

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.

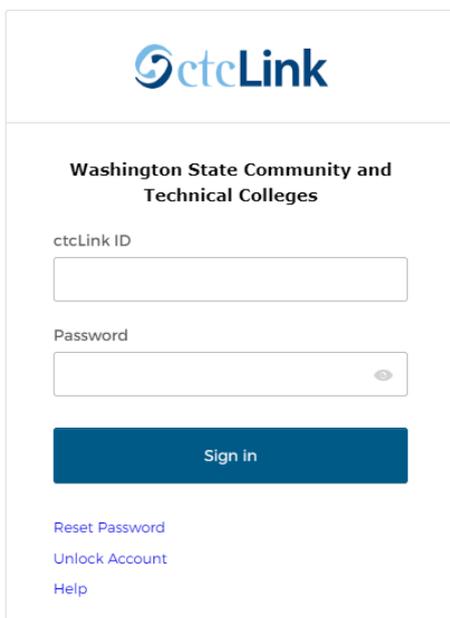
Audience: Security administrators or designated staff

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: [blurred]

First Name: [blurred] Last Name: [blurred]

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 101[blurred]

[Yes](#) [No](#)

[Return to Search](#)

15. The ctLink 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.