How to manage Multi-Factor Authentication options for ctcLink

This guide will show you how to view your multi-factor authentication (MFA) options available for your ctcLink account, and how to update them.

ctcLink

AT **LOWER COLUMBIA COLLEGE**

Before You Begin

Your ctcLink account must be activated. If you haven't activated your account, visit the ctcLink Support page to review our ctcLink account activation tutorial.

https://lowercolumbia.edu/ctcLink/

If you need assistance logging in to ctcLink or managing your Multi-Factor Authentication (MFA) options, please contact the LCC eLearning team

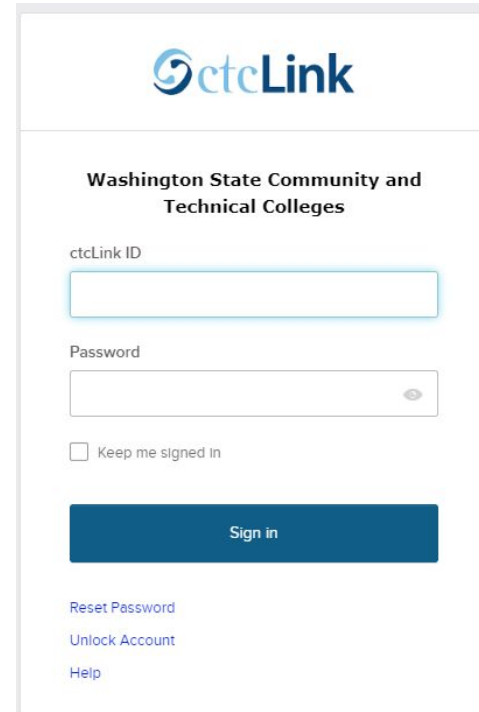Phone - (360) 442-2520

Email - elearning@lowercolumbia.edu

Visit the Okta sign in page

1. Navigate to the Okta portal sign in page -
https://myaccount.ctclink.us

💡 The Okta and ctcLink sign in pages look identical. Once you are signed in you will be routed to the Okta My Apps portal if you used the link above.

Log in to Okta

2. Enter your **ctcLink ID number** and **password**, then select **Sign In**

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⟲ **ctcLink**

Washington State Community and Technical Colleges

ctcLink ID

Password

☐ Keep me signed in

Sign in

Reset Password

Unlock Account

Help

Verification

3. If you already have multi-factor authentication set up in ctcLink (beginning on January 23, 2024) a **Verify it's you with a security method** pop-up message appears

If you are a student and are reviewing or adding security methods before January 23, skip to step 5

💡 If this is your first time logging in with MFA you will only see options based on the information you provided when you activated your ctcLink account (typically email and possibly a phone option).

Continue to follow these instructions to learn how to change these options and set up additional options.
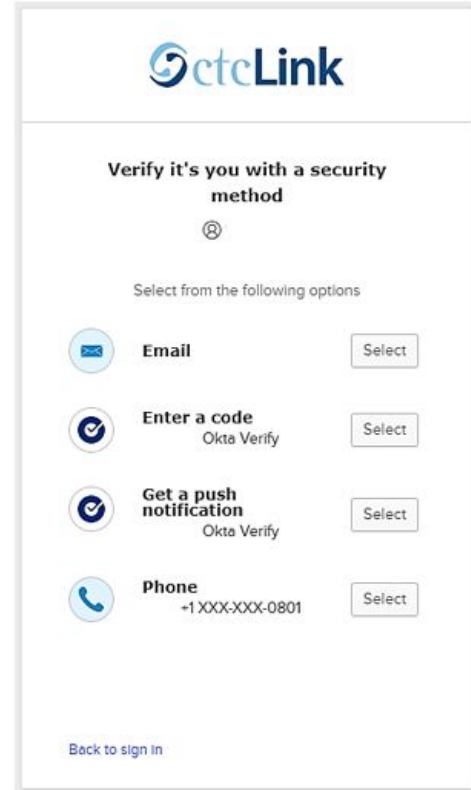
Complete the verification step

4. Choose the Select button next to the security method option you wish to use at this time and follow the prompts for verification

💡 Depending on the option you select, you will see new dialogue boxes guiding you through the verification process

If you are unable to successfully verify with one of the options, choose the Verify with something else link at the bottom of these dialogue boxes to select a different option.

Okta for ctcLink

5. Once the authentication process is complete, the Okta **My Apps** homepage page displays.

Click the **Password Settings** tile to open your account settings page.
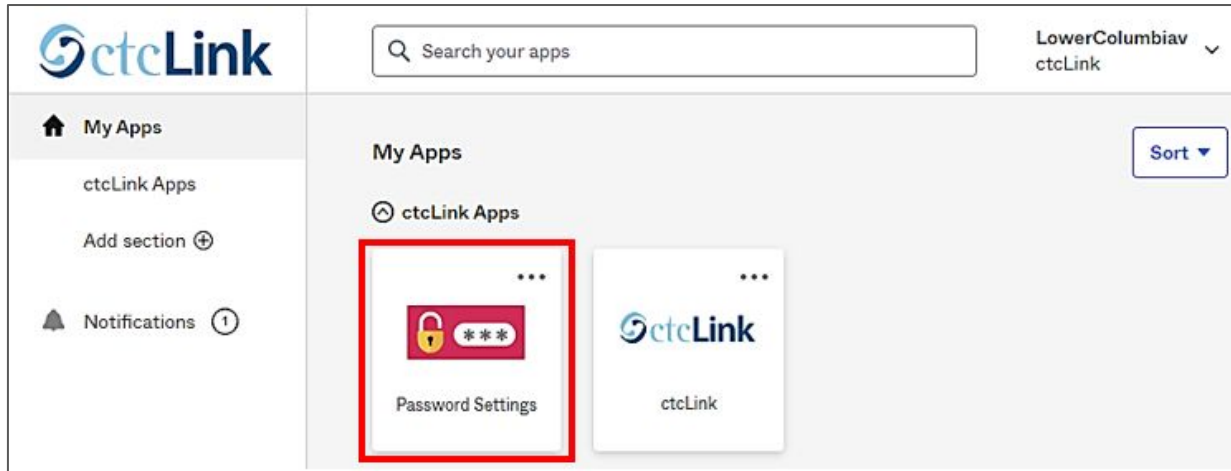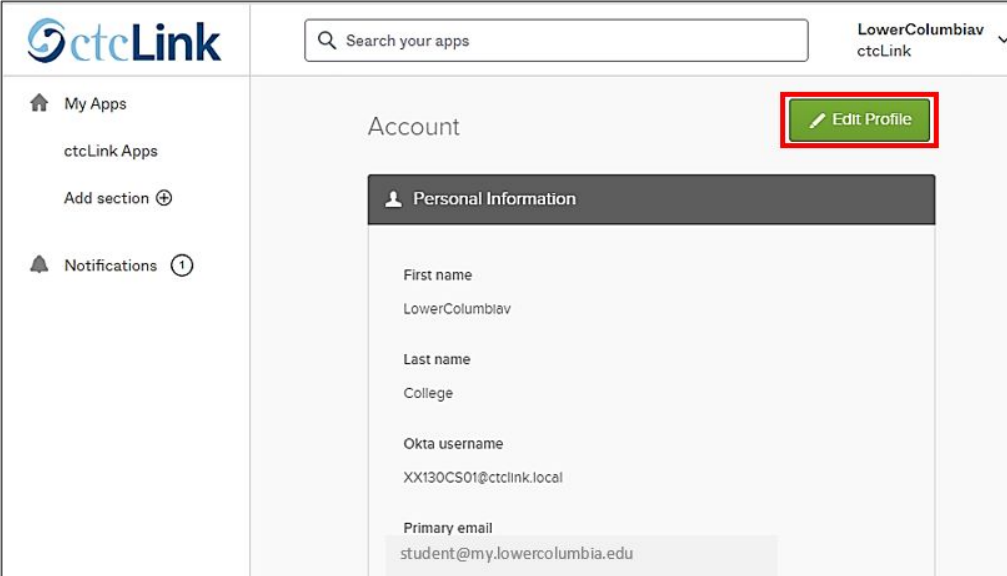
Review email address

6. Review your information in the Personal Information section and verify your email address is correct

To update your primary **email address** used with the **Email** method, select the **Edit Profile** button

💡 You may be asked to re-enter your password and complete the verification step before you can update your personal information
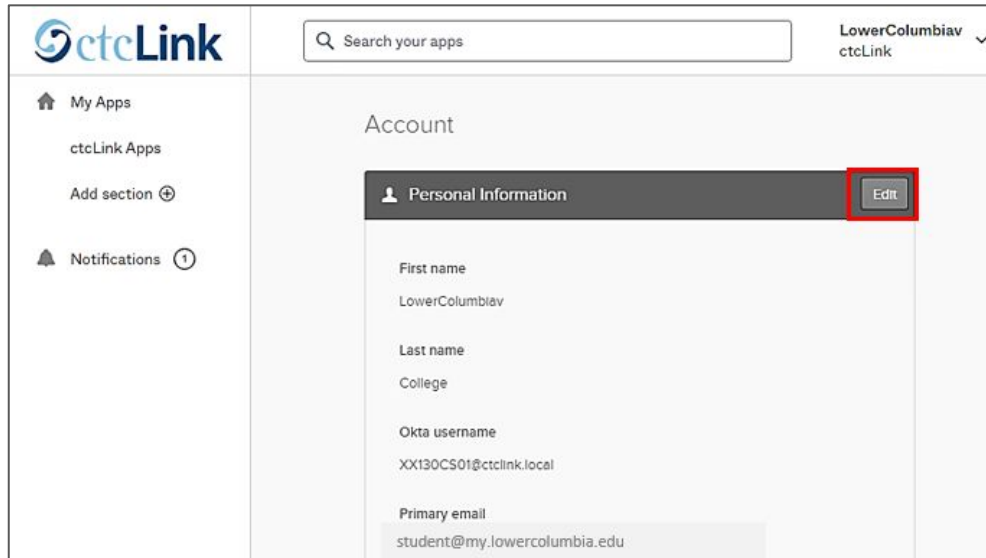
Review email address

Select **Edit** in the **Personal Information** section

💡 Changes to personal information do not carry over to your record in ctcLink. These changes only apply to your Okta account.
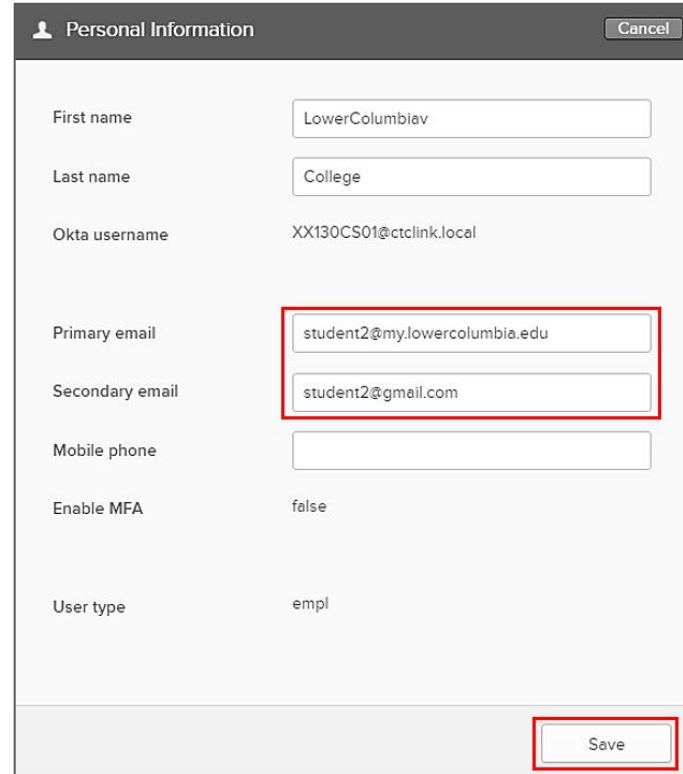
Review email address

Update your primary email, if needed

You can also add a secondary email

Select **Save** when changes are complete

Verify that email by opening the email message sent to that address and clicking on the **confirm email change** button

💡 Changes to personal information do not carry over to your record in ctcLink. These changes only apply to your Okta account.

Personal Information   Cancel

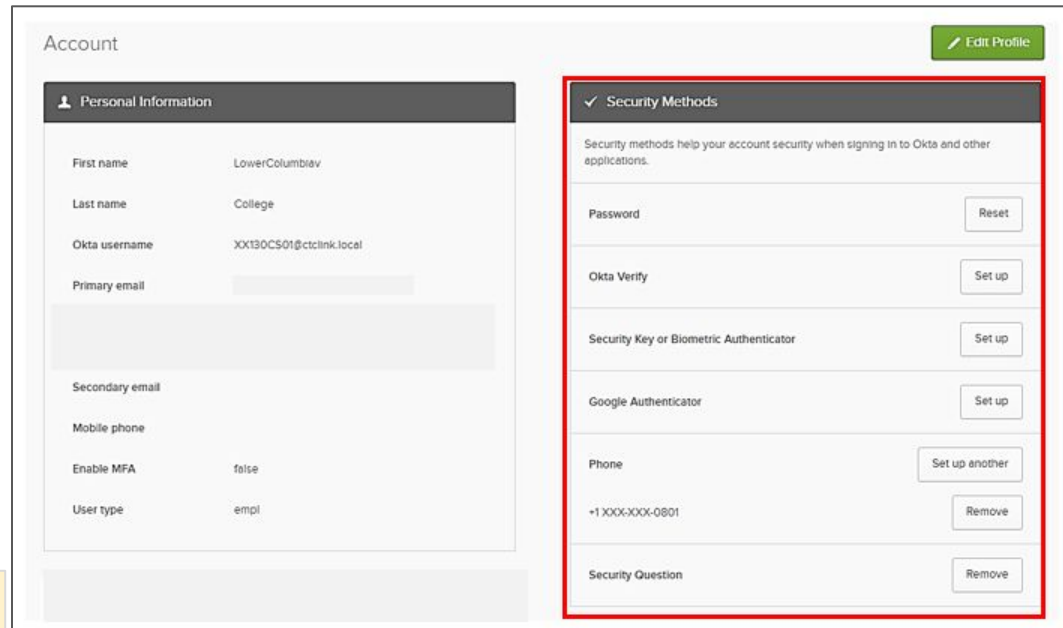| First name | LowerColumbiav |
Last name	College
Okta username	XX130CS01@ctclink.local
Primary email	student2@my.lowercolumbia.edu
Secondary email	student2@gmail.com
Mobile phone	
Enable MFA	false
User type	empl

Save

Security Methods

7. All other methods besides email are managed in the **Security Methods** section, update the various security methods by selecting from the listed options.

Follow the prompts to set up new methods or make any changes to your current methods.

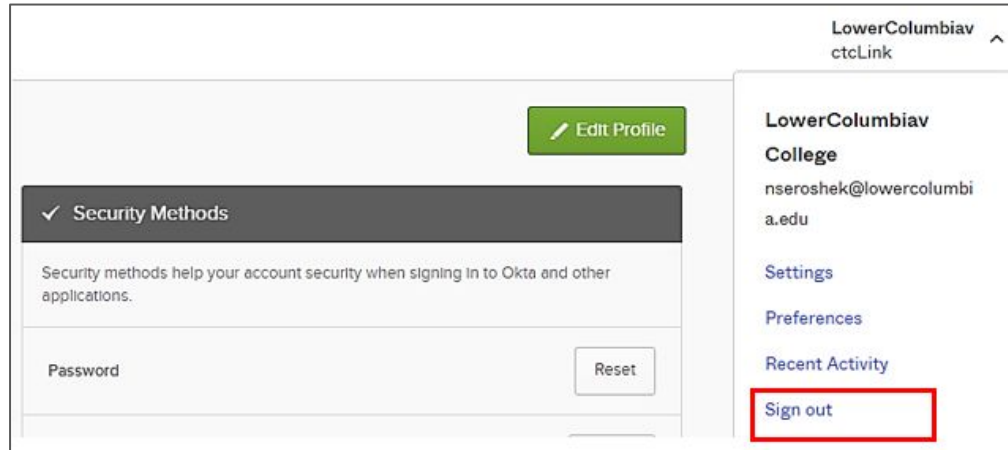💡 Okta sends an automated email message when Security Methods are updated

Sign Out

8. Once you've completed updates to your security methods, logout of the **Account Portal** using the carat next to your name in the upper right corner of the screen and selecting **Sign Out**

Congratulations! You've successfully updated your MFA settings for ctcLink