

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.



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

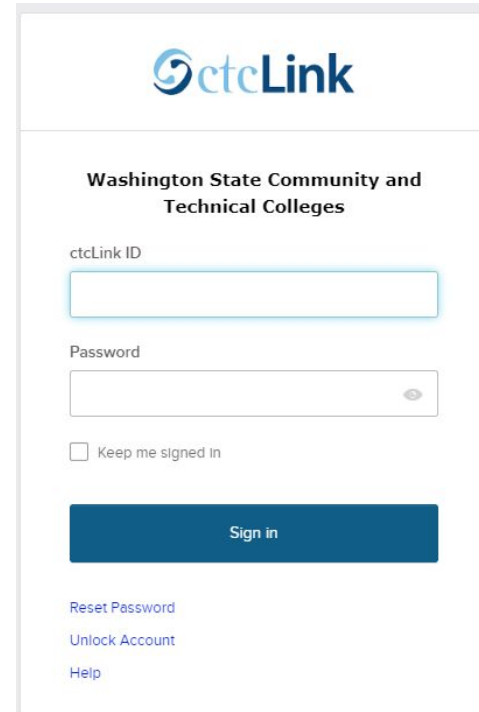
Email - elearning@lowercolumbia.edu



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.



The screenshot shows the ctclink sign-in page. At the top is the ctclink logo. Below it is the text "Washington State Community and Technical Colleges". There are two input fields: "ctclink ID" and "Password". Below the password field is a checkbox labeled "Keep me signed in". At the bottom is a blue "Sign in" button. Below the button are three links: "Reset Password", "Unlock Account", and "Help".

Log in to Okta

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



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.

The screenshot shows the ctcLink sign-in interface. At the top is the ctcLink logo. Below it, the text reads "Washington State Community and Technical Colleges". There are two input fields: "ctcLink ID" and "Password". The "Password" field has a toggle icon for visibility. Below the fields is a checkbox labeled "Keep me signed in". A large blue "Sign in" button is centered below the checkbox. At the bottom, there are three links: "Reset Password", "Unlock Account", and "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.

The screenshot shows the ctcLink verification interface. At the top is the ctcLink logo. Below it, the text reads "Verify it's you with a security method" followed by a registered trademark symbol. Underneath, it says "Select from the following options". There are four options listed, each with a circular icon and a "Select" button:


- Email**: Represented by an envelope icon.
- Enter a code**: Represented by a checkmark icon, with "Okta Verify" written below it.
- Get a push notification**: Represented by a checkmark icon, with "Okta Verify" written below it.
- Phone**: Represented by a telephone handset icon, with "+1 XXX-XXX-0801" written below it.

At the bottom left of the screen, there is a link that says "Back to sign in".

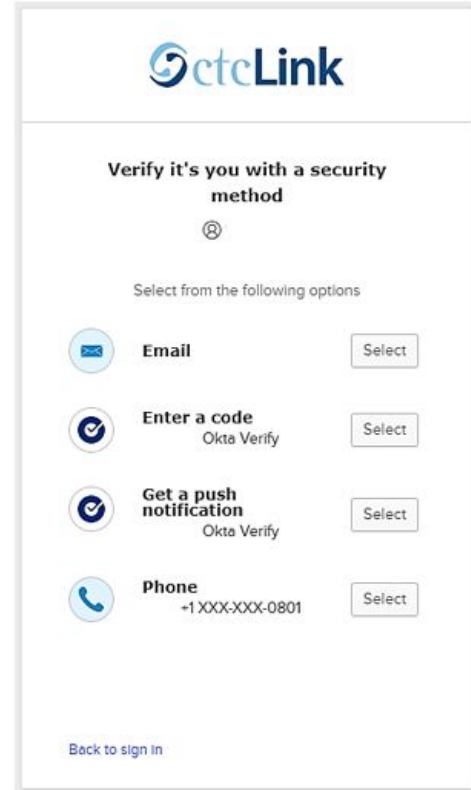


Complete the verification step

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.



The screenshot shows the ctcLink verification interface. At the top is the ctcLink logo. Below it, the text reads "Verify it's you with a security method" followed by a registered trademark symbol. Underneath, it says "Select from the following options". There are four options listed, each with a circular icon and a "Select" button:

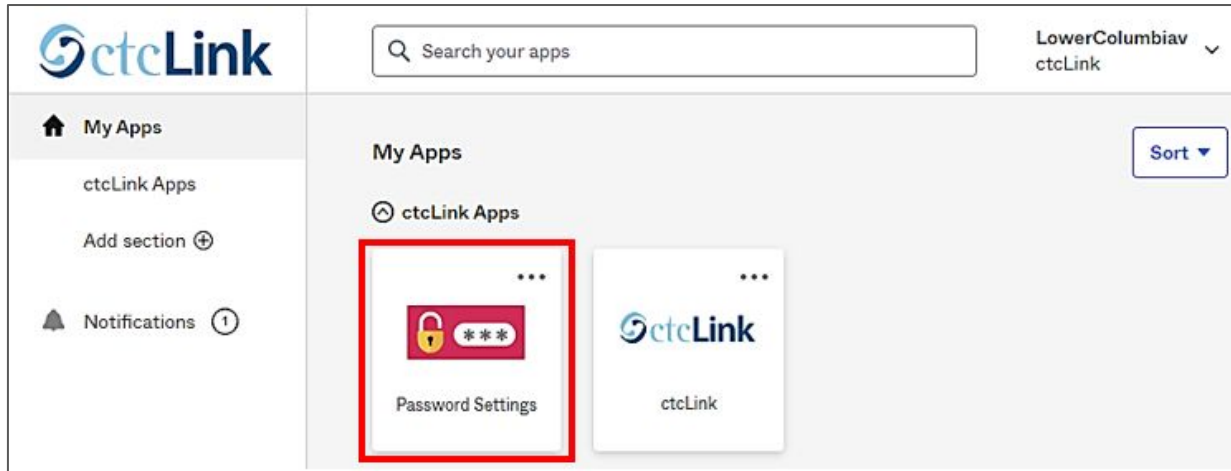
- Email**: Represented by an envelope icon.
- Enter a code**: Represented by a circular icon with a checkmark, with "Okta Verify" written below it.
- Get a push notification**: Represented by a circular icon with a checkmark, with "Okta Verify" written below it.
- Phone**: Represented by a telephone handset icon, with "+1 XXXX-XXX-0801" written below it.

At the bottom left of the screen, there is a link that says "Back to sign in".

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.

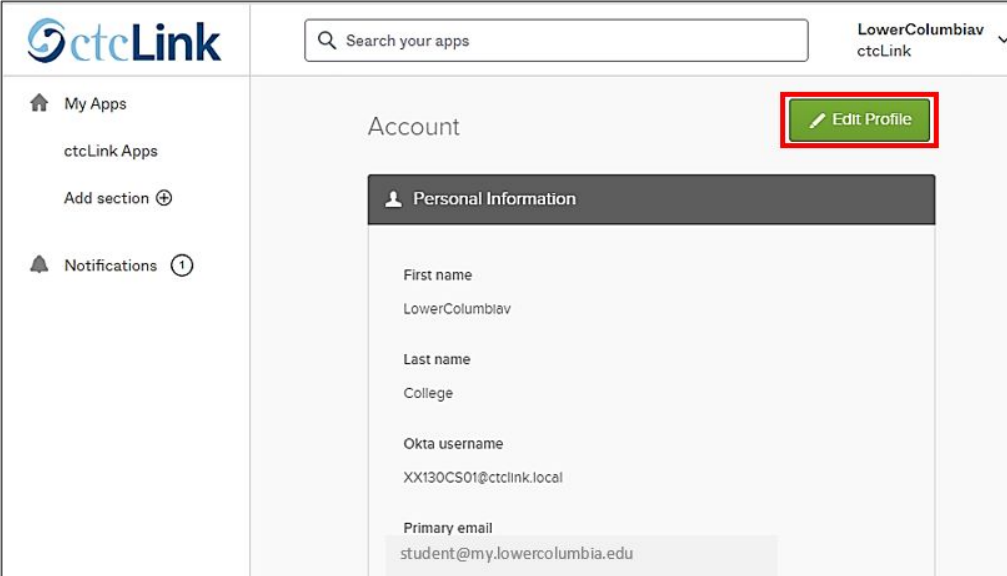


Review email address

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

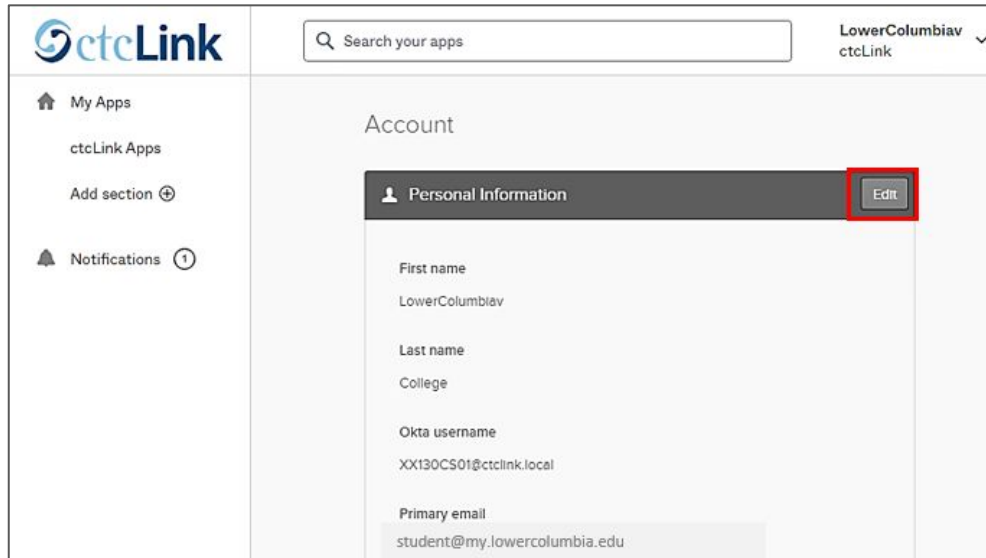


The screenshot shows the ctcLink user interface. At the top left is the ctcLink logo. To its right is a search bar labeled "Search your apps". In the top right corner, the user's name "LowerColumbia" and "ctcLink" are displayed with a dropdown arrow. The main content area is titled "Account" and contains a section for "Personal Information". A green button with a pencil icon and the text "Edit Profile" is highlighted with a red rectangular border. Below this, the "Personal Information" section lists fields for "First name" (LowerColumbia), "Last name" (College), "Okta username" (XX130CS01@ctclink.local), and "Primary email" (student@my.lowercolumbia.edu).



Review email address

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



The screenshot shows the ctcLink user interface. On the left is a navigation sidebar with 'My Apps', 'ctcLink Apps', 'Add section', and 'Notifications'. The main content area is titled 'Account' and contains a 'Personal Information' section. This section is highlighted with a dark grey background and includes an 'Edit' button in the top right corner, which is enclosed in a red rectangular box. Below the header, the following fields are visible: 'First name' (LowerColumbia), 'Last name' (College), 'Okta username' (XX130CS01@ctclink.local), and 'Primary email' (student@my.lowercolumbia.edu).

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


Review email address

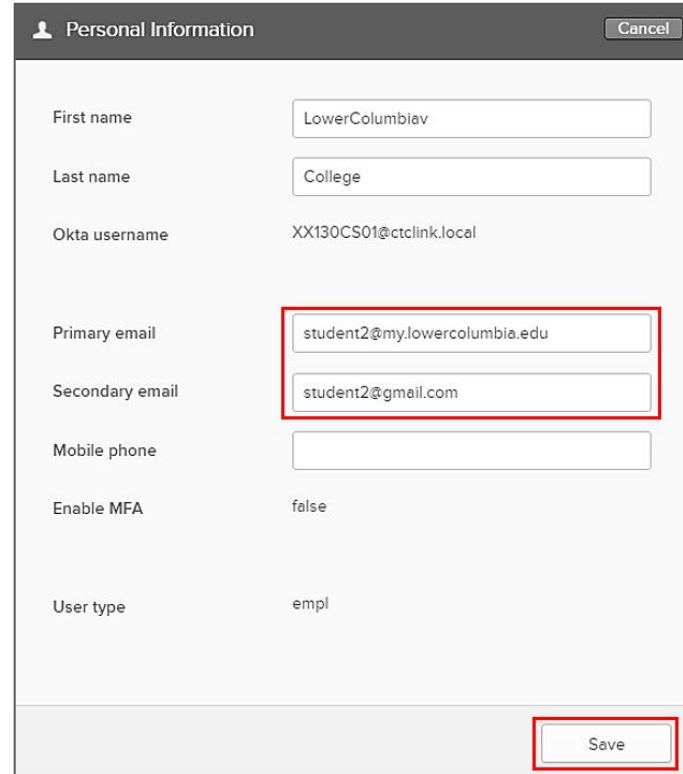
Update your primary email, if needed

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	<input type="text" value="LowerColumbiaev"/>	
Last name	<input type="text" value="College"/>	
Okta username	XX130CS01@ctclink.local	
Primary email	<input type="text" value="student2@my.lowercolumbia.edu"/>	
Secondary email	<input type="text" value="student2@gmail.com"/>	
Mobile phone	<input type="text"/>	
Enable MFA	false	
User type	empl	
		<input type="button" value="Save"/>

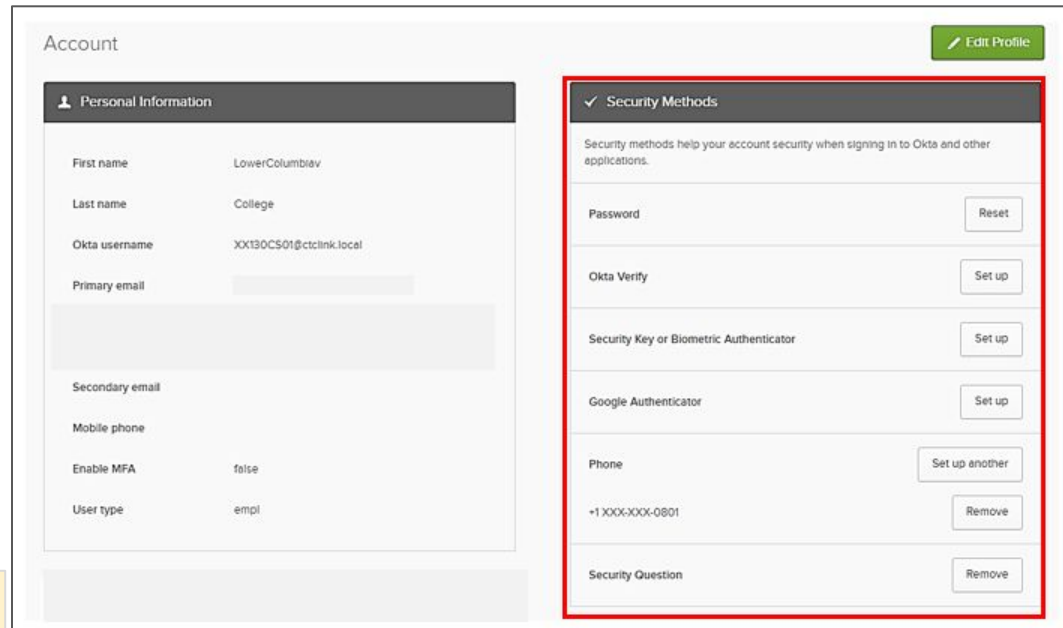


Security Methods

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

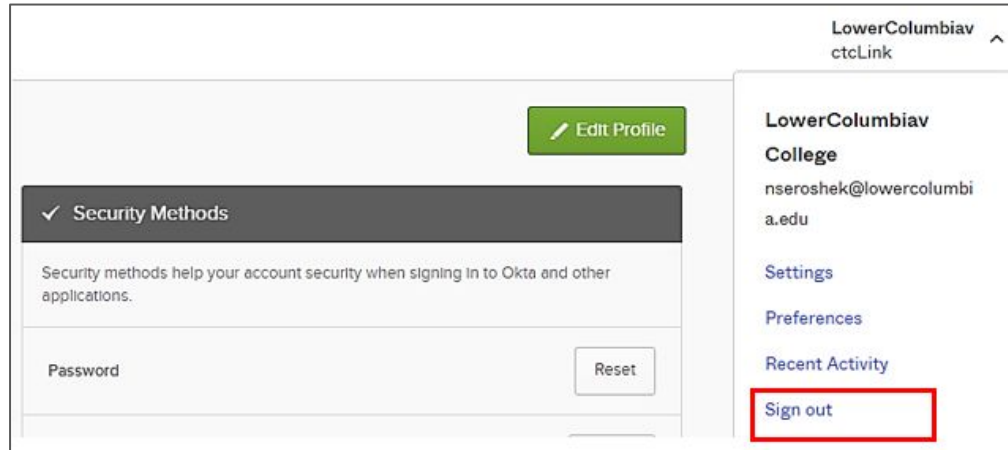


The screenshot displays the Okta Account management interface. On the left, the 'Personal Information' section is visible, containing fields for First name (LowerColumbiaev), Last name (College), Okta username (XX130CS01@ctclink.local), Primary email, Secondary email, Mobile phone, Enable MFA (false), and User type (empl). On the right, the 'Security Methods' section is highlighted with a red border. It includes a 'Reset' button for Password, 'Set up' buttons for Okta Verify, Security Key or Biometric Authenticator, and Google Authenticator, a 'Set up another' button for Phone, and 'Remove' buttons for a phone number (+1 XXX-XXX-0801) and a Security Question. An 'Edit Profile' button is located in the top right corner of the account page.



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

