



Unlocking ctcLink Account

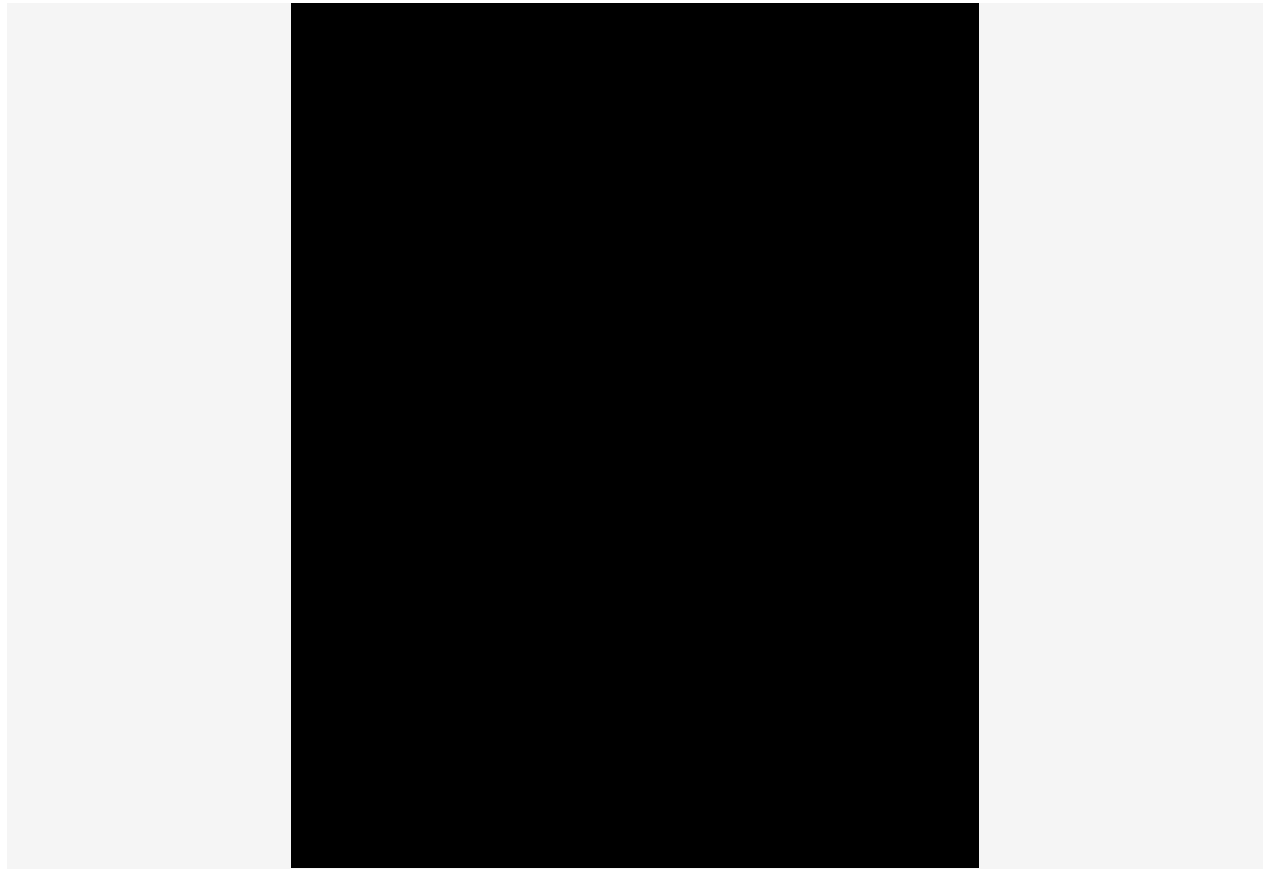
Purpose: Use this document as a reference for resetting your password or unlocking your account in ctcLink

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](#).

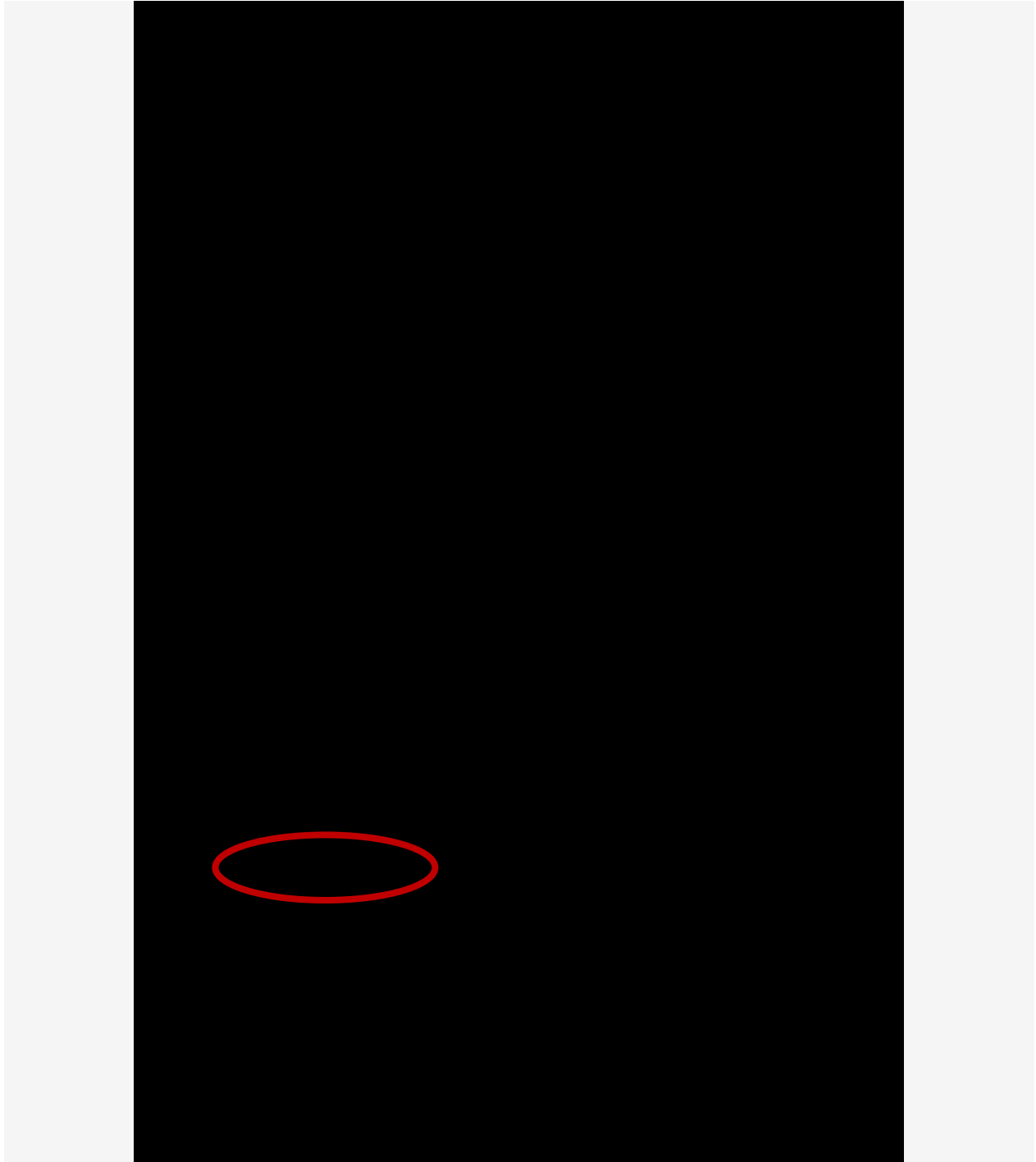
Note: Ensure that pop-up blockers are disabled in your browser.

1. Navigate to the myaccount.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

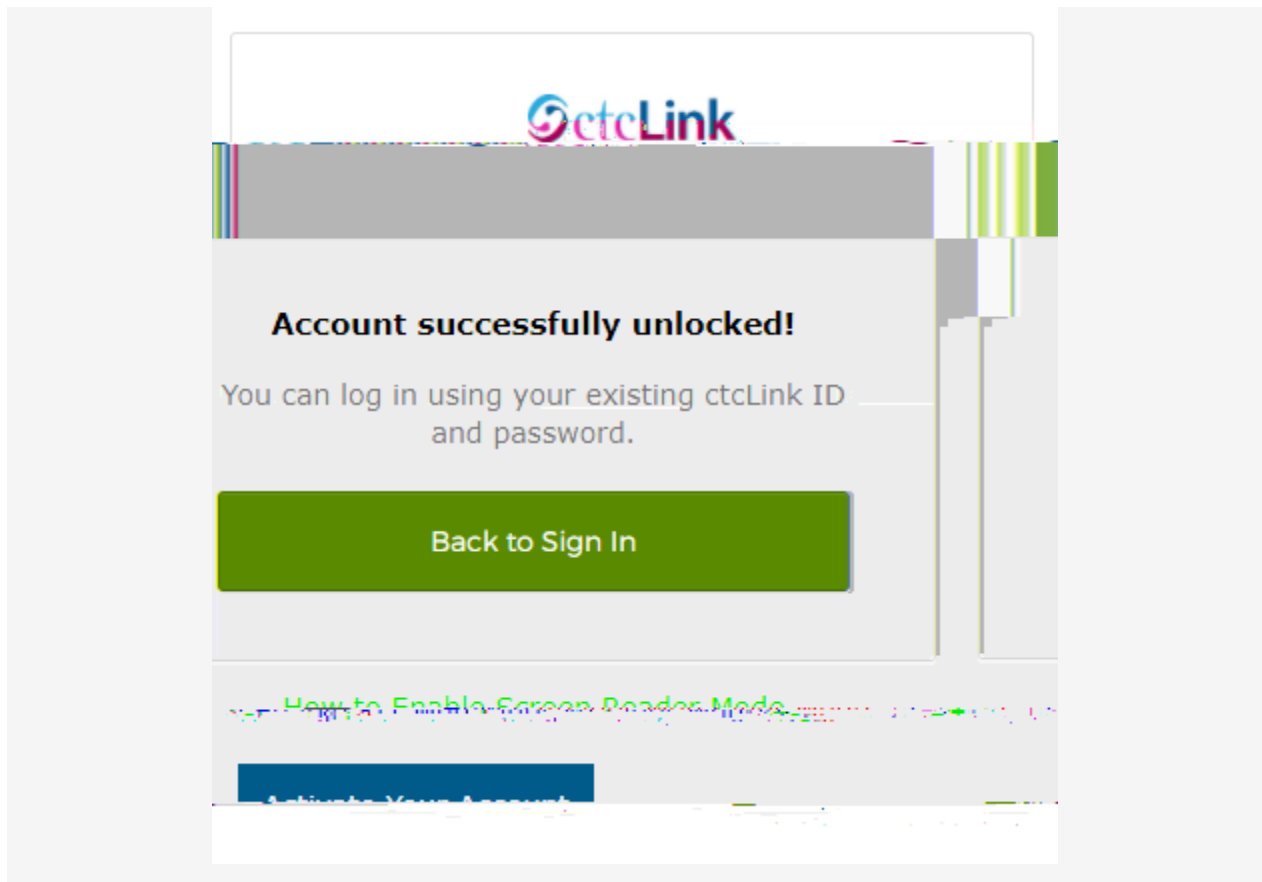


Once you select the **Unlock Account** link from the main sign-in page, enter your **ctcLink ID** into the ctcLink ID field and select which method - Text, Voice Call or Email - you would like to use to unlock your account.

Note: Text, Voice Call, and E-mail can only be used if you prod()Tj0(T)-1680c -0 Tw 08 00c -000

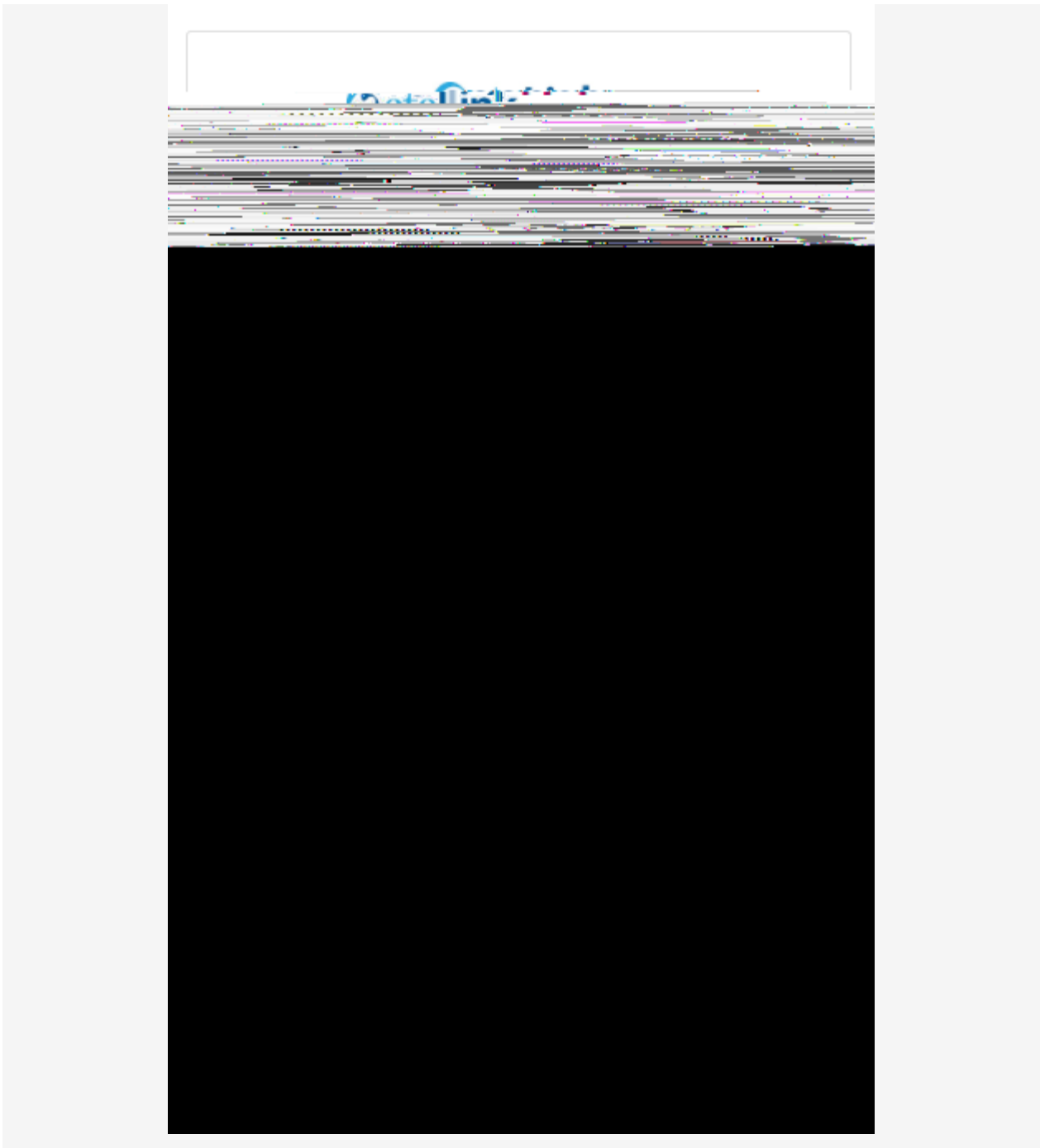


3. The **Account successfully unlocked!** message displays.

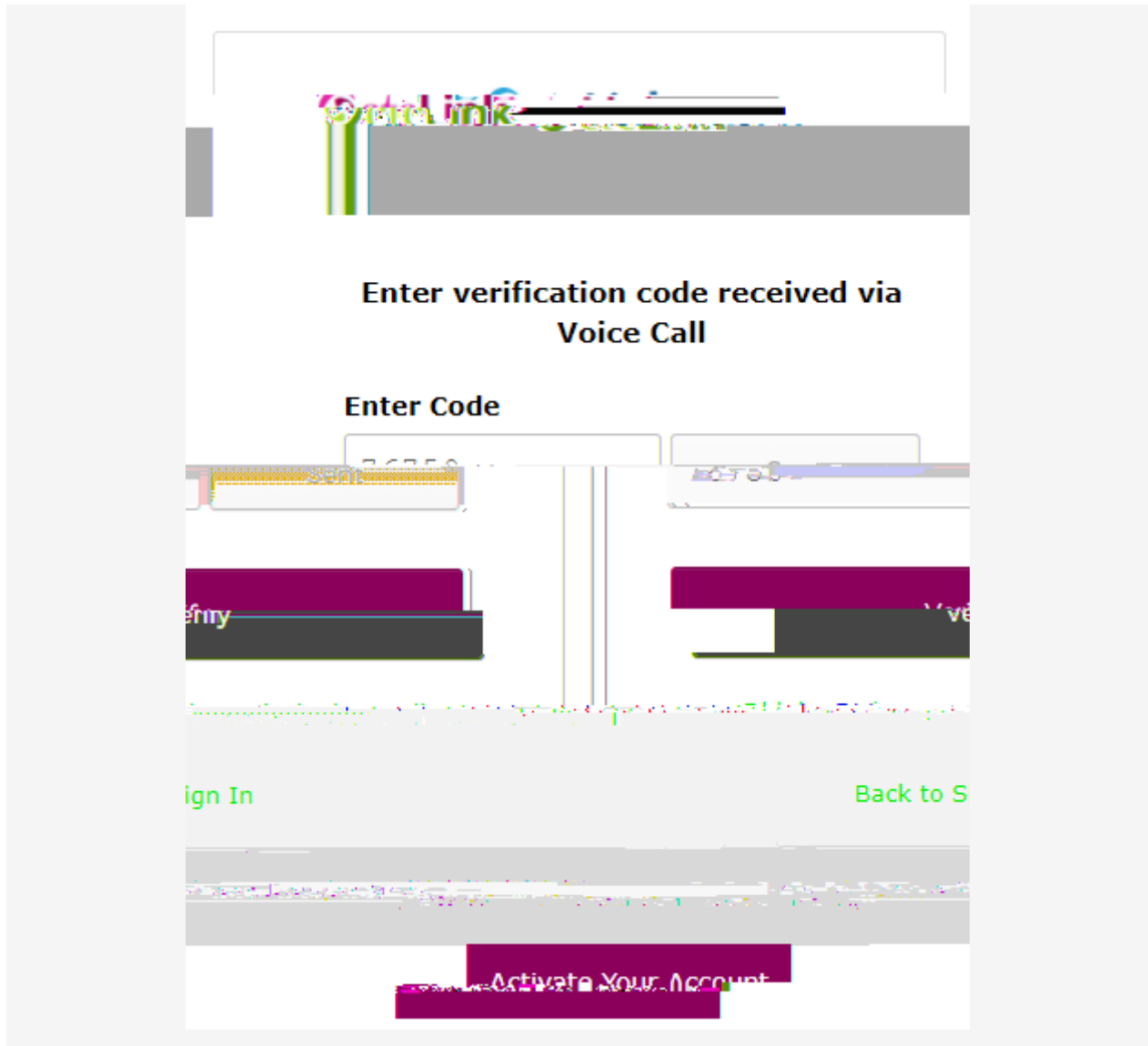


Unlock Account via Voice Call

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.



Unlock account

ctcLink ID

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

Send Text

Send Voice Call

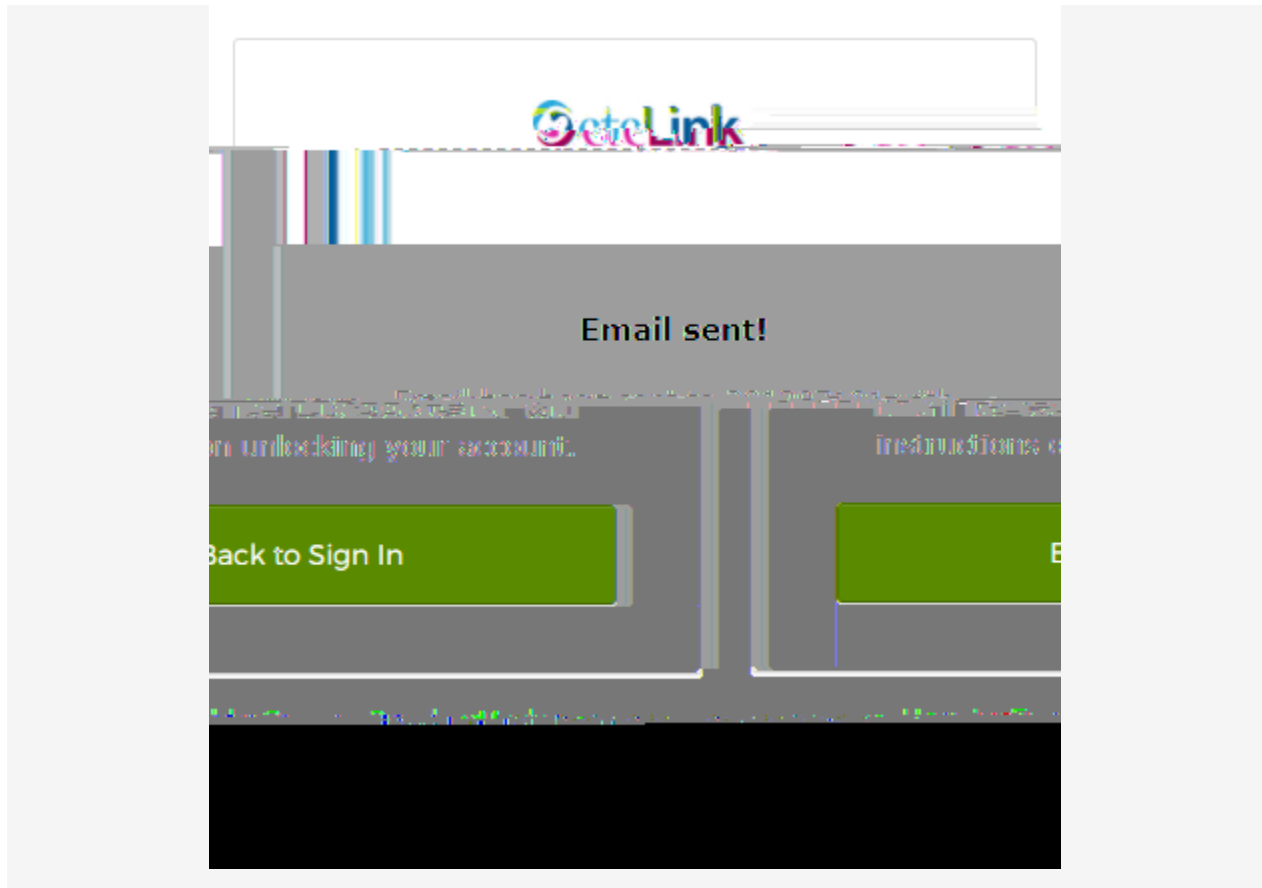
Send Email

[Back to Sign In](#)

[How to Enable Screen Reader Mode](#)

[How to Enable Screen Reader Mode](#)

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