


Okta - Resetting Your ctcLink Password/Unlock Account

Purpose: Use this document as a reference for resetting your password or unlocking your account in ctcLink.

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.

Resetting Your ctcLink Password/Unlock Account

1. Navigate to the **myaccount Sign-In** page (<https://gateway.ctclink.us> or <https://myaccount.ctclink.us>).
2. Select the **Reset Password** link at the bottom of the Sign In box.
3. Three additional links display under the Password Help link.
 - a. **Reset Password**
 - b. **Unlock Account**
 - c. **Help**

Reset Password

4. Once you select the **Reset Password** link from the main sign-in page, enter your **ctcLink ID** into the ctcLink ID field and select which method - **Text**, **Voice Call** or **Email** - you would like to use to reset your password.

 **Note:** Text, Voice Call, and E-mail can only be used if you provided and validated them when you set up your account. All Reset/Unlock recovery e-mails are valid for 1 hour.

Reset Via Text

5. Select the dark blue **Reset via Text** button.
6. Once you receive the text code, enter it into the **Enter Code** field and select the **Verify** button.
7. The **Reset your password** page displays with listed password requirements.
8. Enter your new password into the **New password** field.
9. Enter your new password again into the **Repeat password** field.
10. Select the dark blue **Reset Password** button.

Reset Via Voice Call

1. Select the dark blue **Reset via Voice Call** button.
2. Once you receive the verification code, enter it into the **Enter Code** field and select the **Verify** button.
3. The **Reset your password** page displays with listed password requirements.
4. Enter your new password into the **New password** field.
5. Enter your new password again into the **Repeat password** field.
6. Select the dark blue **Reset Password** button.

Reset via Email


1. Select the dark blue **Reset via Email** button.
2. The **Password Reset Email Sent!** notification displays explaining that the password reset instructions have been sent to the email aligned to your ctcLink ID.
3. An email with "Account Password Reset" in the subject line will instruct you to select the **Reset Password** link that is embedded within the email message.
4. The **Reset your password** page displays with listed password requirements.
5. Enter your new password into the **New password** field.
6. Enter your new password again into the **Repeat password** field.
7. Select the dark blue **Reset Password** button.



For [help](#) troubleshooting issues regarding resetting your ctcLink password, please contact your college help desk.

Unlock Account

1. Once you select the **Unlock Account** link from the main sign-in page, enter your **ctcLink ID** into the ctcLink ID field and select which method - **Text**, **Voice Call** or **Email** - you would like to use to unlock your account.

 **Note:** Text, Voice Call, and E-mail can only be used if you provided and validated them when you set up your account. All Reset/Unlock recovery e-mails are valid for 1 hour.

Unlock Account Via Text

1. Select the dark blue **Send Text** button on the Unlock Account page.
2. Once you receive the text code, enter it into the **Enter Code** field and select the **Verify** button.
3. The **Account successfully unlocked!** message displays.

Unlock Account via Voice Call

1. Select the dark blue **Voice Call** button on the Unlock Account page.
2. Once you receive the verification code, enter it into the **Enter Code** field and select the **Verify** button.
3. The **Account successfully unlocked!** message displays.

Unlock Account via Email

1. Select the dark blue **Send Email** button on the Unlock Account page.
2. The **Email Sent!** notification displays explaining that instructions have been sent to the email aligned to your ctcLink ID.
3. An email with "Unlock Account" in the subject line will notify you about the account unlock request within the email message.

 For [help](#) troubleshooting issues regarding unlocking ctcLink account, please contact your college help desk.

END