

# How to Activate your ctcLink Account

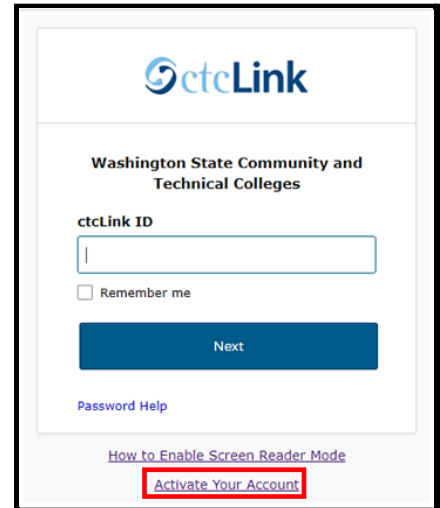
This guide will show you how to activate your ctcLink account and how to login to ctcLink for the first time.

**Step 1:** Go to the **ctcLink Gateway Login page** - [gateway.ctclink.us](https://gateway.ctclink.us)

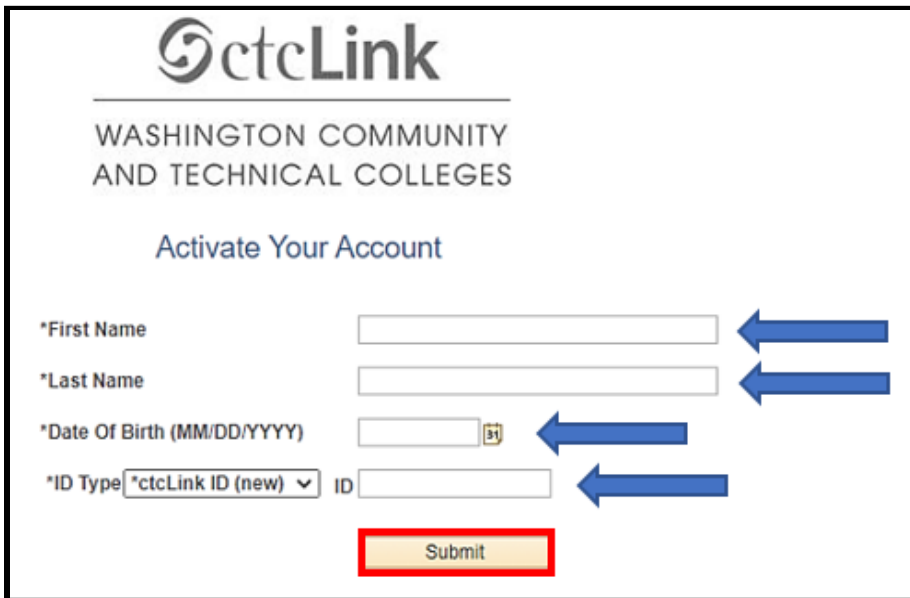
**Step 2:** Click the **“Activate Your Account”** link at the bottom of the page.

**Step 3:** Select the OK button when the redirection pop up message displays.

**Step 4:** The **Activate Your Account** page displays.



The screenshot shows the ctcLink Gateway Login page. At the top is the ctcLink logo. Below it, the text reads "Washington State Community and Technical Colleges". There is a "ctcLink ID" input field with a cursor. Below the input field is a "Remember me" checkbox. A blue "Next" button is positioned below the checkbox. At the bottom of the page, there is a link for "Password Help" and a link for "How to Enable Screen Reader Mode". A red box highlights the "Activate Your Account" link at the bottom of the page.



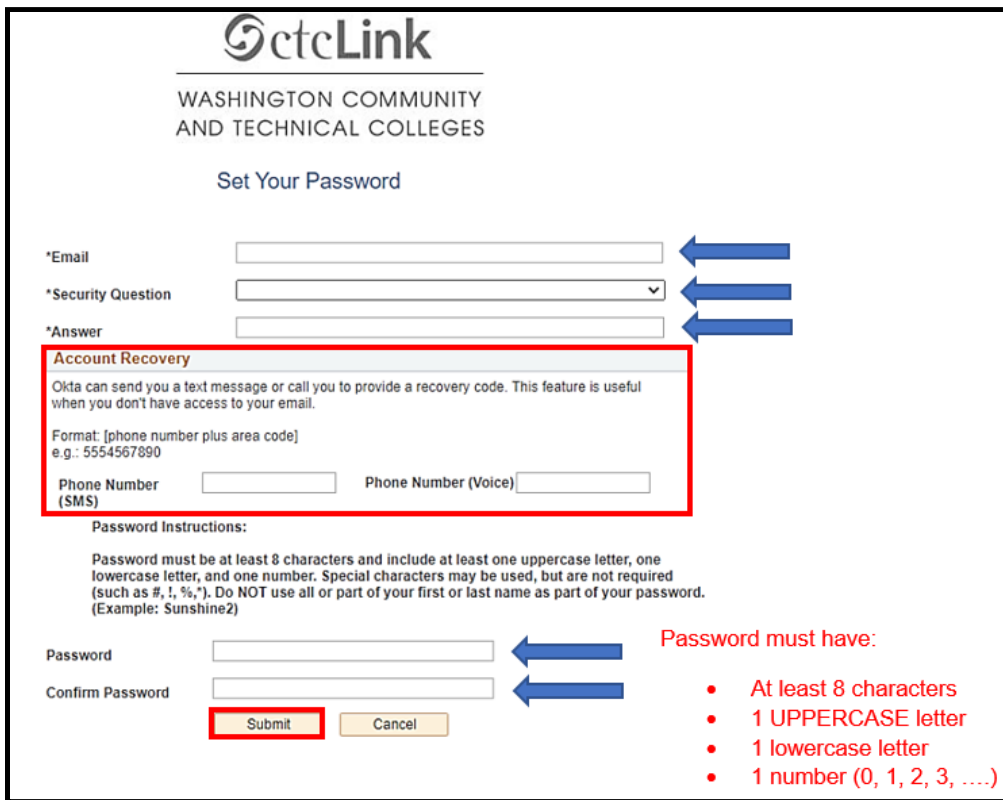
The screenshot shows the "Activate Your Account" page. At the top is the ctcLink logo and the text "WASHINGTON COMMUNITY AND TECHNICAL COLLEGES". Below that is the heading "Activate Your Account". There are four input fields: "\*First Name", "\*Last Name", "\*Date Of Birth (MM/DD/YYYY)", and "\*ID Type" (a dropdown menu) followed by "ID". Blue arrows point to each of these input fields. A red box highlights the "Submit" button at the bottom of the form.

**Step 5:** Enter the information as requested and click **Submit**.

In the **ID Type** box...

- If you had a SID (or 900#) from before ctcLink, change the dropdown selection to **\*SID (old)** and **enter your SID (or 900#)**.
- Otherwise, leave the dropdown set to **\*ctcLink ID (new)** and **enter your ctcLink ID**.

**Step 6:** The **Set Your Password** page displays. This page is used to set up your ctcLink account password and your account recovery options.



**ctcLink**  
WASHINGTON COMMUNITY  
AND TECHNICAL COLLEGES

Set Your Password

\*Email

\*Security Question

\*Answer

**Account Recovery**  
Okta can send you a text message or call you to provide a recovery code. This feature is useful when you don't have access to your email.  
Format: [phone number plus area code]  
e.g.: 5554567890  
Phone Number (SMS)  Phone Number (Voice)

Password Instructions:  
Password must be at least 8 characters and include at least one uppercase letter, one lowercase letter, and one number. Special characters may be used, but are not required (such as #, !, %, \*). Do NOT use all or part of your first or last name as part of your password. (Example: Sunshine2)

Password

Confirm Password

Password must have:

- At least 8 characters
- 1 UPPERCASE letter
- 1 lowercase letter
- 1 number (0, 1, 2, 3, ....)

**Step 7:** Enter your preferred **Email** address.

**Step 8:** Select a **Security Question** from the dropdown menu.

**Step 9:** Provide the **Answer** to your security question.

**Step 10:** Review the additional Account Recovery options located in the **Account Recovery** box.

- Enter **Phone Number** for text (SMS) option.
- Enter **Phone Number** for voice option.

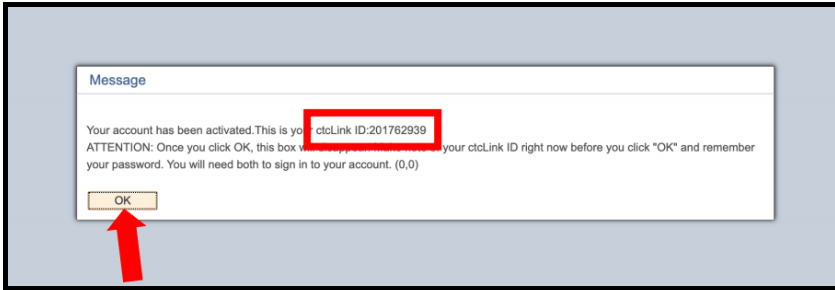
*\*\*If you enter a phone number, this option may be used for account recovery, in the event that you forget your password.*

**Step 11:** Create your **Password**. (Your password must have at least 8 characters, including at least one uppercase letter, one lowercase letter and one number. Special characters may be used but are not required.)

**Step 12:** Confirm your **Password**.

**Step 13:** Select the **Submit** button.

**Step 14:** A pop-up message displays.

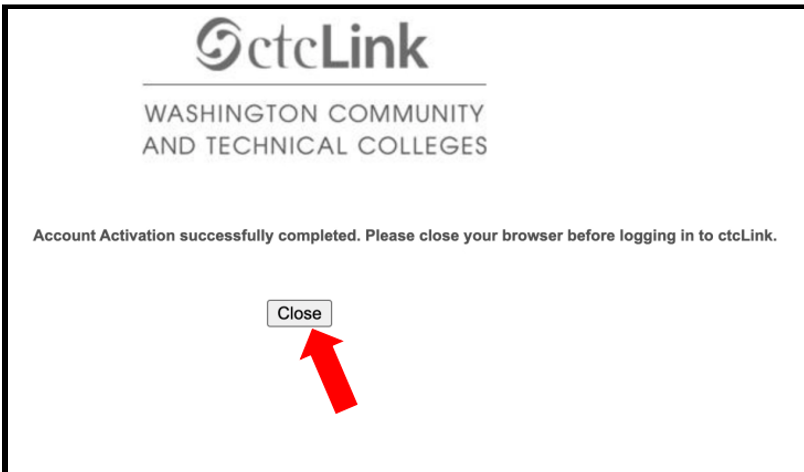


**Step 15:** Make note of your ctcLink ID number.

**Step 16:** Select the **OK** button.

**Step 17:** The Account Activation confirmation message displays.

**Step 18:** Close the browser tab. Make sure to close all browsers completely for the update to take place.



**That's it! You have successfully activated your ctcLink account. Now let's log in for the first time.**

## First time Login to ctcLink

After activating your account, **close your web browser completely (including all open tabs).**

Open a new web browser and navigate to the **ctcLink Gateway Login** page - [gateway.ctclink.us](http://gateway.ctclink.us)

Enter your ctcLink ID into the **ctcLink ID** field and click the next button.

Enter your password into the **Password** field, then select the **Verify** button.

Then you will be taken to the ctcLink portal landing page.

## Account activation is complete!

### Unable to Activate Your Account

**Error Message:** Your ctcLink ID could not be created. Please try again or use this link to get assistance from your college: <http://sbctc.edu/ctcLink/AYAHelp.html> (0,0)

If you receive the error message above, the most common problem is with your Date of Birth. Submit a service request and include your **ctcLink ID**.

- Employees: Submit a [service request](#) using the helpdesk
- Students: Submit a [service request](#) using the the [ctcLink Service Request](#) form