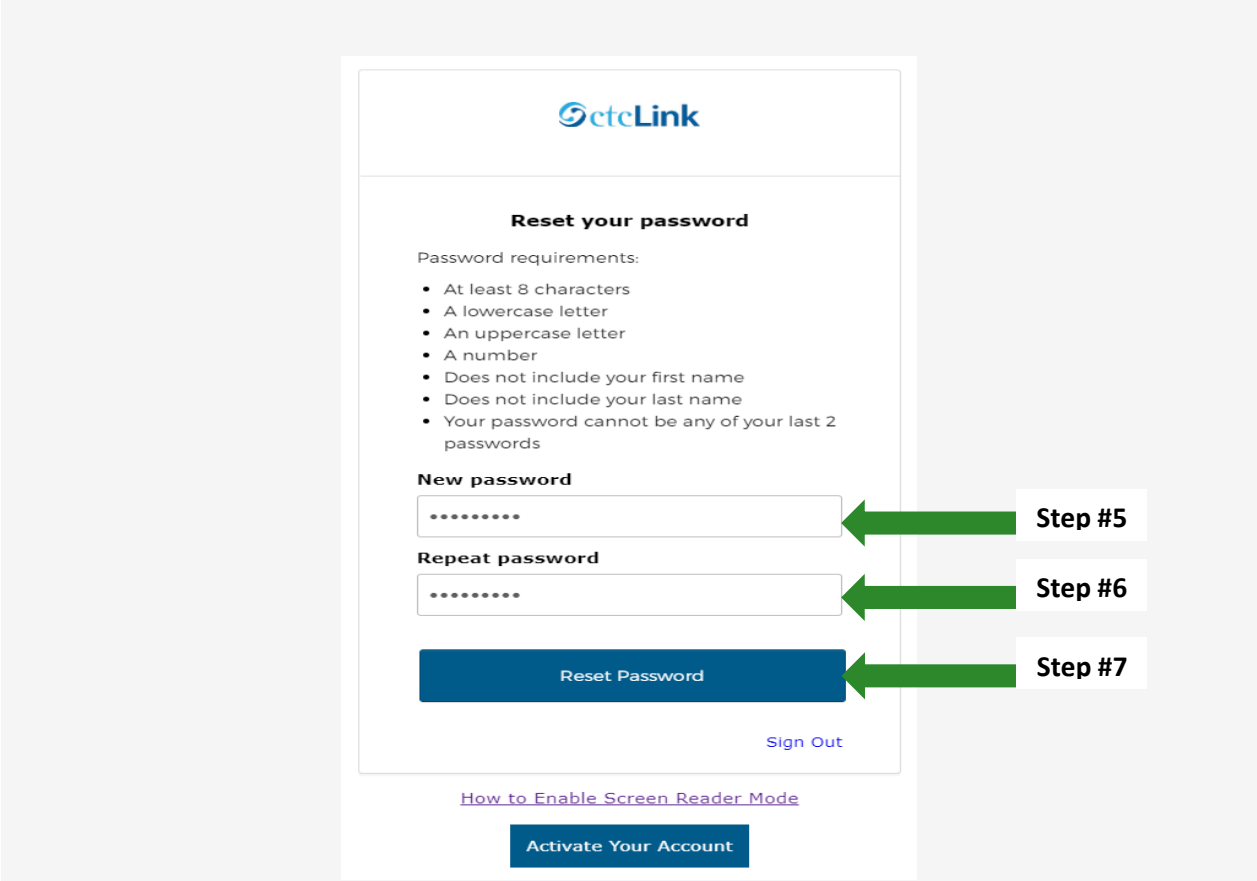
2. The **Password Reset Email Sent!** notification displays explaining that the password reset instructions have been sent to the email aligned to your ctcLink ID.



3. 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.

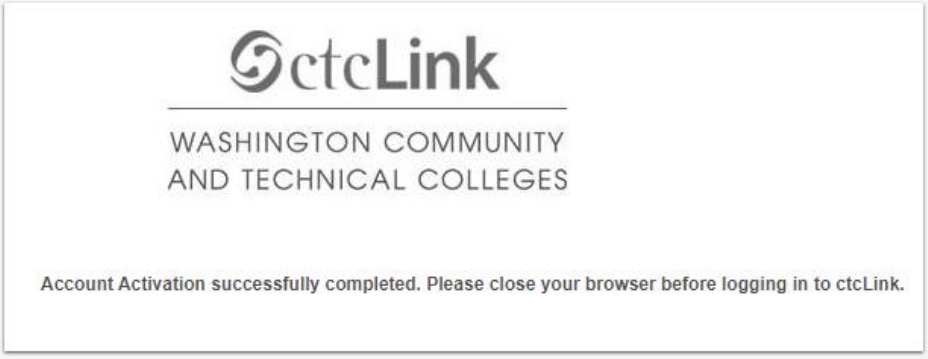


4. The **Reset your password** page displays with listed password requirements.
5. Enter your new password into the **New password** field.
6. Enter your new password again into the **Repeat password** field.
7. Select the dark blue **Reset Password** button.

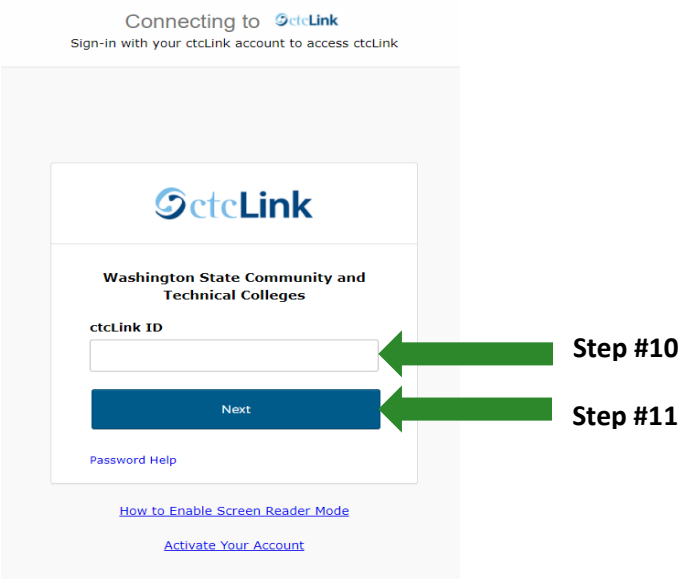


8. Close the browser tab(s).

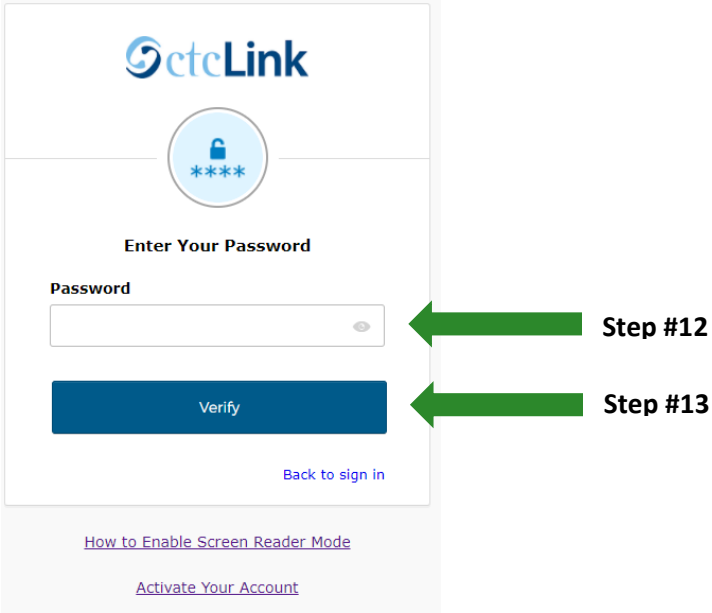
PLEASE NOTE: When prompted to close your browser(s), make sure to ***close ALL browsers completely*** for update to take place.



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



10. Enter your ctcLink ID
11. Click Next



12. Enter the New Password you just created
13. Click Verify