


Okta - Multi-Factor Authentication

Purpose: Use this document to understand how to change your multi-factor authentication (MFA) recovery options available through your ctcLink account and how to update them.


Audience: College Faculty, Staff and Students.

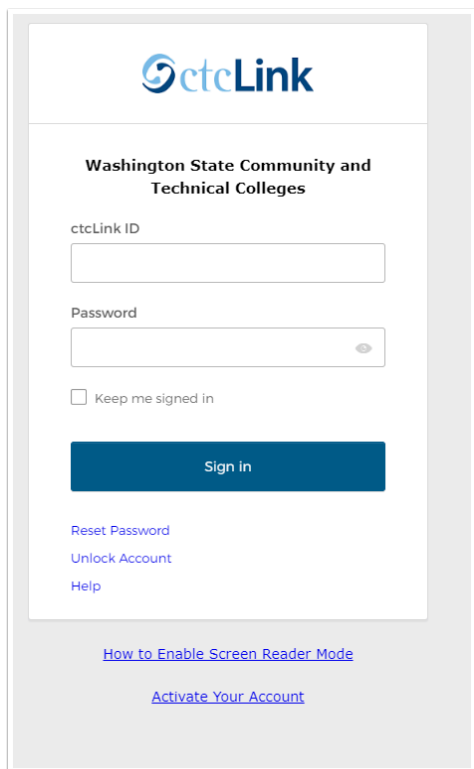
 If you experience any issues with sign on credentials, user names, passwords or student ID numbers, please contact your college Help Desk and/or college Advisor.

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

Log in to ctcLink with Multi-Factor Authentication

1. Navigate to the **ctcLink Sign In** page (<https://gateway.ctclink.us>).
2. Enter your ctcLink ID into the **ctcLink ID** field.
3. Enter your password into the **Password** field.
4. Select the **Sign in** button.

 **NOTE:** If you check the "Keep me signed in" box at login and you use the same browser you may not be asked to multi-factor authenticate again for another 16 hours. You will need to do the same when logging into Canvas (if you use your EMPLID to login).



ctcLink

Washington State Community and Technical Colleges

ctcLink ID

Password

☐ Keep me signed in

Sign in

[Reset Password](#)

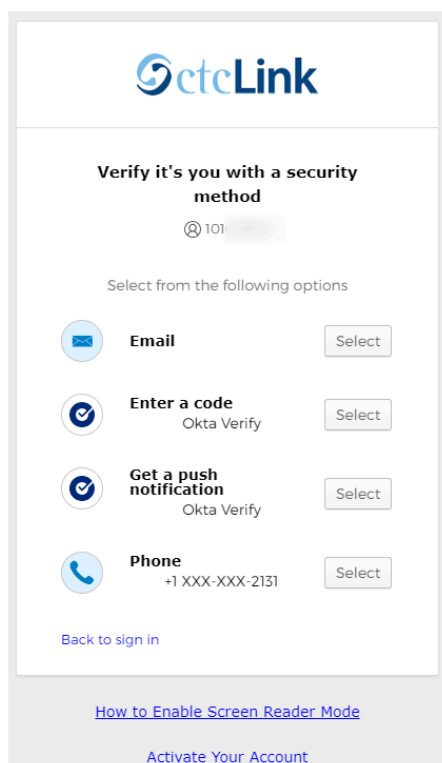
[Unlock Account](#)

[Help](#)

[How to Enable Screen Reader Mode](#)

[Activate Your Account](#)

5. A **"Verify it's you with a security method"** pop-up message appears.
6. Choose the **Select** button next to the **Email, Enter a Code, Get a Push Notification** or **Phone** security method options.



ctcLink

Verify it's you with a security method

101

Select from the following options

Email **Select**

Enter a code **Select**
Okta Verify

Get a push notification **Select**
Okta Verify

Phone **Select**
+1 XXX-XXX-2131

[Back to sign in](#)

[How to Enable Screen Reader Mode](#)

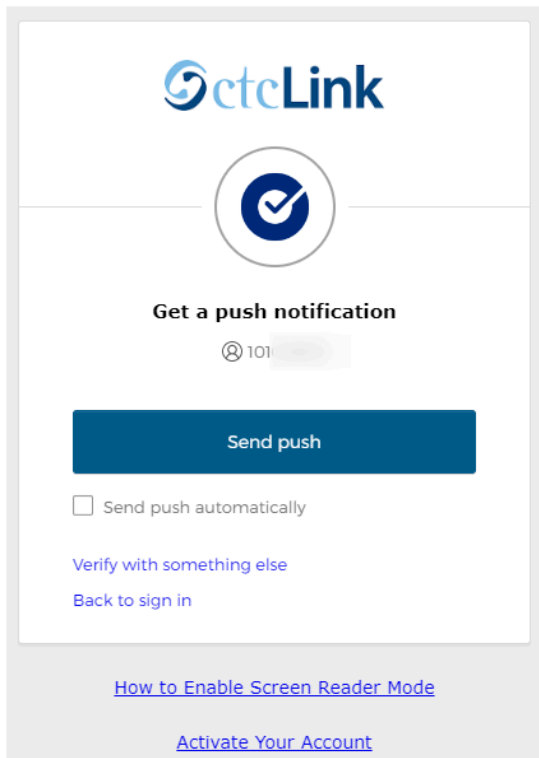
[Activate Your Account](#)

7. If the **Get a push notification (Okta Verify)** security method was chosen, a pop-up notification displays.

8. Select the **Send Push** notification button on the Get a Push Notification pop-up window. A notification will be sent to your device.

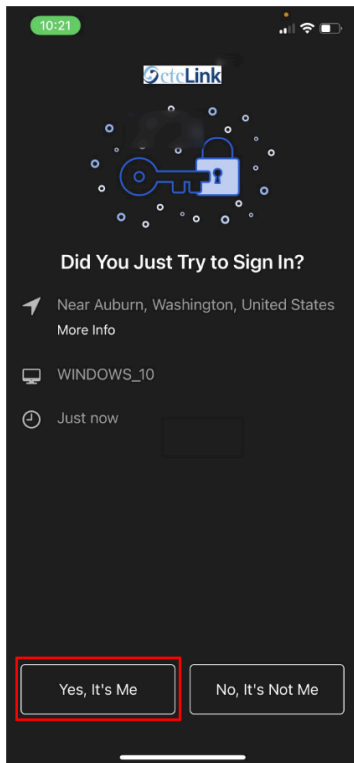


To have push notifications sent to your device automatically, select the "Send push automatically" checkbox.

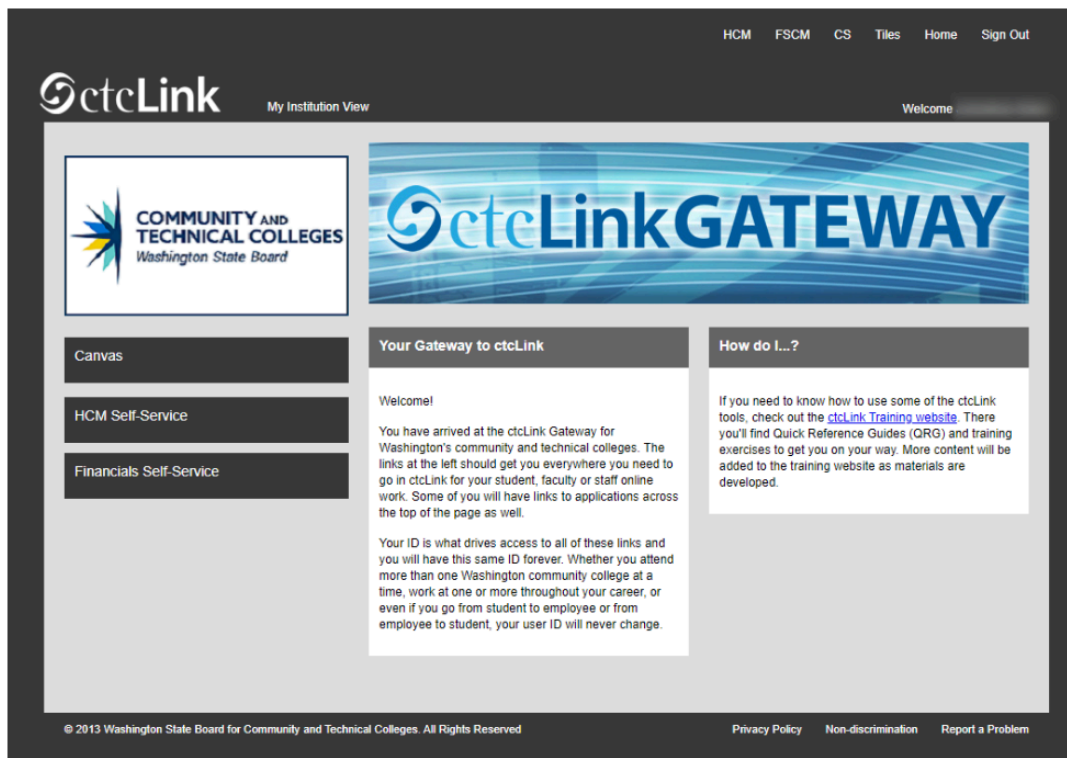


If you would like to choose a different security verification method, select the "Verify with something else" hyperlink on the Get a Push Notification pop-up window.

9. Select the **Yes, It's Me** button at the bottom of the Okta Verify push notification that was sent to your device.



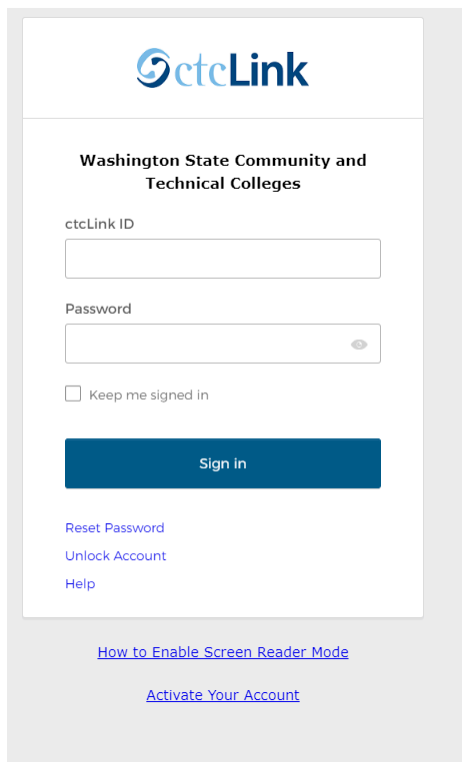
10. Once the security method has been verified, the **ctcLink Portal** page displays.



Setting Up Your Multi-Factor Recovery Options


1. Navigate to the **ctcLink Sign In** page (<https://myaccount.ctclink.us>).

2. Enter your ctcLink ID into the **ctcLink ID** field.
3. Enter your password into the **Password** field.
4. Select the **Sign in** button.



The screenshot shows the ctcLink login interface. At the top is the ctcLink logo. Below it, the text "Washington State Community and Technical Colleges" is displayed. The login form includes a "ctcLink ID" field, a "Password" field with a toggle icon, and a "Keep me signed in" checkbox. A prominent blue "Sign in" button is located below the password field. At the bottom of the form are links for "Reset Password", "Unlock Account", and "Help". Below the form, there are two additional links: "How to Enable Screen Reader Mode" and "Activate Your Account".

5. A "**Verify it's you with a security method**" pop-up message appears.
6. Choose the **Select** button next to the **Email**, **Enter a Code**, **Get a Push Notification** or **Phone** security method options.

 If you have forgotten your setup options (such as email or phone), please work with your college LSA to reset your account and go through the activation process again. The email and phone used during activate your account is setup as your MFA options.

OktaLink

Verify it's you with a security method

ⓧ 101

Select from the following options

- Email**
- Enter a code**
Okta Verify
- Get a push notification**
Okta Verify
- Phone**
+1 XXX-XXX-2131

[Back to sign in](#)

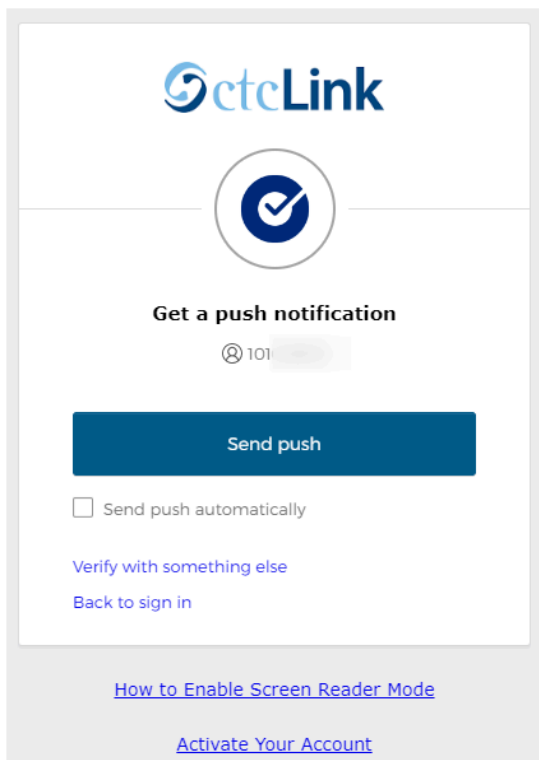
[How to Enable Screen Reader Mode](#)


[Activate Your Account](#)

7. If the **Get a push notification (Okta Verify)** security method was chosen, a pop-up notification displays.
8. Select the **Send Push** notification button on the Get a Push Notification pop-up window. A notification will be sent to your device.

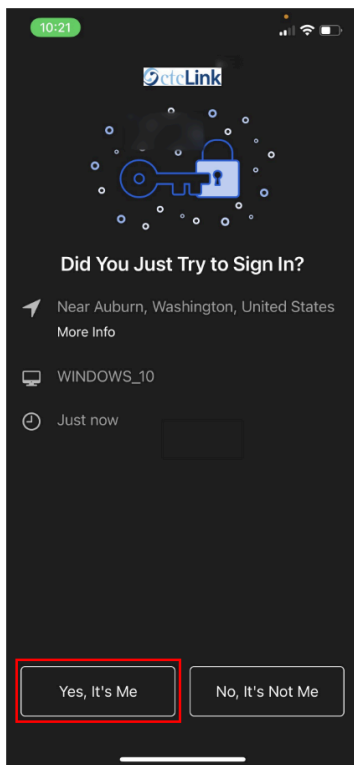


To have push notifications sent to your device automatically, select the "Send push automatically" checkbox.

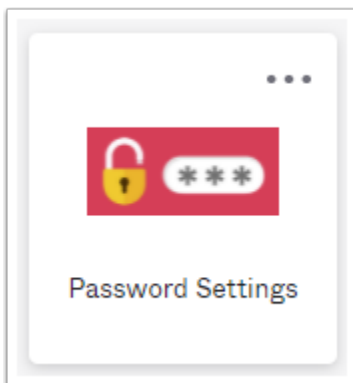


 If you would like to choose a different security verification method, select the "Verify with something else" hyperlink on the Get a Push Notification pop-up window.

9. Select the **Yes, It's Me** button at the bottom of the Okta Verify push notification that was sent to your device.




10. Once the security method has been verified, the **Account Portal (My Apps)** page displays.
11. Select the **Password Settings** application icon.



12. The **Account** page displays with edit or update options available for each account section.
 - a. [Personal Information](#)
 - b. [Display Language](#)
 - c. [Security Methods](#)

Account

 **Personal Information** [Edit](#)

First name

Last name

Okta username @ctclink.local


Primary email @sbctc.edu

Secondary email

Mobile phone


Enable MFA ☒ true

User type empl

 **Display Language** [Edit](#)

Language English

Your default language has been automatically set by your browser. To change your language please edit and save your desired display language.

 **Security Methods**

Security methods help your account security when signing in to Okta and other applications.

Password [Reset](#)

Okta Verify [Set up](#)

Security Key or Biometric

Google Authenticator [Set up](#)


Phone [Set up another](#)

+1 XXX-XXX-9269 [Remove](#)

Security Question [Set up](#)

Personal Information

1. Update personal information by selecting the **Edit** button in the top-right corner of the **Personal Information** box.

 **Personal Information** [Edit](#)

First name

Last name

Okta username @ctclink.local

Primary email

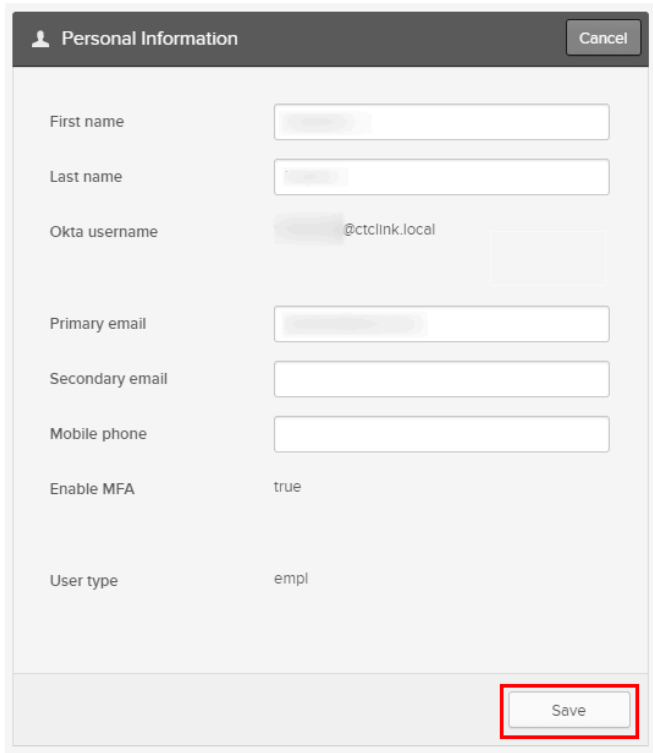
Secondary email


Mobile phone

Enable MFA ☒ true

User type empl

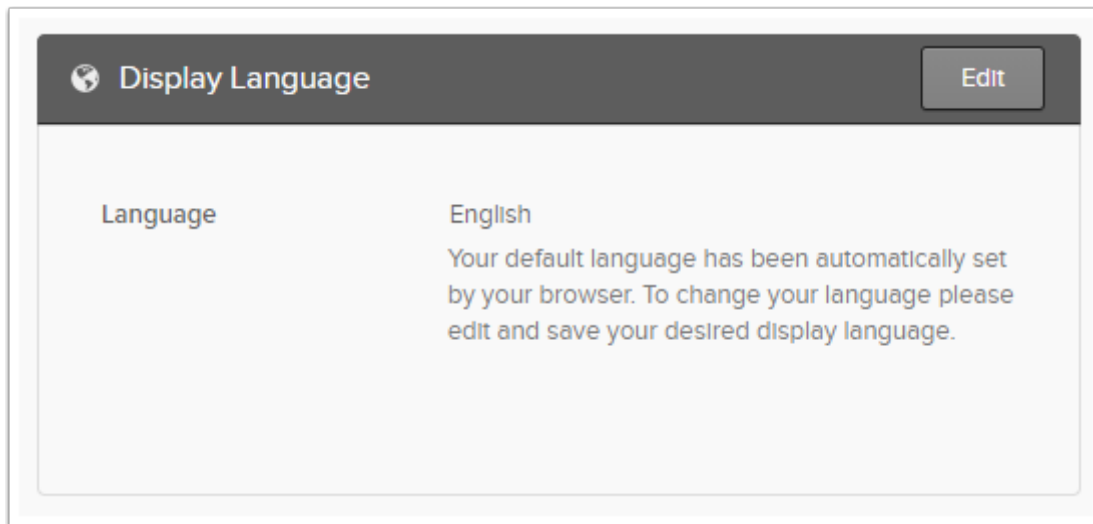
2. Update your personal account information within each of the open fields. These include:
 - First name
 - Last name
 - Primary email
 - Secondary email
 - Mobile phone number
3. Once new information has been entered, select the **Save** button in the bottom-right corner of the pagelet to ensure updated personal information is saved.



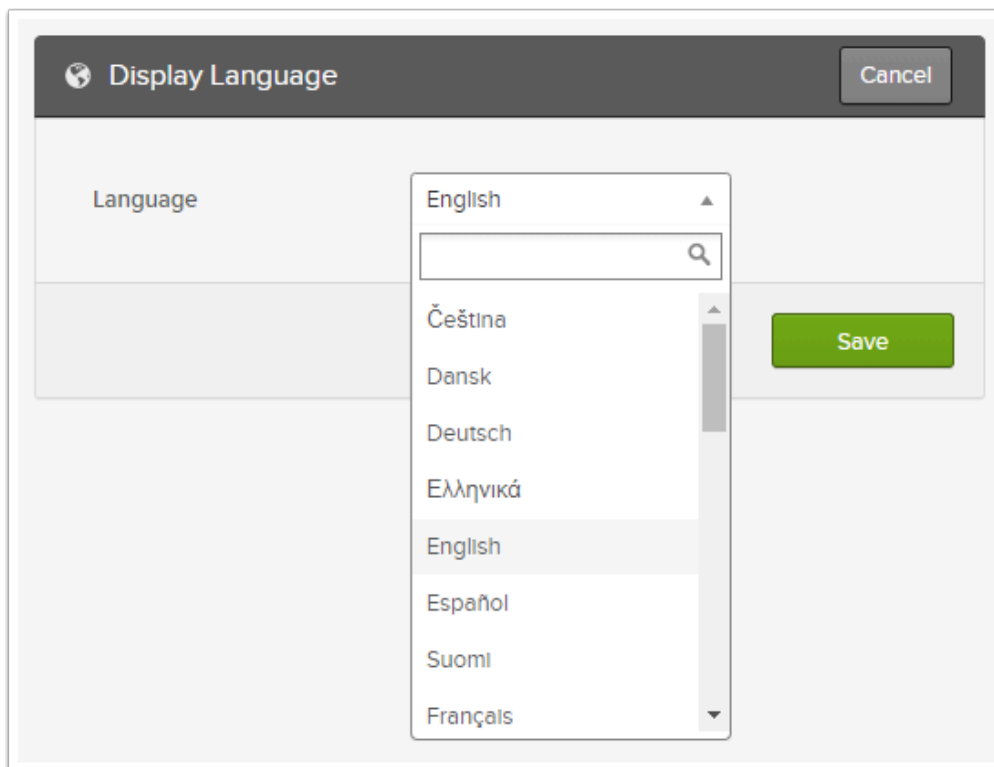
 Updating your personal information in Okta does not change or update your personal information within ctcLink.


Display Language

1. Update the display language by selecting the **Edit** button in the top right corner of the **Display Language** box.



2. Once the new display language has been chosen, select the green **Save** button to ensure updated display language is saved.



 Updating your display language in Okta does not change or update your display language within ctcLink.

Security Methods

1. Update the various security methods by selecting from the listed options.
 - a. Password - Reset
 - b. Okta Verify - Set up
 - c. Google Authenticator - Set up
 - d. Phone - Set up another
 - e. Current phone number - Remove
 - f. Security Question - This Option Has been removed as an MFA option for the majority of users in ctclink. The only types of users that should have this option would be users with no access to email or phones, for example DOC users. For those users that need Security Question as an MFA Option, they will need the security role ZZ Okta MFA Security Questions Role on their user profile.

✓ Security Methods

Security methods help your account security when signing in to Okta and other applications.

Password	Reset
Okta Verify	Set up
Security Key or Biometric	
Google Authenticator	Set up
Phone	Set up another
+1 XXX-XXX-9269	Remove
Security Question	Set up

User Must have the ZZ Okta MFA Security Questions role to see this



Each security method will need to be verified prior to using that particular security method upon log in.