Unlock Your ctcLink Account

1. Navigate to the myaccount Sign-In page [https://myaccount.ctclink.us](https://myaccount.ctclink.us).
2. Select the **Password Help** link at the bottom of the Sign In box.
3. Three additional links display under the Password Help link.

- Reset Password
- Unlock Account
- Help

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**Washington State Community and Technical Colleges**

(ctcLink ID)

[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.

![Reset Password Form]

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

How to Enable Screen Reader Mode

Activate Your Account
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.

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/](https://myaccount.ctclink.us/)

6. Enter your ctcLink ID

7. Click Next

8. Enter your Password

9. Click Verify
B. To Unlock Account 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 **Account successfully unlocked!** message displays.

![Account successfully unlocked!]

**How to Enable Screen Reader Mode**

![Activate Your Account]

4. Close the browser tab(s).

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

![ctcLink]

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Account Activation successfully completed. Please close your browser before logging in to ctcLink.
5. Navigate to the ctcLink Sign In page https://myaccount.ctclink.us/

6. Enter your ctcLink ID

7. Click Next

8. Enter your Password

9. Click Verify
C. Unlock Account via Email

1. Select the dark blue Reset via Email button.
2. The **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 "Unlock Account" in the subject line will notify you about the account unlock request within the email message.

![Email Image]

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/](https://myaccount.ctclink.us/)

6. Enter your ctcLink ID

7. Click Next

8. Enter your Password

9. Click Verify