

Okta - Reset PeopleSoft User Account

Purpose: Use this document as a reference for resetting a user account so account can be reactivated and recovery option re-established.

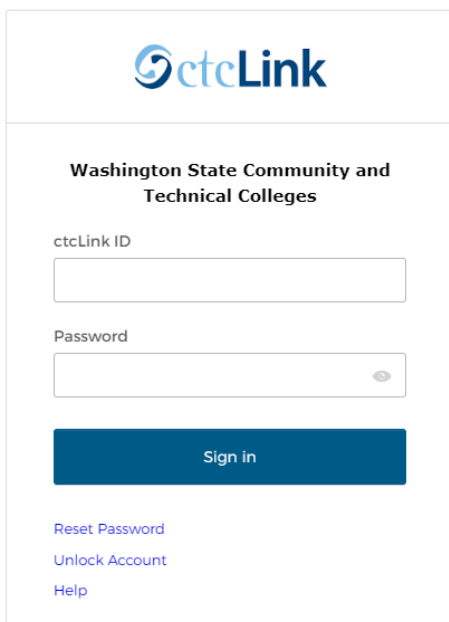
Audience: Security administrators or designated staff

Navigation: navigate to <https://gateway.ctclink.us>

i Security role needed: CTC_SEC_ANSWER_RESET in the user's Gateway/Portal roleset

This security role is not assignable by college Local Security Administrators. Please open a ticket so an SBCTC PeopleSoft Security Analyst can assign the role.

1. The ctcLink Portal login page displays.
2. Enter your **ctcLink ID** into the **ctcLink ID** field.
3. Enter your **Password** into the **Password** field.
4. Select the **Sign In** button.



ctcLink

Washington State Community and Technical Colleges

ctcLink ID

Password

Sign in

[Reset Password](#)

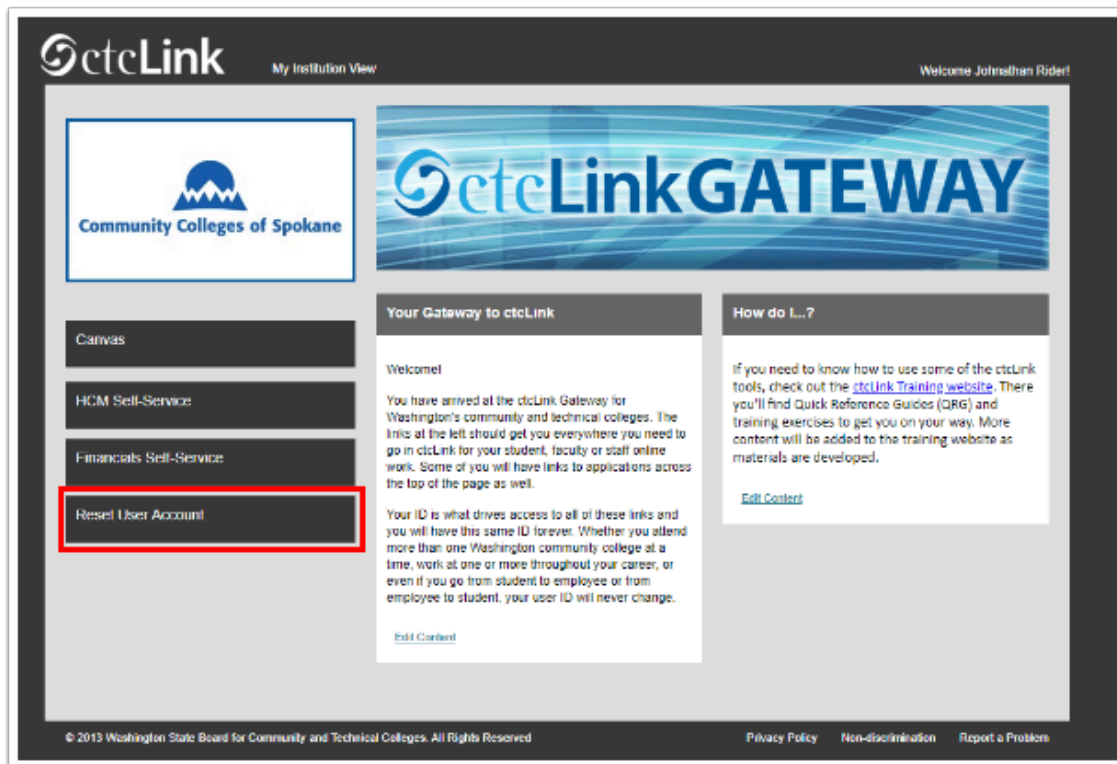
[Unlock Account](#)

[Help](#)

[How to Enable Screen Reader Mode](#)

[Activate Your Account](#)

5. The **ctcLink Gateway** page displays.
6. Select the **Reset User Account** button from the options on left of the page.



7. The **Reset User Account** search page displays.
8. Enter **User ID**, or search by **First Name** and **Last Name**.
9. Select the **Search** button.

10. The **Identity Confirmation** page displays.
11. Verify that the **OPERID**, **First Name** and **Last Name** appear correct.
12. Select the **I have verified the identity of this user** button in the middle of the page.

OPRID:

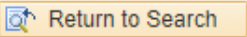
First Name: Last Name:

I have verified the identity of this user.

 Return to Search

13. The **Delete Confirmation** page displays.
14. If everything appears correctly and you still wish to reset the account, select the **Yes** button. Otherwise, select the **No** button to try again.

Do you want to reset the account for oprid 1010

 Return to Search

15. The ctcLink system removes the Okta account and disables the Active Directory account.
16. An email is sent once the account has been reset.
17. Process complete.