



## Unlocking ctcLink Account

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

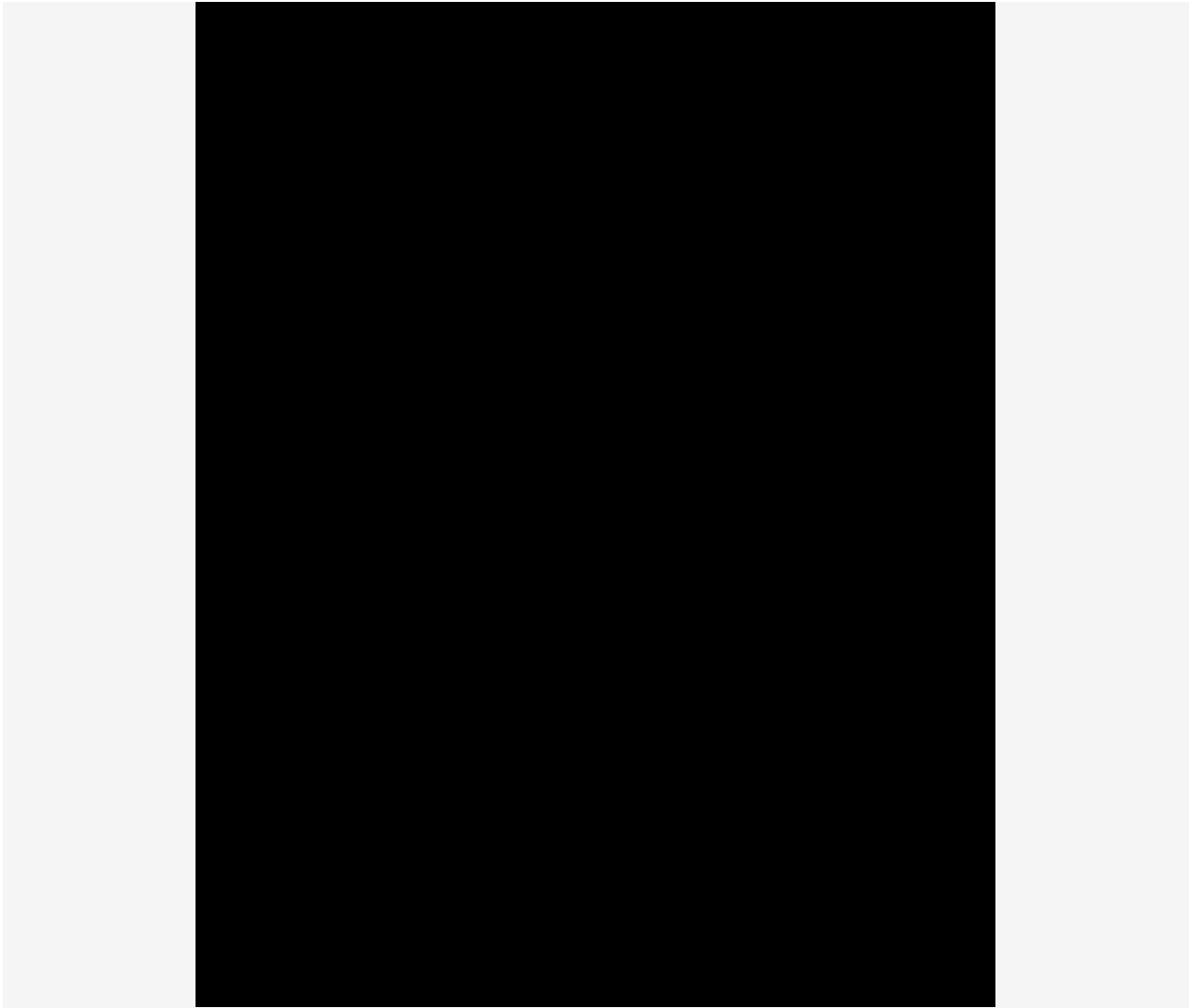
**Audience:** College Faculty, Staff and Students

If you experience any issues with sign on credentials, user names, passwords or student ID numbers, please contact Grays Harbor College's [Student Assistance Team](#) and/or college Advisor.

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

## Resetting Your ctcLink Password

1. Navigate to the **myaccount Sign-In** page (<https://gateway.ctclink.us> or <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.
  - a. Reset Password
  - b. Unlock Account
  - c. Help

### [Reset Password](#)

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.

## ResetPassword byText

- 1.



Reset your password

Password requirements:

- Must be at least 8 characters
- At least one lowercase letter
- At least one uppercase letter
- At least one number
- Does not include your first name

Must not be any of your last 2

Reset Password

Sign Out

Reset Password

Reset Password

Your password cannot be the same as your previous passwords

New password

Repeat password

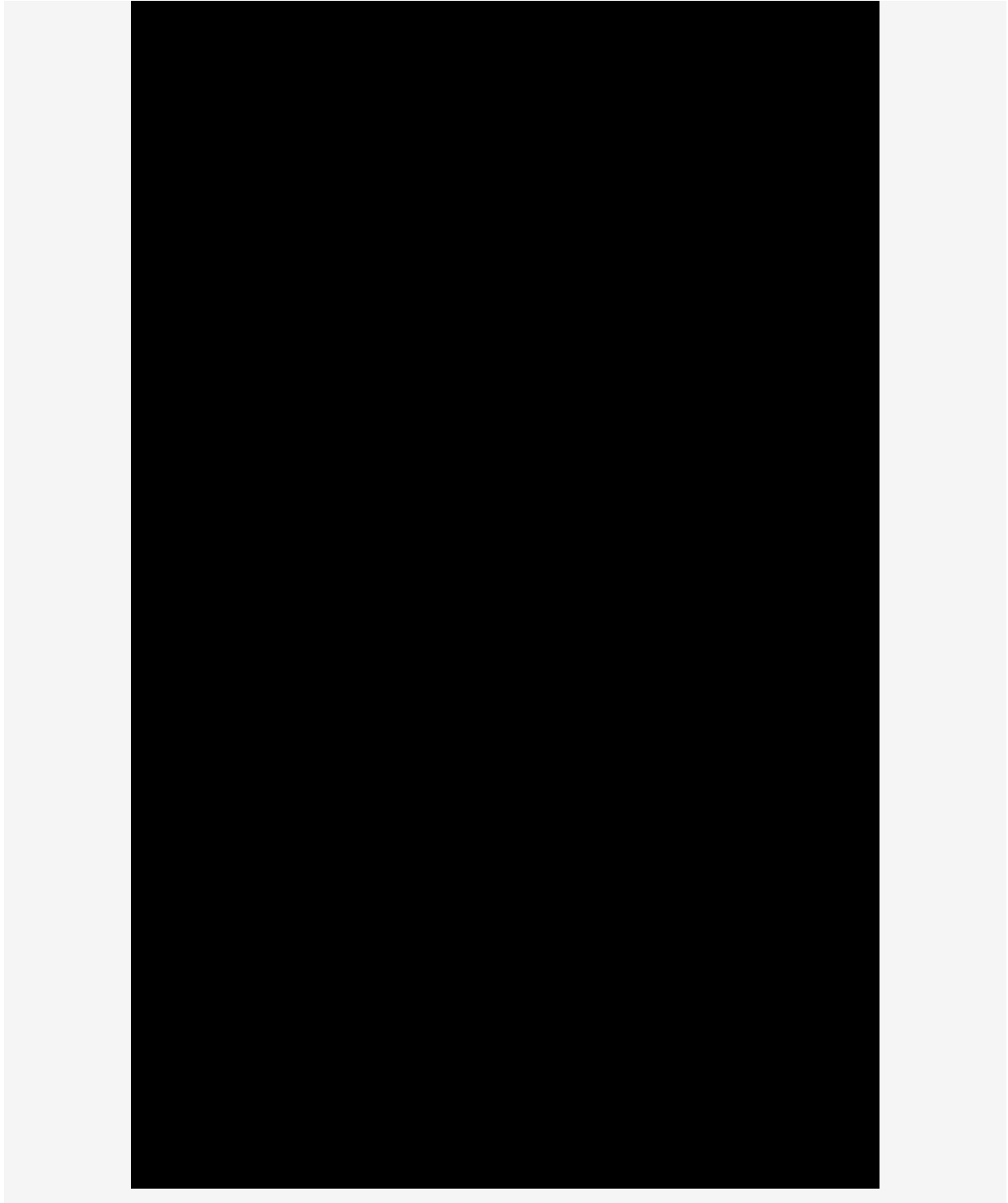
Reset Password

[Screen Reader Mode](#)

[How to Enable Screen Reader Mode](#)

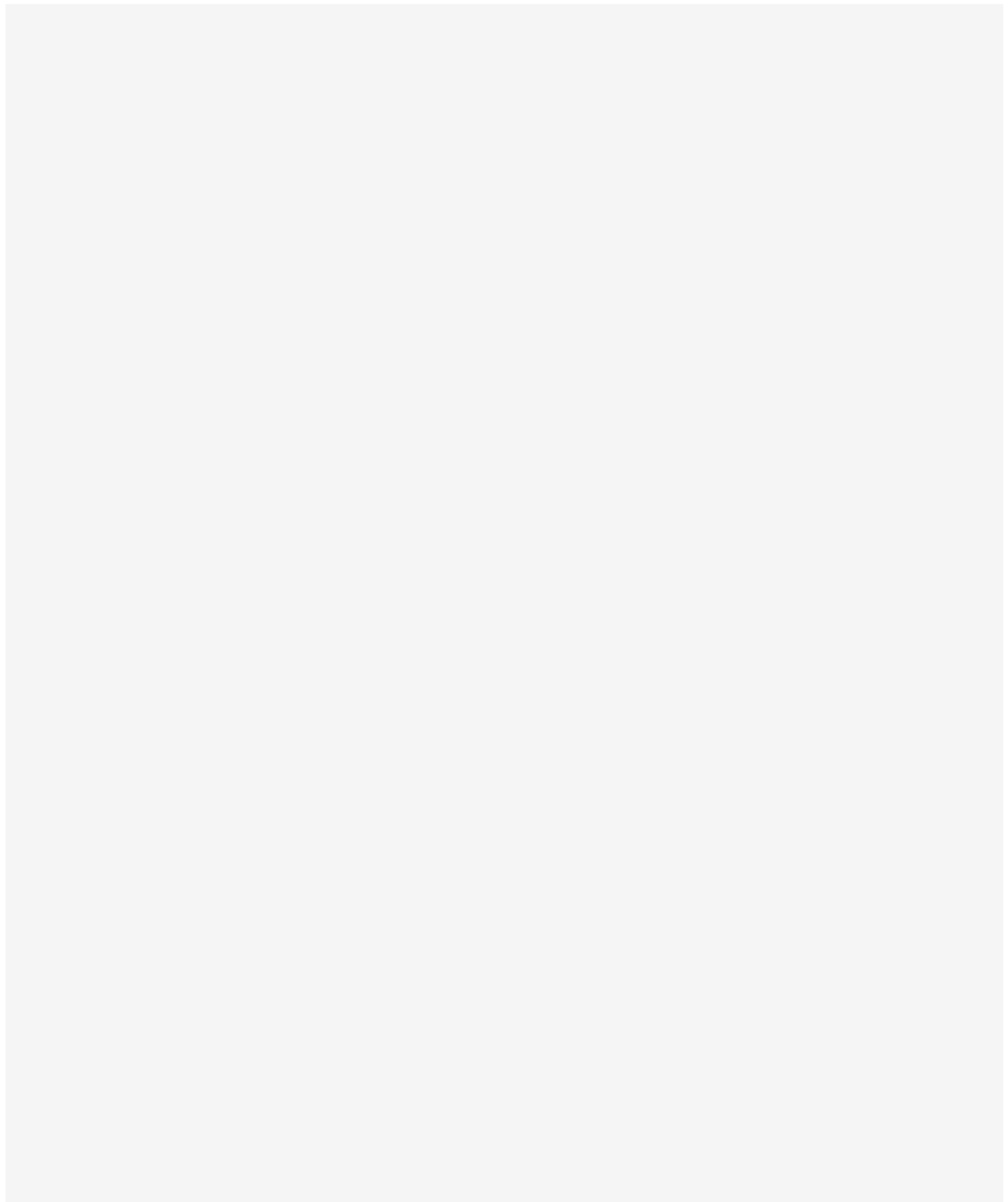
## Reset Password by Voice Call

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

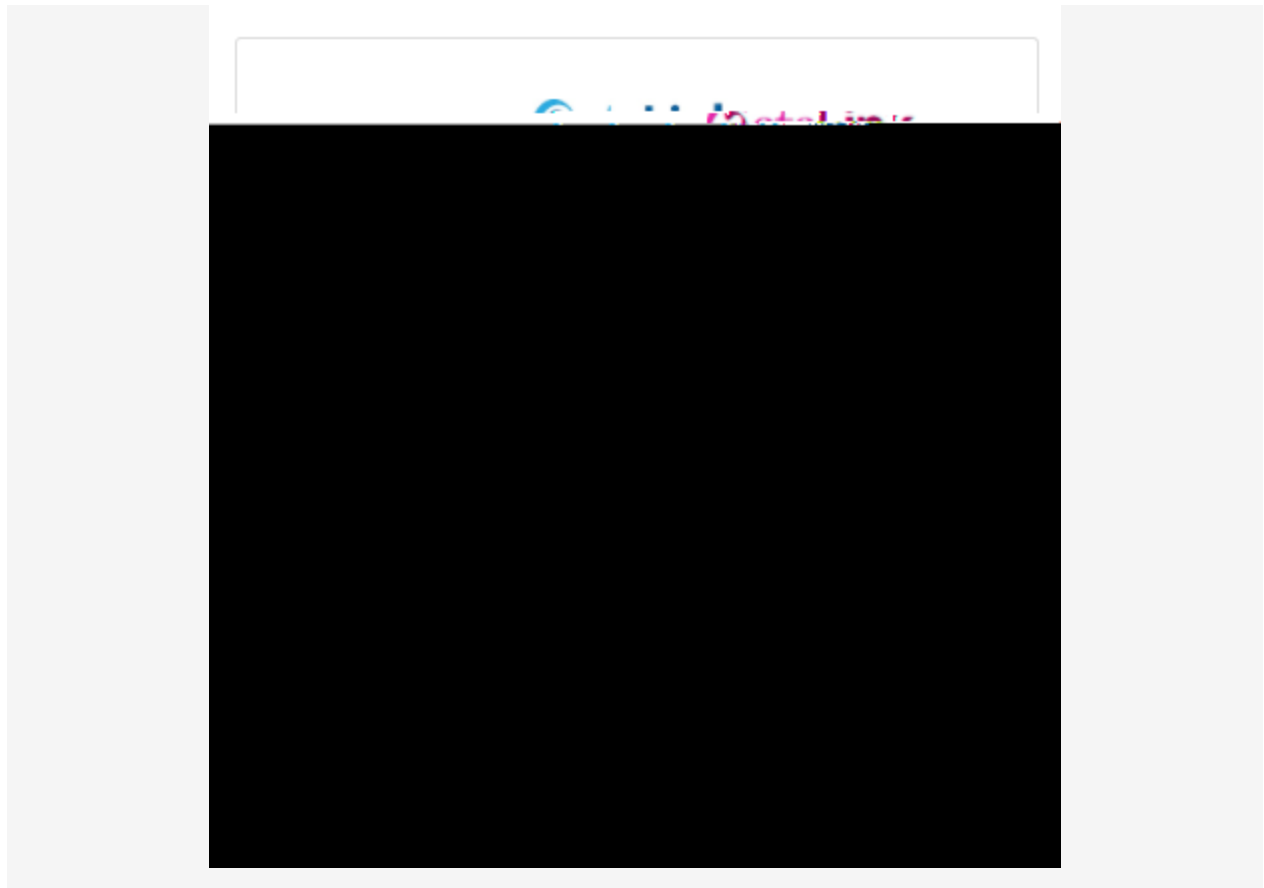


2.

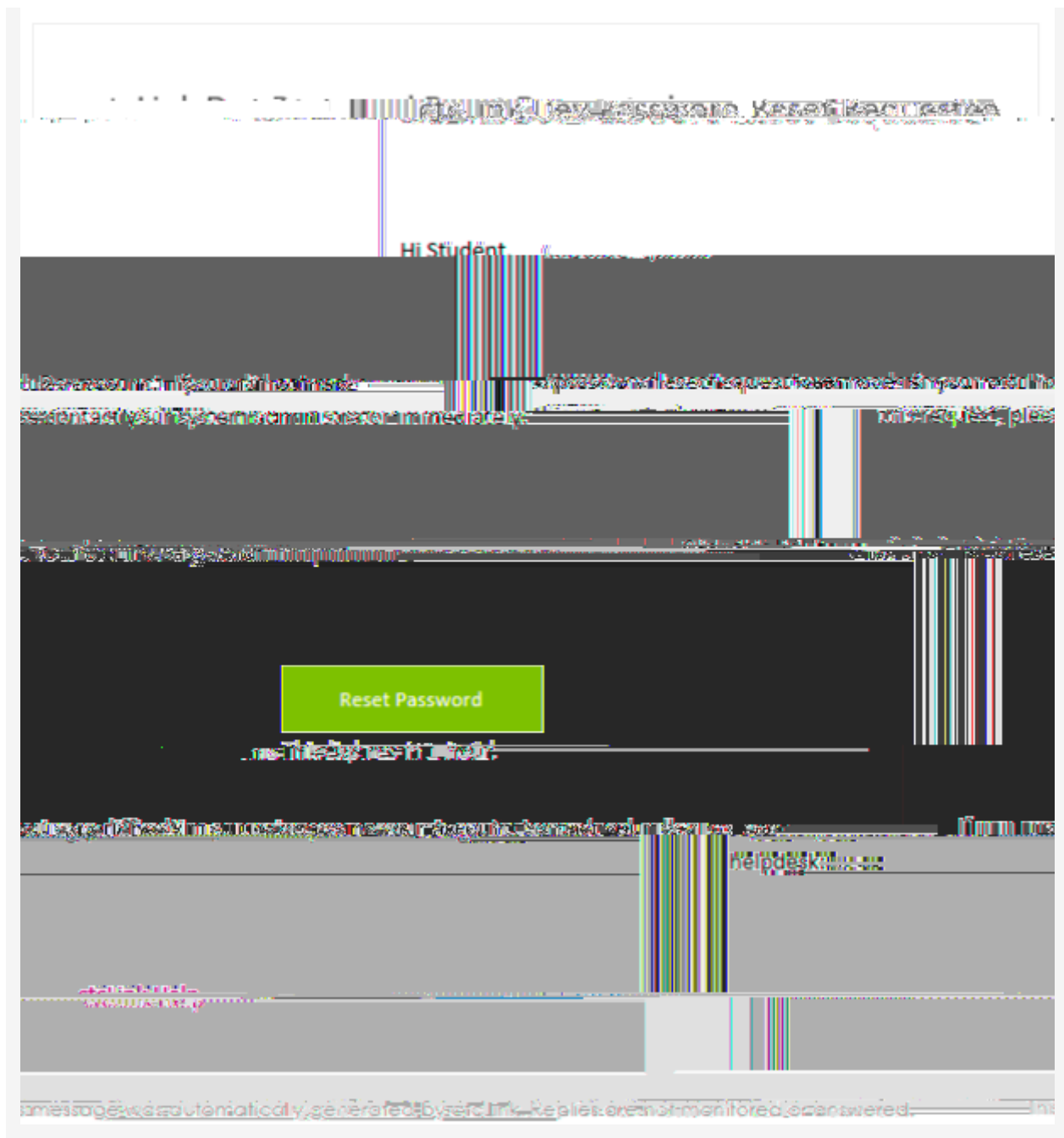




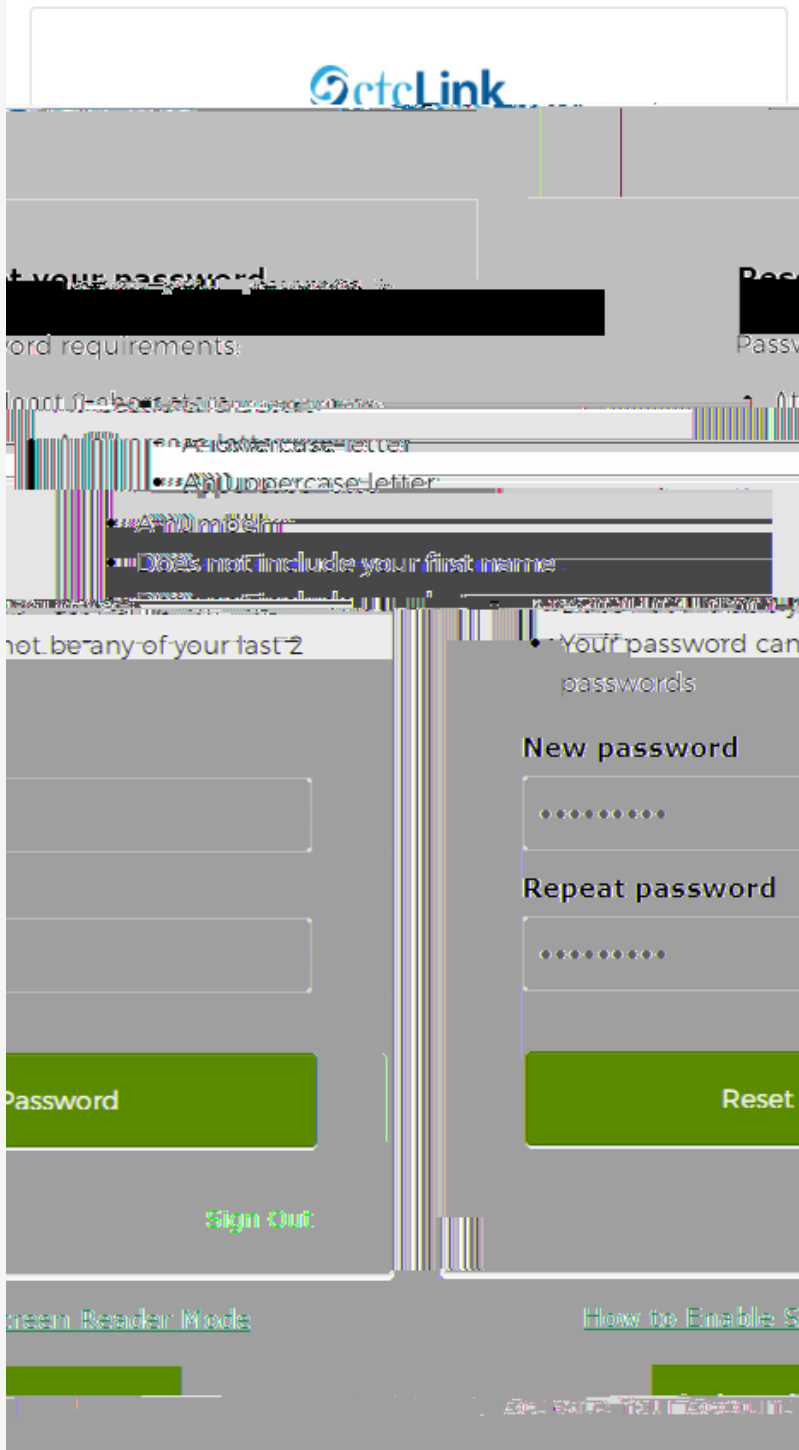
2. The **Password Reset Email Sent!** notification displays explaining that the password reset instructions have been



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 Grays Harbor College [Student Assistance Team](#).