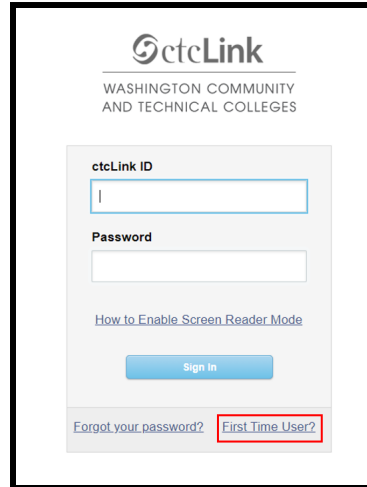


# ctcLink: Activate Your Account

How to login to activate your ctcLink account and login for the first time.

**Step 1:** Open a browser and go to the ctcLink login page - [gateway.ctclink.us](http://gateway.ctclink.us)

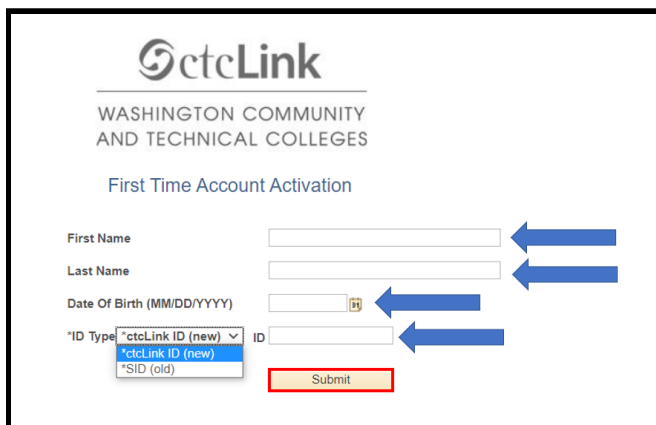


**Step 2:** Click on “First Time User?” at the bottom of the page.

**Step 3:** 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 4:** Choose 3 security questions by clicking on the dropdown menus.

ctcLink  
WASHINGTON COMMUNITY  
AND TECHNICAL COLLEGES  
Set Your Password

Please answer the questions below.

\*Hint Question 1: City of your first full time job?  
\*Answer: \_\_\_\_\_

\*Hint Question 2: Your first pets name?  
\*Answer: \_\_\_\_\_

\*Hint Question 3: What is your favorite color?  
\*Answer: \_\_\_\_\_

The security questions are used to help reset your password if you ever forget your ctcLink password

**Step 5:** Answer your security questions.

ctcLink  
WASHINGTON COMMUNITY  
AND TECHNICAL COLLEGES  
Set Your Password

Please answer the questions below.

\*Hint Question 1: City of your first full time job?  
\*Answer: LONGVIEW

\*Hint Question 2: Your first pets name?  
\*Answer: STAR

\*Hint Question 3: What is your favorite color?  
\*Answer: YELLOW

The answers are NOT case-sensitive.  
Make sure you remember your answers. Write them down or take a screenshot.

**Step 6:** Create your password and confirm it. Then, click **Submit**.

ctcLink  
WASHINGTON COMMUNITY  
AND TECHNICAL COLLEGES  
Set Your Password

Please answer the questions below.

\*Hint Question 1: City of your first full time job?  
\*Answer: LONGVIEW

\*Hint Question 2: Your first pets name?  
\*Answer: STAR

\*Hint Question 3: What is your favorite color?  
\*Answer: YELLOW

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: \_\_\_\_\_

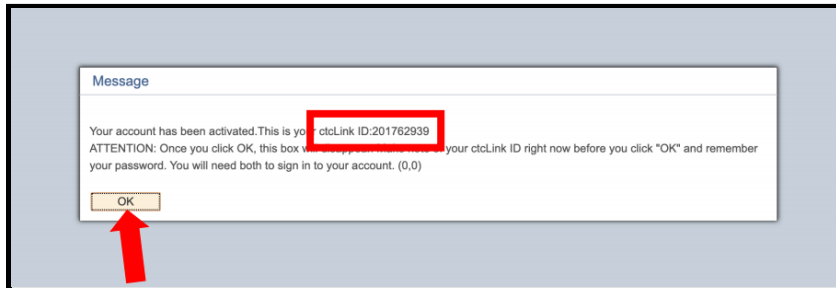
Submit Cancel

Password must have:

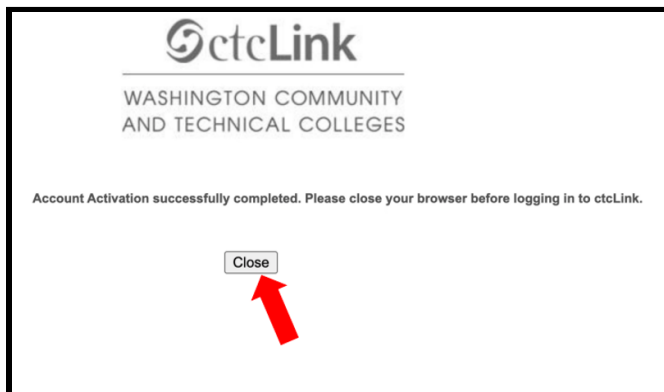
- At least 8 characters
- 1 UPPERCASE letter
- 1 lowercase letter
- 1 number (0, 1, 2, 3, ...)

**Step 7:** Your account has been activated!

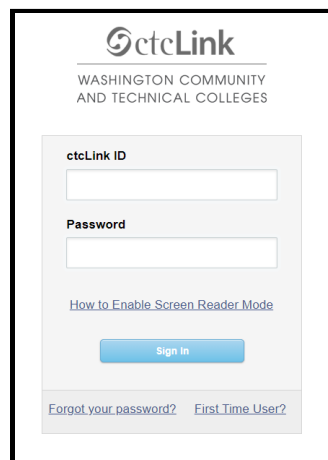
**Make sure to record your ctcLink ID** (this is your Student ID #).  
Then, click **OK**.



**Step 8:** Click **Close**. Make sure to close your internet browser.

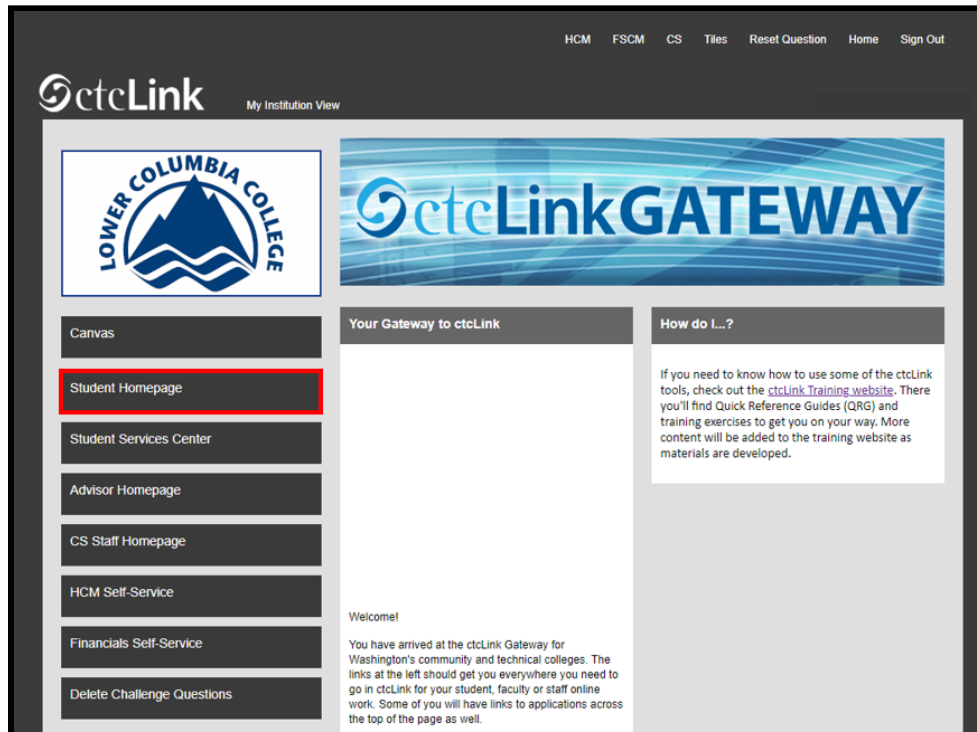


**Step 9:** Open a web browser and navigate to the **ctcLink login page** - [gateway.ctclink.us](http://gateway.ctclink.us).



**Step 10:** Enter your ctcLink ID and password.  
Click the **Sign In** button.

**Step 11:** Select **Student Homepage** from the left side menu on the ctclink portal landing page.



**Step 12:** Account activation is complete.

**After completing account activation, the best way to access ctclink is with the mobile version of the site at [m.ctclink.us](https://m.ctclink.us) or using the ctclink mobile app.**

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## 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