

ctcLink Multi-Factor Authentication Tutorial

Purpose:

- Set up your ctcLink Multi-Factor Authentication (MFA) delivery options. When you log into ctcLink you will be required to enter your username, password, and an MFA verification code.
- Understand how to access your ctcLink account using MFA.

Support: Please contact the [Bates Student Help Desk](#) if you experience any issues with signing into ctcLink.

Setting up MFA Security Verification Methods

Instructions: Prior to IT enabling Multi-Factor Authentication, set up and verify your ctcLink MFA security verification methods such as email, security questions, and phone number.

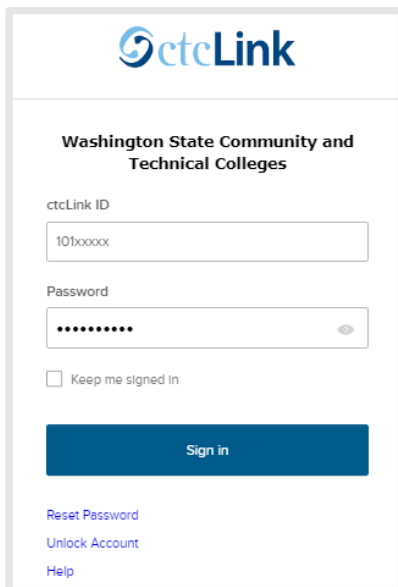
1. Navigate to the ctcLink Sign-In page (<https://myaccount.ctclink.us>)
2. Log on to ctcLink
3. Click on your name in the upper right corner and select 'Settings'
4. Edit the desired information in the 'Personal Information' and 'Security Methods'. These are the ways you will receive the MFA verification code. (Security question option will be removed from Feb. 16th, 2024 – please try to use the phone or email options)

The image displays three screenshots from the ctcLink user interface. The top-left screenshot shows the user's profile menu with the 'Settings' option highlighted in a red box. The top-right screenshot shows the 'Security Methods' page with the 'Phone' field highlighted in a red box. The bottom screenshot shows the 'Personal Information' page with the 'Primary email' field highlighted in a red box. A red arrow points from the 'Primary email' field to the 'Phone' field, with the text 'Verify email and set up Phone MFA method' written above it.

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Using Multi-Factor Authentication With ctcLink

1. Enter your ctcLink ID into the ctcLink ID field
2. Enter your password into the Password field
3. Optional step - Check "keep me signed in", the device will remember the user for the next 16 hours.
4. Click the 'Sign in' button
5. A "Verify it's you with a security method" pop-up message appears
6. Choose the 'Select' button next method you would like to use (Security question option will be removed from Feb. 16th,2024 – please try to use the phone or email options)
7. Enter the verification code that was sent to you



ctcLink logo

Washington State Community and Technical Colleges

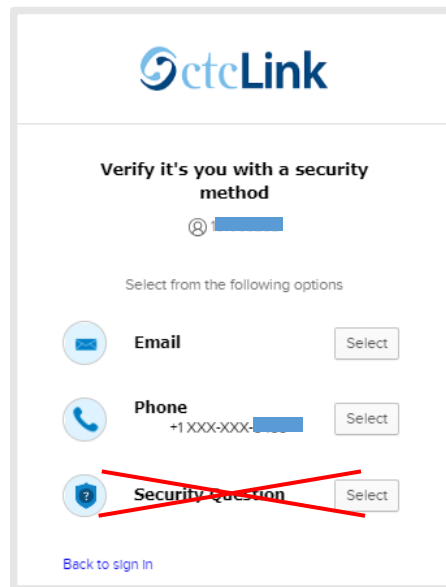
ctcLink ID
101xxxxx

Password
.....

Keep me signed in

Sign in

[Reset Password](#)
[Unlock Account](#)
[Help](#)



ctcLink logo

Verify it's you with a security method

① [redacted]

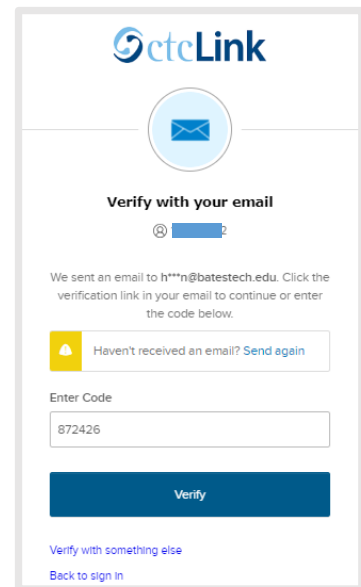
Select from the following options

Email

Phone
+1 XXX-XXX-[redacted]

~~**Security Question**~~

[Back to sign in](#)



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Verify with your email

② [redacted]

We sent an email to h***n@batestech.edu. Click the verification link in your email to continue or enter the code below.

Enter Code
872426

Verify

[Verify with something else](#)
[Back to sign in](#)