


Okta - Activating Your ctcLink Account

Purpose: Use this document as a reference for activating your account in ctcLink.

Audience: College Faculty, Staff and Students.

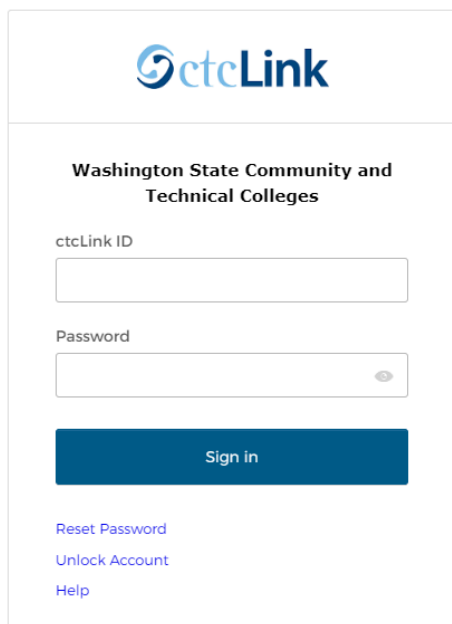
 First time users must first login via gateway.ctclink.us in their web browser before accessing their account through the mobile/device ctcLink app (either using the HCX app or HCX browser link.)

If you experience any issues with sign on credentials, user names, passwords, or student ID numbers, please contact your college Help Desk and/or college Advisor.

 **Note:** Ensure that pop-up blockers are disabled in your browser.

Activate Your ctcLink Account

1. Navigate to the **ctcLink Sign In** page (<https://myaccount.ctclink.us/> or <https://gateway.ctclink.us>) or the **Activate Your Account** page from your college's website. (If you select Activate Your Account, start with Step 3 below).
2. Select the **Activate Your Account** link toward the bottom of the page.



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ctcLink ID

Password

Sign in

[Reset Password](#)

[Unlock Account](#)

[Help](#)

[How to Enable Screen Reader Mode](#)


[Activate Your Account](#)

3. Select the **OK** button when the redirection pop up message displays.
4. The **Activate Your Account** page displays.
5. Enter your **First Name** and **Last Name**. Please make sure you have entered your name correctly. *(If your legal name is a single name—such as Pran, Madonna or Nani - you must enter a hyphen (-) in the First Name field and enter your single name in the Last Name field.)*
6. Enter your **Date of Birth** (MM/DD/YYYY) as shown or use the calendar icon.
7. From the drop-down menu select:
 - **ctcLink ID** (new) if you are a new student or employee.
 - **SID** (old) if you are a current or returning student or employee.
8. Enter either your **ctcLink ID** or **SID**.
9. Select the **Submit** button.



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Activate Your Account

*First Name	<input type="text"/>
*Last Name	<input type="text"/>
*Date Of Birth (MM/DD/YYYY)	<input type="text"/> 
*ID Type	<div><div>*ctcLink ID (new) ▼</div><div>ID <input type="text"/></div></div>
<input type="button" value="Submit"/>	

Set Your Password

10. The **Set Your Password** page displays. This page is used to set up your password and your account recovery options. Enter your preferred **Email** address.
11. Select the **Security Question** from the drop-down menu.
12. Provide the **Answer** to your security question. (Must be at least 6 characters and may not contain a word from the question.)
13. 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.
14. Create your **Password**. (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. Do NOT use all or part of your first or last name as part of your password.)
15. **Confirm** your **Password**.
16. Select the **Submit** button.

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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


17. A pop-up message displays.
18. Make note of your **ctcLink ID**.
19. Select the **OK** button.

Message

Your account has been activated. This is your ctcLink ID: [redacted]

ATTENTION: Once you click OK, this box will disappear. Make note of your ctcLink ID right now before you click "OK" and remember your password. You will need both to sign in to your account. (0,0)

20. The Account Activation confirmation message displays.
21. Close the browser tab.

 ***NOTE** - Please close your browser before attempting to log in to ctcLink.



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Account Activation successfully completed. Please close your browser before logging in to ctcLink.

! **PLEASE NOTE:** When prompted to close your browser(s), make sure to ***close ALL browsers completely*** for update to take place.

22. Make note of your new **ID** and **Password**.
23. You have successfully activated your ctcLink account.
24. End of procedure.