

# How to log in to ctcLink using multi-factor authentication (MFA) Email and phone methods

This guide will show you the steps to successfully use multi-factor authentication with 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](mailto:elearning@lowercolumbia.edu)

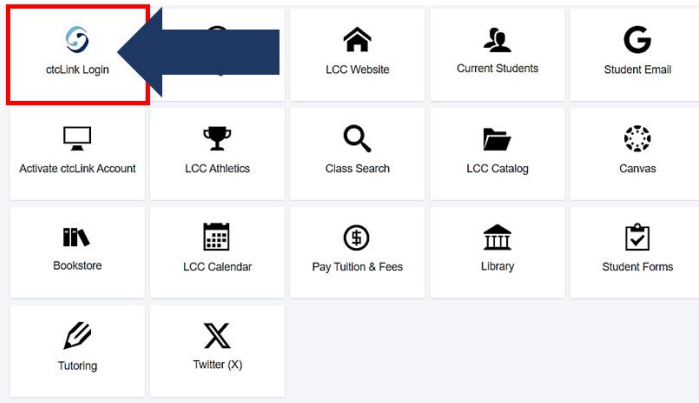


# Proceed to ctcLink

## Students

Open a web browser and go to the [ctcLink Mobile Site](#) OR open the ctcLink app on your mobile device

Then select/tap on the **ctcLink Login** tile



## Faculty & Staff

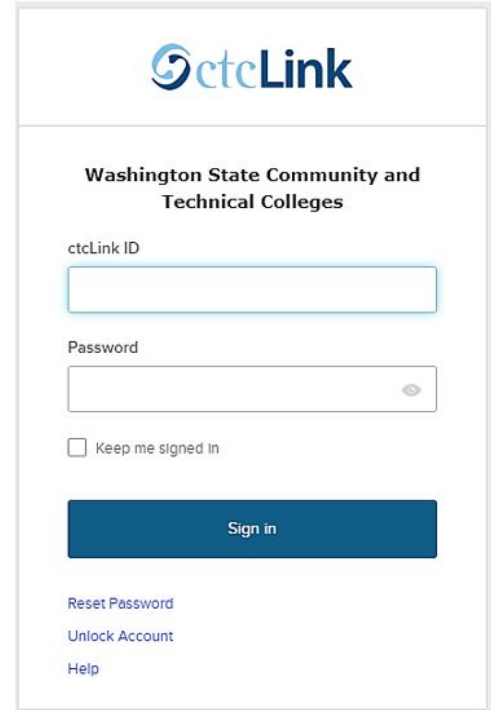
Open a web browser and go to the [ctcLink Gateway](#)

The screenshot shows the ctcLink Gateway login 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 for 'Keep me signed in'. A blue 'Sign in' button is at the bottom. Links for 'Reset Password', 'Unlock Account', and 'Help' are at the very bottom.



# Log in to ctcLink

3. Log in to ctcLink by entering your ctcLink ID and password



The screenshot shows the ctcLink login interface. At the top is the ctcLink logo. Below it, the text "Washington State Community and Technical Colleges" is centered. The login form includes a "ctcLink ID" field, a "Password" field with a toggle for visibility, a "Keep me signed in" checkbox, and a "Sign in" button. At the bottom, there are links for "Reset Password", "Unlock Account", and "Help".

**ctcLink**

Washington State Community and  
Technical Colleges

ctcLink ID

Password

 Keep me signed in

**Sign in**

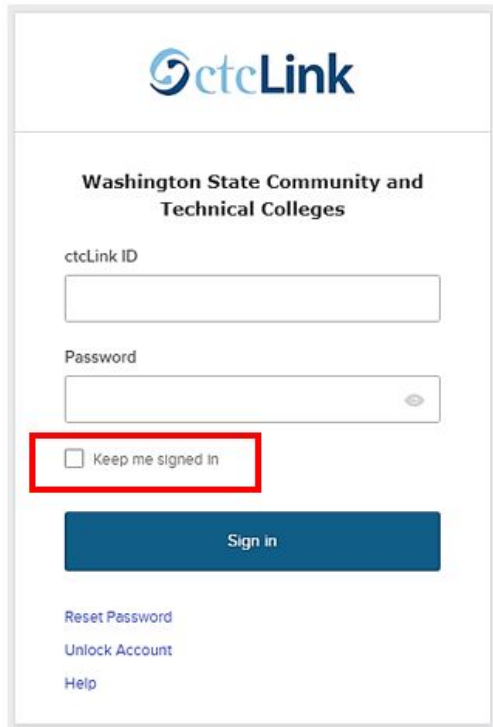
[Reset Password](#)

[Unlock Account](#)

[Help](#)



# Log in to ctcLink



ctcLink

Washington State Community and  
Technical Colleges

ctcLink ID

Password


Keep me signed in

Sign in

[Reset Password](#)

[Unlock Account](#)

[Help](#)

 The ctcLink sign-in page will offer a "Keep me signed in" option.

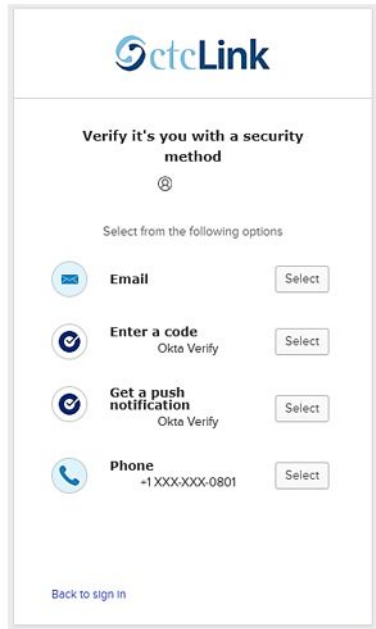
When you select "Keep me signed in", the system will remember you completed MFA for the next 16 hours. This means you won't be asked to complete MFA again for the next 16 hours, ***provided***:

- a) you use the same device and the same browser, **and**
- b) your browser settings are not set to clear cookies every time you close your browser.


The MFA cookie expires automatically after 16 hours, which means you'll be prompted to complete MFA again after the cookie expires.

# Verification

## 4. The **Verify it's you with a security method** pop-up message appears

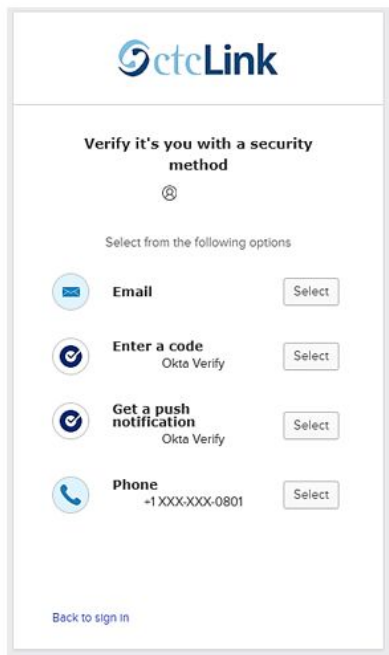


When you log in to ctcLink for the first time after setting up your multifactor options, or when you log in with a different browser or device, you will be asked which authentication method you want to use.

 Only options that you have already set up to use will appear as options to select from. The image provided shows an account with Email, Okta Verify and Phone MFA options set up.

# Select an MFA Option

5. Choose the select button next to one of the MFA options



The screenshot shows the ctcLink login interface. At the top is the ctcLink logo. Below it, the text reads "Verify it's you with a security method" followed by a lock icon. A prompt says "Select from the following options". There are four options listed, each with an icon and a "Select" button:

- Email** (envelope icon) [Select]
- Enter a code** (checkmark icon) Okta Verify [Select]
- Get a push notification** (checkmark icon) Okta Verify [Select]
- Phone** (phone icon) -1 XXXX-XXX-0801 [Select]

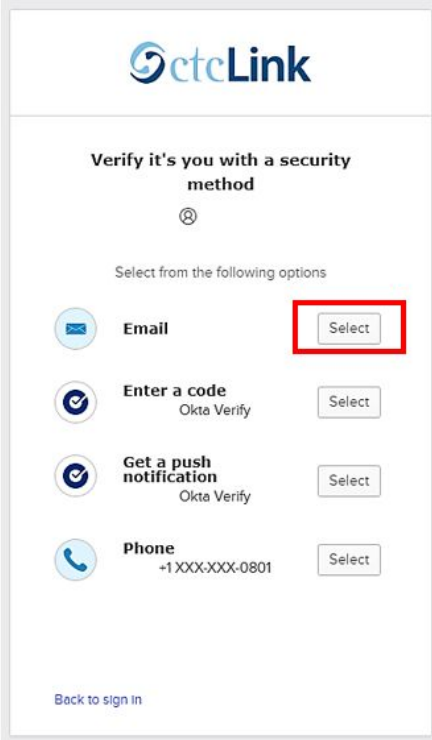
At the bottom left, there is a link that says "Back to sign in".

The first time you login, ctcLink will default to asking you for the last method you selected.

You can always select the **Verify with Something Else** option to choose a different method.

# Email Option





1. Choose the **Select** button next to Email to have a code sent to your email account



**ceteLink**

Verify it's you with a security method


Select from the following options

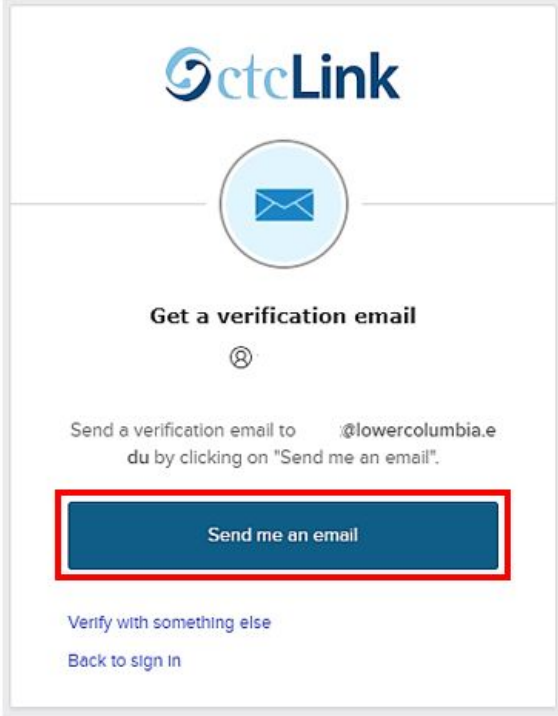
|   |   |                                       |
|---|---|---------------------------------------|
|  | <b>Email</b>                                  | <input type="button" value="Select"/> |
|  | <b>Enter a code</b><br>Okta Verify            | <input type="button" value="Select"/> |
|  | <b>Get a push notification</b><br>Okta Verify | <input type="button" value="Select"/> |
|  | <b>Phone</b><br>+1 XXXX-XXX-0801              | <input type="button" value="Select"/> |

[Back to sign in](#)

# Email Continued

2. Select the **Send me an email** button

 A partial email address is displayed, showing where the code will be sent



The screenshot shows the etcLink verification interface. At the top is the etcLink logo. Below it is a circular icon containing an envelope symbol. The text reads "Get a verification email" followed by a registered trademark symbol. Below that, it says "Send a verification email to @lowercolumbia.edu by clicking on 'Send me an email'". A blue button with the text "Send me an email" is highlighted with a red border. At the bottom, there are two links: "Verify with something else" and "Back to sign in".

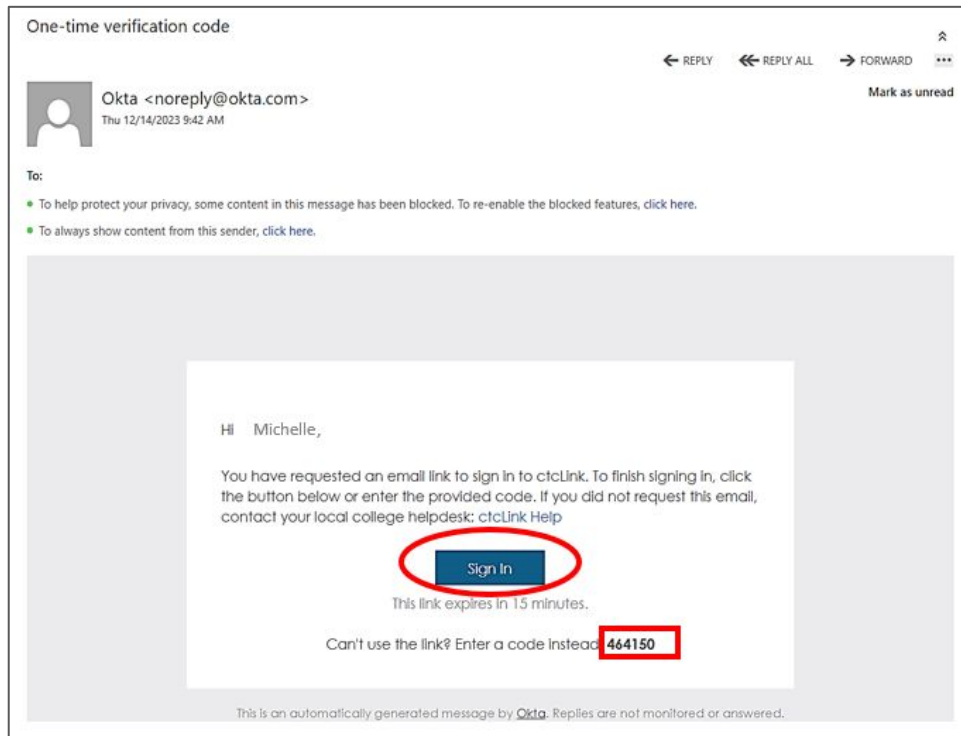
# Email Continued

## 3. Check your email

Click on the **Sign In** button in the email to complete the verification. If you click **Sign In**, you have finished verification

*or*

Copy the verification code to enter into ctclink

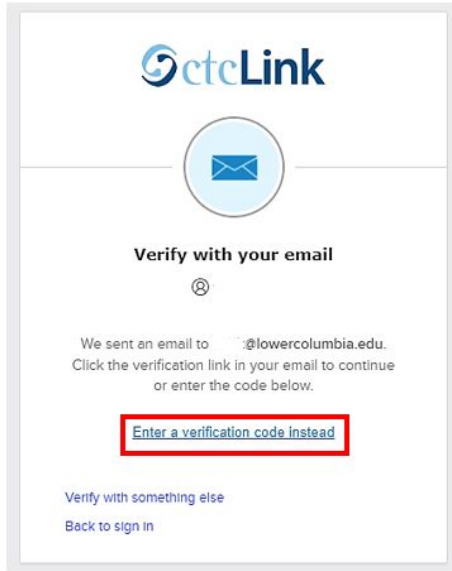


# Email Continued

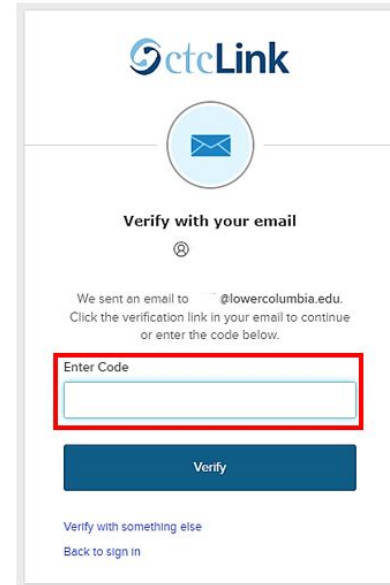
4. Enter the verification code into ctcLink, then select **Verify** to login.

Click **Enter a verification code instead**

Enter the verification code into the box



The screenshot shows the ctcLink verification interface. At the top is the ctcLink logo. Below it is an email icon in a circle. The text reads "Verify with your email" followed by a registered trademark symbol. Below that, it says "We sent an email to [redacted]@lowercolumbia.edu. Click the verification link in your email to continue or enter the code below." A red rectangular box highlights the text "Enter a verification code instead" which is a link. At the bottom, there are two links: "Verify with something else" and "Back to sign in".



The screenshot shows the ctcLink verification interface after clicking the link. At the top is the ctcLink logo. Below it is an email icon in a circle. The text reads "Verify with your email" followed by a registered trademark symbol. Below that, it says "We sent an email to [redacted]@lowercolumbia.edu. Click the verification link in your email to continue or enter the code below." A red rectangular box highlights the "Enter Code" input field. Below the input field is a blue button labeled "Verify". At the bottom, there are two links: "Verify with something else" and "Back to sign in".







# Phone Option

1. Choose the **Select** button next to Phone to have a code sent via **text message** or **voice call**

**etcLink**

Verify it's you with a security method

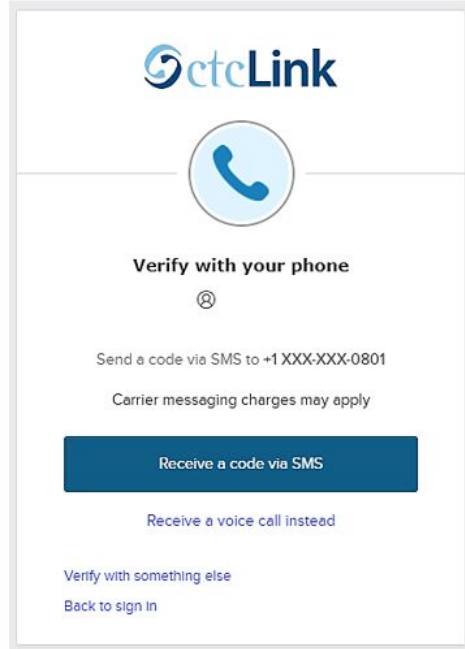
Select from the following options


|   |   |        |
|---|---|--------|
|  | <b>Email</b>                                  | Select |
|  | <b>Enter a code</b><br>Okta Verify            | Select |
|  | <b>Get a push notification</b><br>Okta Verify | Select |
|  | <b>Phone</b><br>-1 XXX-XXX-0801               | Select |

[Back to sign in](#)

# Phone Continued

2. Choose to **receive a code via SMS** (text message) or **Receive a voice call instead**



 A partial phone number will be displayed, showing which phone number will be used to send a verification code

# Phone Continued

3. Enter the code you received via text message or voice call into the code box, then select **Verify** to login

**You have successfully logged into ctcLink using MFA**



A partial phone number is displayed, showing which phone number will be used to send a verification code

ctcLink

Verify with your phone

A code was sent to -1 XXX-XXX-0801. Enter the code below to verify.

Carrier messaging charges may apply

Enter Code

Verify

[Verify with something else](#)

[Back to sign in](#)

