Activating Your ctcLink Account

Use this document as a reference for activating your account in ctcLink, y**ou must activate your account on a laptop or desktop computer**. Best browser compatibility is Chrome. Ensure that pop-up blockers are disabled in your browser. If you experience any issues with sign on credentials, usernames, passwords or student ID numbers, please contact:

Staff & Faculty - Help Desk ctclinkhelp@whatcom.edu 360.383.3393
Students – Student Help Desk studenthelpdesk@whatcom.edu or 360.383.3410

Activate Your Account

1. Navigate to the **ctcLink sign in** page https://gateway.ctclink.us

2. Select the **Activate your Account** link

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3. Select the **OK** button when the redirection pop up message displays
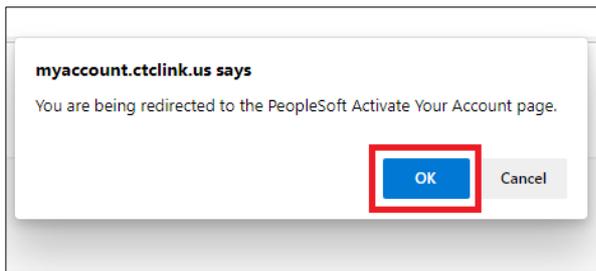
4. The **Activate Your Account** Page displays

5. Enter your **First Name** and **Last Name**. Please make sure you have entered your name correctly.

    (If your legal name is a single name—such as Pran, Madonna or Nani—you must enter a hyphen (-) in the First Name field and enter your single name in the Last Name field.)

6. Enter your **Date of Birth** (MM/DD/YYYY) as shown or use the calendar icon.

7. From the drop-down menu select:

    - **SID** (old) if you are a current or returning student or employee

    - **ctcLink ID** (new) if you are a new student or employee

8. Enter either your **SID** or **ctcLink ID**

9. Select the **Submit** button.

Set Your Password

10. The **Set Your Password** page displays

11. Enter your preferred **Email** Address

12. Select the **Security Question** from the dropdown menu. *(must be at least 5 letters, no spaces, and no special characters)*

13. Provide the **Answer** to your security questions.

14. Additional Account Recovery options

    a. Enter **Phone Number** for text (SMS) option.

    b. Enter **Phone Number** for voice option.

15. Create your **Password.** *(At least 8 characters, including at least one uppercase letter, one lowercase letter and one number. Special characters may be used but are not required.)*

16. **Confirm** your **Password.**

17. Select the **Submit** button.

18. The account activation success page will appear with a pop-up message
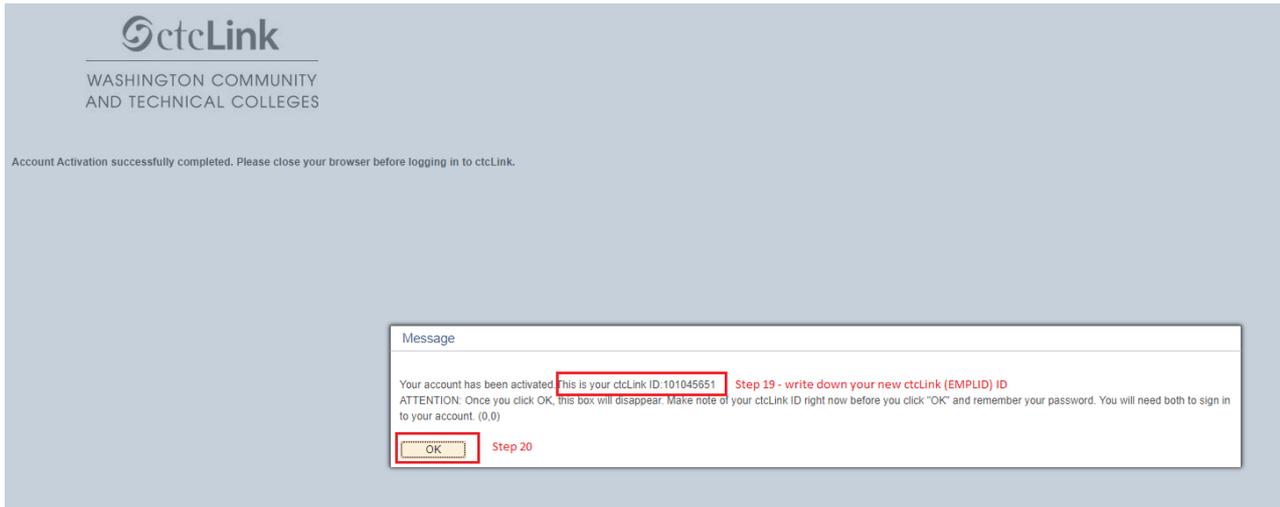
19. Make note of your **ctcLink ID** (EMPLID) and **Password**
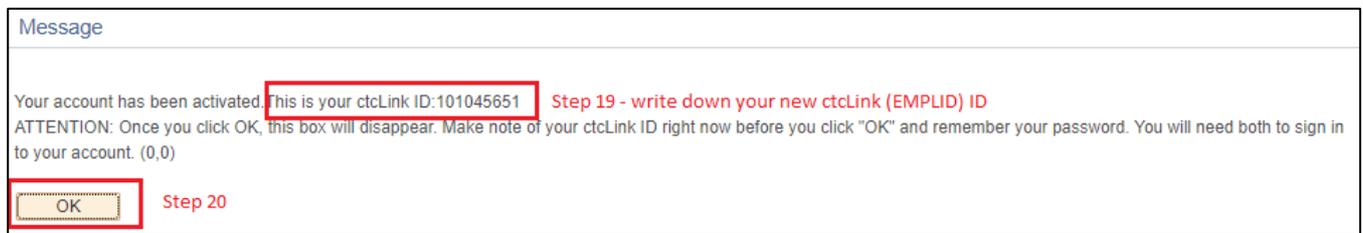
20. Select the **OK** button

21. Congratulations! You have sucessfully activated your ctcLink account.

NOTE: After successfully activating account, please close your browser before attempting to log in to ctcLink.

22. Close browser tab