

August 2, 2021

Action needed: Make your ctLink account more secure

Greetings!

On July 31, ctLink received a security upgrade that changed the login screen, authentication and account recovery options. To set up your additional security and account recovery options, please see the information below.

What you need to do:

1. Navigate to <https://myaccount.ctclink.us/>
2. Enter your **ctLink ID number** and enter **next**
3. Enter your **ctLink password**, and select the **verify** button.

A list of additional security factors will display. Select at least one option from the list:

Text – Enter a single-use code sent to your mobile phone.

Voice Call – Use a phone to authenticate by following voice instructions.

Email – Verification code will be sent to your email.

Security Question – Use the answer to a security question that you select to authenticate your identity.

Need help? Watch a short video about the new recovery options: [ctLink - Additional Security Process Video](#)

Additional details: Take action now to avoid any trouble with your account access later. If you do not update your account before October 1, you will be prompted to do so (and will be required to update your account before you can proceed). Visit our [ctLink webpages](#) for more information about ctLink.