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](http://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.

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

In the ID Type box...

a. If you had a SID (or 900#) from before ctcLink, change the dropdown selection to *SID (old)* and enter your SID (or 900#).

b. 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.

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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.
   a. Enter Phone Number for text (SMS) option.
   b. 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, once 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.
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**Step 14:** A pop-up message displays.

![Pop-up message](image)

**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

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

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