

Guide to Troubleshooting ctcLink Login Issues

The first time you go into the ctcLink system, you will select **First Time User** to activate your account. In addition to creating a password, you will set up three security questions that you will have to answer if you forget your password. **Please make a note of your new number while setting up your account since it will only display once.** If you have not gone through these steps yet, please visit <https://gateway.ctclink.us>

If you are unable to login to your ctcLink account after you go through the **First Time User** activation, please review the steps below.

1. Before attempting to log back in to the ctcLink system, users must completely **close their browser** window (e.g. Chrome, Edge, Internet Explorer, Firefox, Mozilla, and Safari). Then re-open your browser and try logging into your ctcLink account again.
2. If you are still encountering log-in issues after activating a new account, please try one or more temporary solutions:
 - **Try using a different browser** (e.g. Chrome, Firefox, Mozilla, Windows, Safari, Edge)
 - **Connect in a private browsing window** (Incognito mode)
 - **Clear their browser cache.** (Users should be aware that clearing cache will slow down their web browsing until the cache rebuilds.)
 - Quick commands to clear browsing data cache:
 - i. Windows Control+Shift+Delete
 - ii. Chrome Control+Shift+Delete
 - iii. Mac OS X Command+Shift+Delete
3. Do you need to retrieve your new ctcLink ID (may also be referred to as EMPLID) number?
 - If you didn't write down or have forgotten to record your ctcLink ID during the **First Time User** setup, you can retrieve it by using your previous SID number with the [ctcLink Finder Tool](#)
4. Do you know both your ctcLink ID (EMPLID) and ctcLink password? If you know both your **ctcLink ID** and **ctcLink password** but are unable to login, OR you are unable to reset your password using the **Forgot your password** link:
 - Please contact our IT Department at **253.680.7055** or email StudentHelp@batestech.edu to have your ctcLink account reset. We will need to get in touch with you to verify your identity.
5. **Experiencing other technical issues?**
 - If you are having technical difficulties with your computer, software or access, please contact the Bates IT Helpdesk at 253.680.7055 or StudentHelp@batestech.edu.