

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

## Unlock Your ctcLink Account

1. Navigate to the **myaccount Sign-In** page <https://myaccount.ctclink.us>.
2. Select the **Password Help** link at the bottom of the Sign In box.

**ctcLink**

**Washington State Community and Technical Colleges**

ctcLink ID

Remember me

Next

**Password Help** ← Step #2

[How to Enable Screen Reader Mode](#)

[Activate Your Account](#)

3. Three additional links display under the Password Help link.

- Reset Password
- Unlock Account
- Help

**ctcLink**

**Washington State Community and Technical Colleges**

ctcLink ID

Remember me

Next

[Password Help](#)

[Reset Password](#)

[Unlock Account](#) ← **Step #3**

[Help](#)

[How to Enable Screen Reader Mode](#)

Activate Your Account

## Unlock Your Account Options

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 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.

### A. To Unlock Account Via Text

1. Select the dark blue **Reset via Text** button.

ctcLink

### Reset Password

ctcLink ID

Text or Voice Call can only be used if you provided a phone number when you set up your account.

**Reset via Text**

Reset via Voice Call

Reset via Email

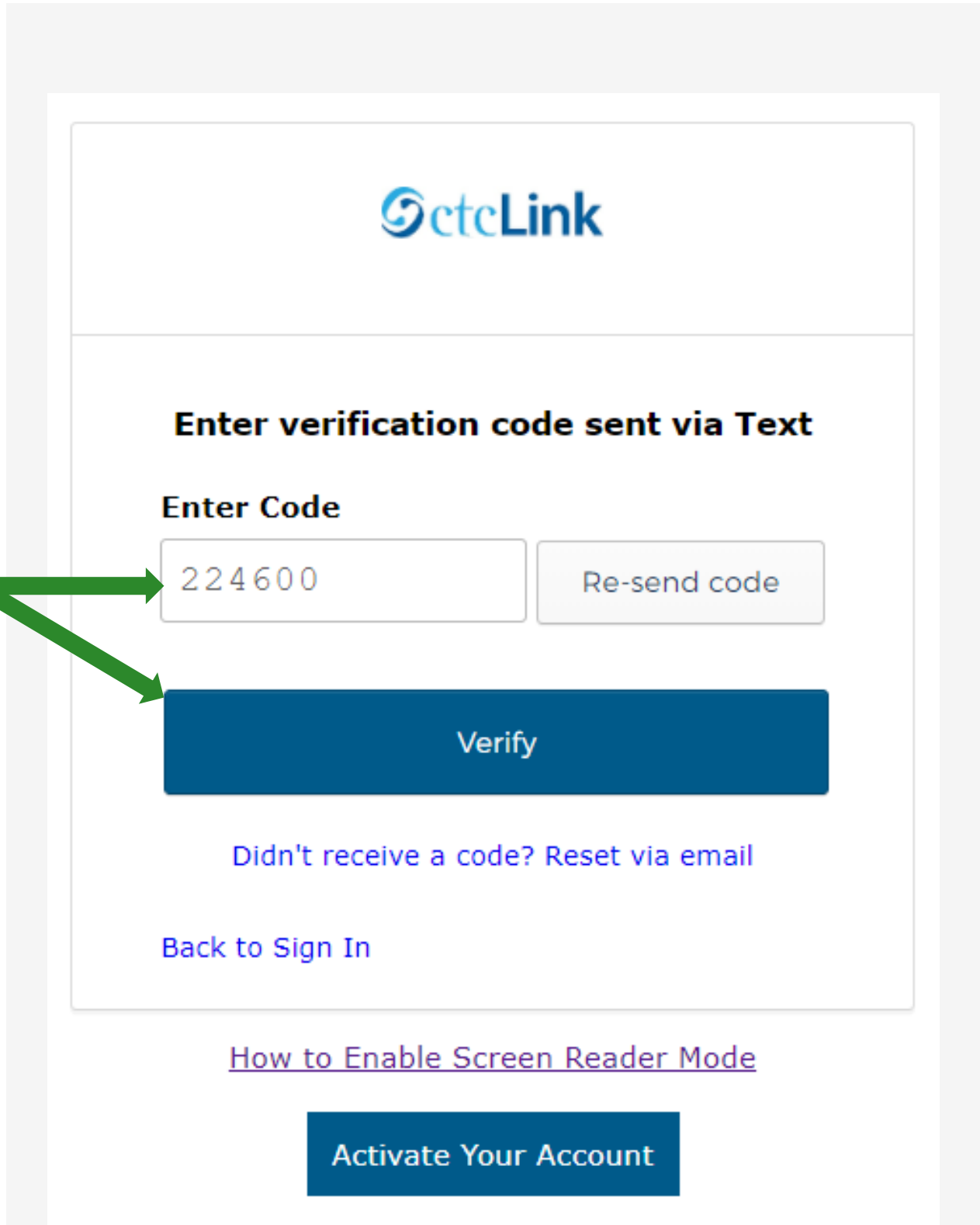
[Back to Sign In](#)

[How to Enable Screen Reader Mode](#)

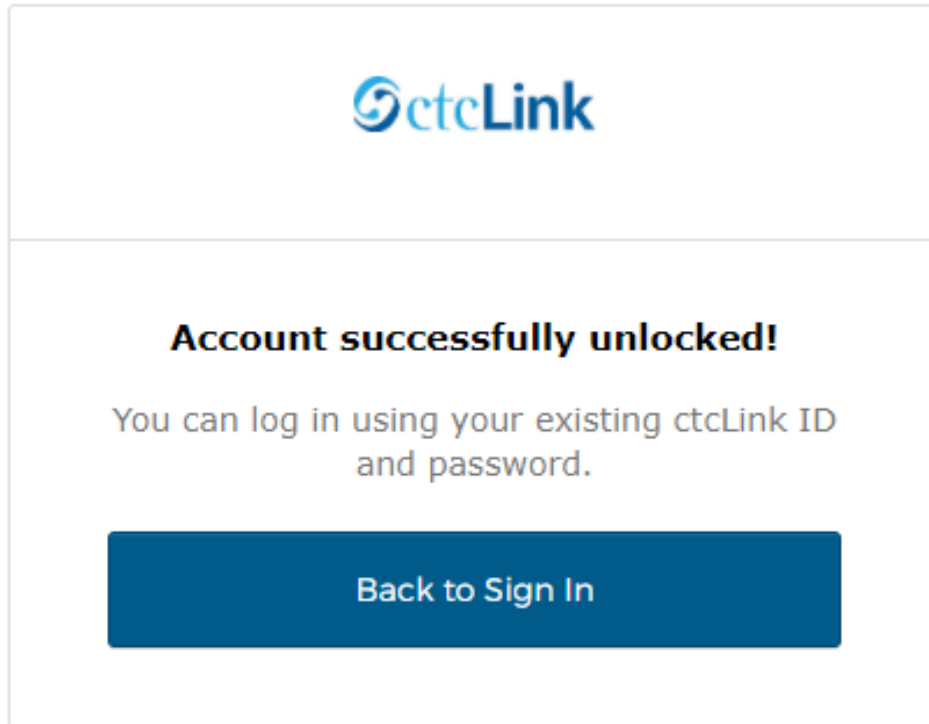
**Activate Your Account**

Step #1

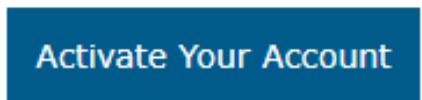
2. Once you receive the text code, enter it into the **Enter Code** field and select the **Verify** button.



- The **Account successfully unlocked!** message displays.

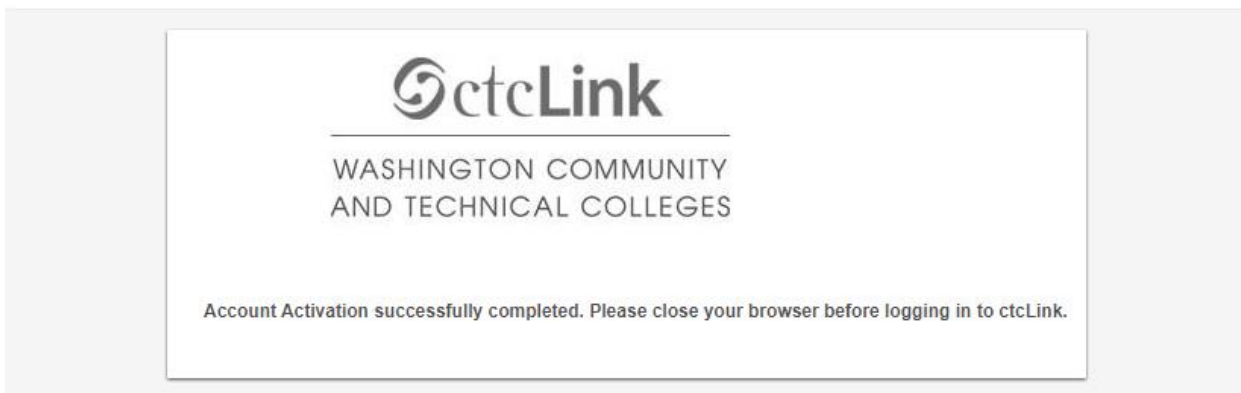


[How to Enable Screen Reader Mode](#)





- Close the browser tab(s).

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



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

Connecting to  ctcLink  
Sign-in with your ctcLink account to access ctcLink



**Washington State Community and Technical Colleges**

ctcLink ID

**Next**

[Password Help](#)


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[Activate Your Account](#)

← **Step #6**

← **Step #7**

6. Enter your ctcLink ID
7. Click Next



  
\*\*\*\*

**Enter Your Password**

Password

**Verify**

[Back to sign in](#)

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[Activate Your Account](#)

← **Step #8**

← **Step #9**

8. Enter your Password
9. Click Verify

## B. To Unlock Account Via Voice Call

1. Select the dark blue **Reset via Voice Call** button.

**ctcLink**

### Reset Password

**ctcLink ID**

**Text or Voice Call can only be used if you provided a phone number when you set up your account.**

Reset via Text

**Reset via Voice Call** ← Step #1

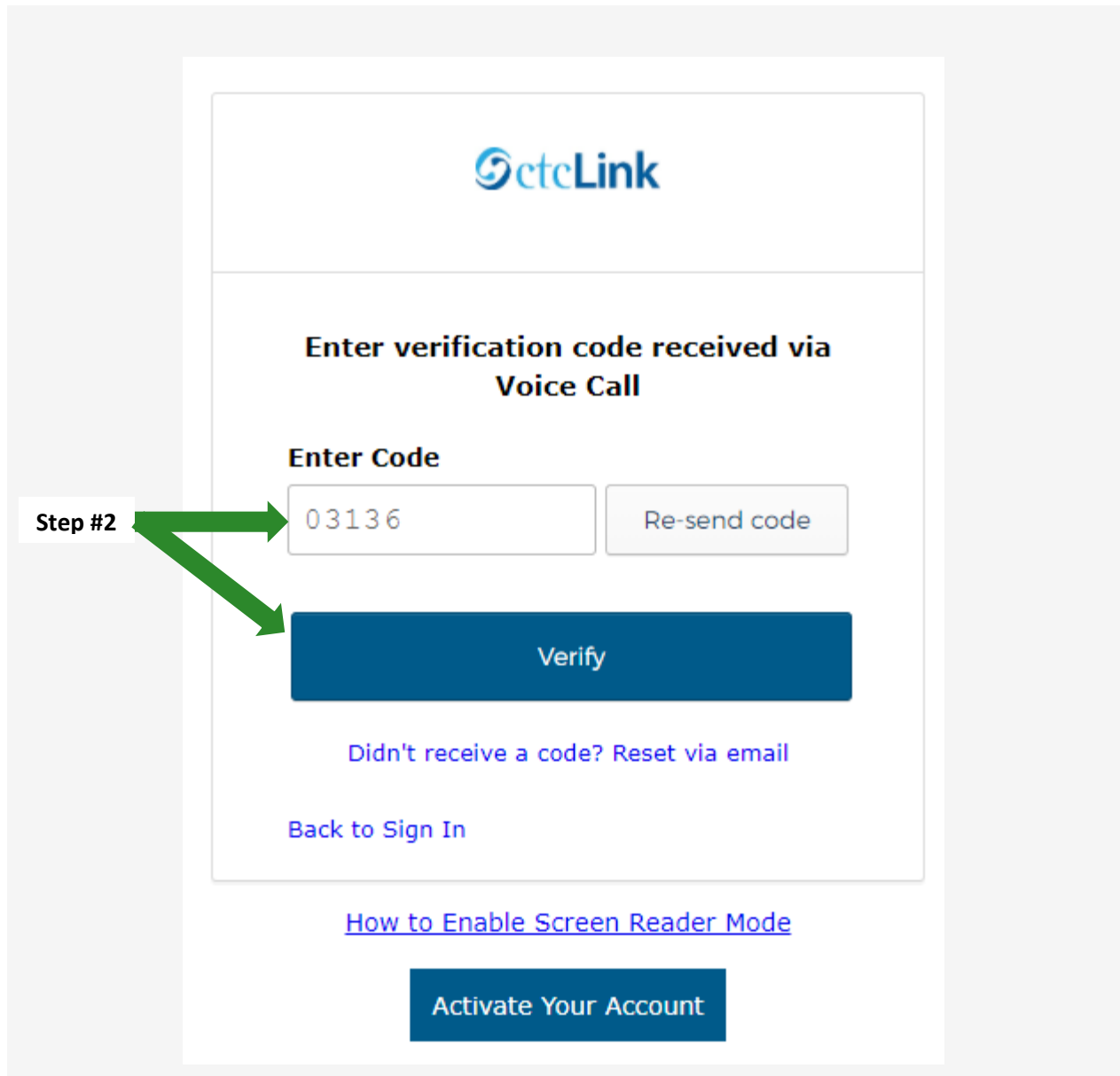
Reset via Email

[Back to Sign In](#)

[How to Enable Screen Reader Mode](#)

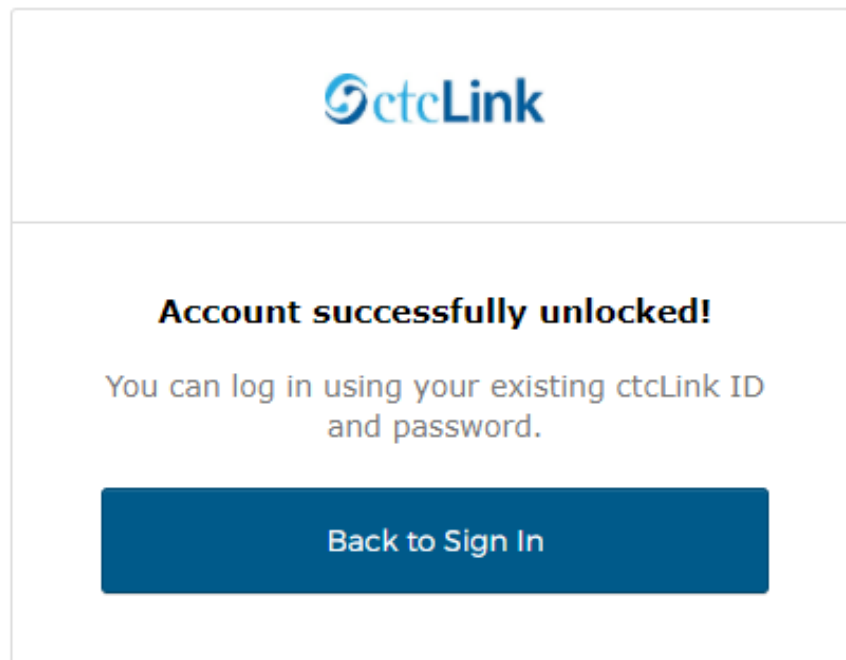
Activate Your Account

2. Once you receive the verification code, enter it into the **Enter Code** field and select the **Verify** button.

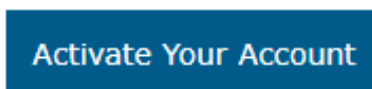




3. The **Account successfully unlocked!** message displays.

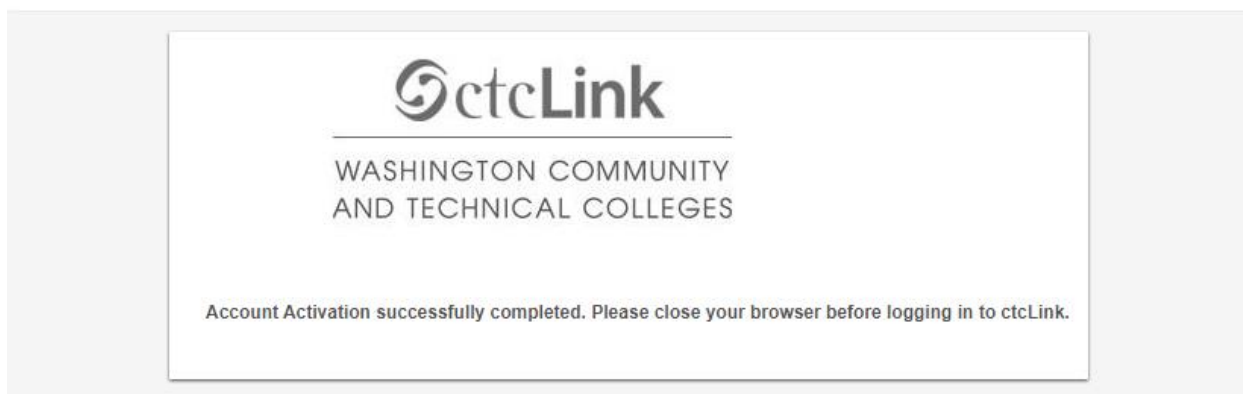


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4. Close the browser tab(s).

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



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

Connecting to  ctcLink  
Sign-in with your ctcLink account to access ctcLink



**Washington State Community and Technical Colleges**

ctcLink ID

**Next**

[Password Help](#)


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[Activate Your Account](#)

**Step #6**

**Step #7**

6. Enter your ctcLink ID
7. Click Next



  
\*\*\*\*

**Enter Your Password**

Password

**Verify**

[Back to sign in](#)

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[Activate Your Account](#)

**Step #8**

**Step #9**

8. Enter your Password
9. Click Verify

## C. Unlock Account via Email

1. Select the dark blue **Reset via Email** button.

**ctcLink**

### Reset Password

ctcLink ID

**Text or Voice Call can only be used if you provided a phone number when you set up your account.**

Reset via Text

Reset via Voice Call

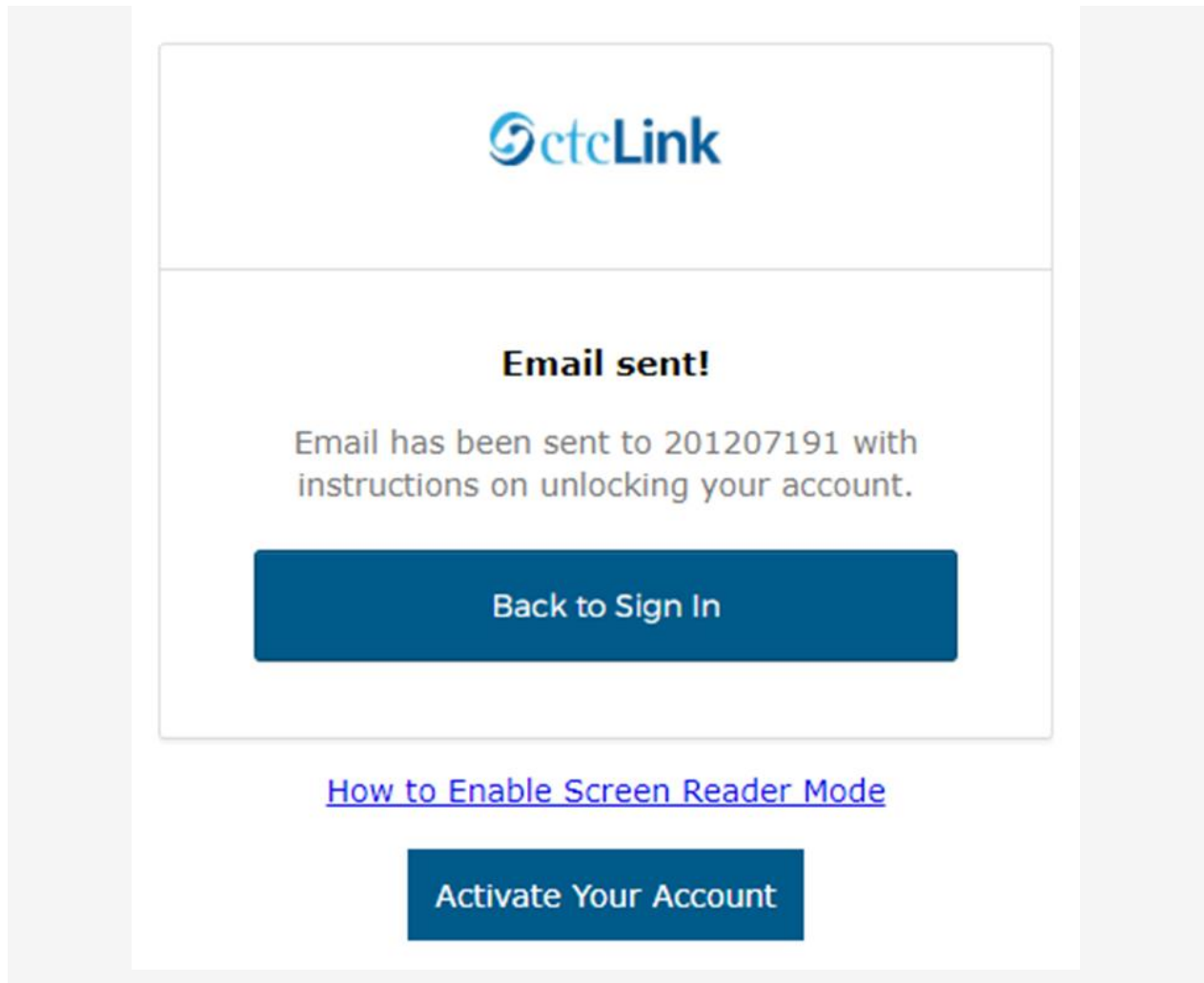
**Reset via Email** ← Step #1

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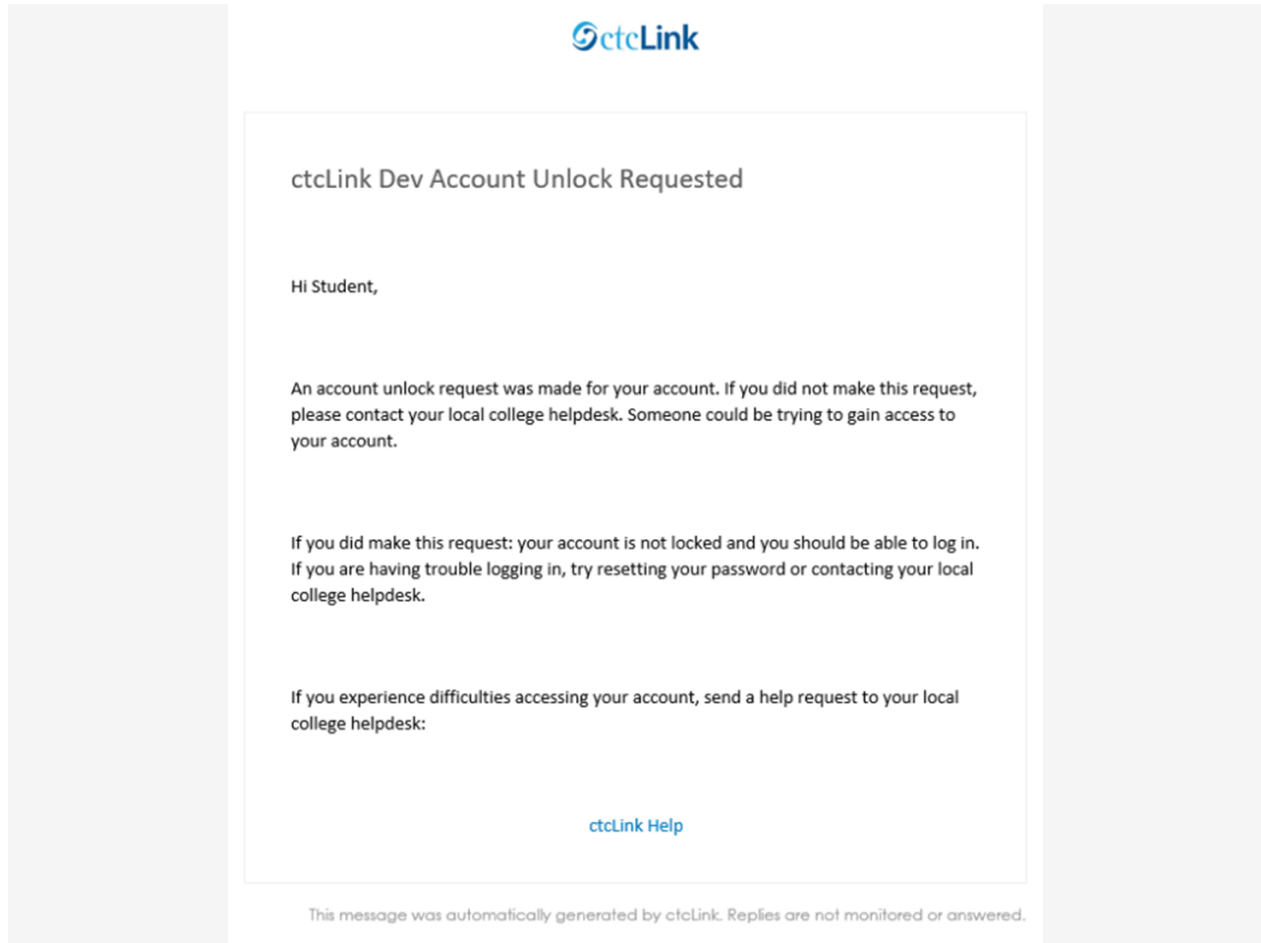
Activate Your Account

2. The **Email Sent!** notification displays explaining that the password reset instructions have been sent to the email aligned to your ctcLink ID.



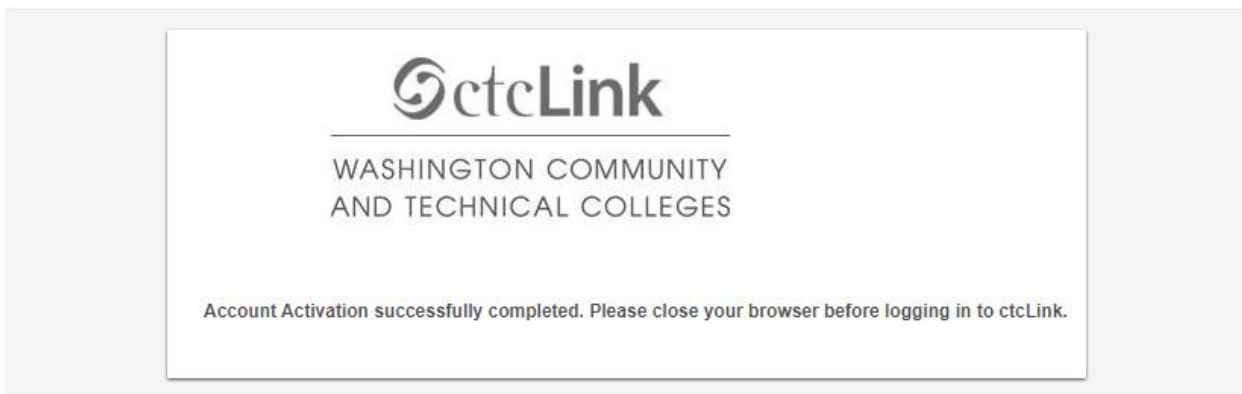
The screenshot shows a notification page for ctcLink. At the top is the ctcLink logo. Below it, the heading "Email sent!" is displayed in bold. The main message states: "Email has been sent to 201207191 with instructions on unlocking your account." Below this message is a blue button labeled "Back to Sign In". At the bottom of the notification area, there is a link: "[How to Enable Screen Reader Mode](#)". Below the link is another blue button labeled "Activate Your Account".

- An email with "Unlock Account" in the subject line will notify you about the account unlock request within the email message.



- Close the browser tab(s).

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



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

Connecting to ctcLink  
Sign-in with your ctcLink account to access ctcLink

Washington State Community and Technical Colleges

ctcLink ID

**Next**

[Password Help](#)

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[Activate Your Account](#)

**Step #6**

**Step #7**

6. Enter your ctcLink ID
7. Click Next

Enter Your Password

Password

**Verify**

[Back to sign in](#)

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**Step #8**

**Step #9**

8. Enter your Password
9. Click Verify