

FAQs for Account Activation

How do I activate my ctclink account?

Follow these **step by step instructions (link to Word and PDF)** on how to activate your ctclink Account.

1. Go to <https://gateway.ctclink.us>
2. Click "First Time User?"
3. Enter First Name, Last Name, and Date of Birth (MM/DD/YYYY)
4. Change ID Type field from "ctclink ID (new)" to "SID old"
5. Enter your [SID](#)
6. Click Submit
7. Answer the 3 Security Questions
8. Create a Password
9. Click Submit
10. STOP! Your new ctclink SID is in the message box. Write down or take a picture of your ctclink ID.
11. Click Ok.
12. Close out of the browser.
13. Open up the following link <https://gateway.ctclink.us>
14. Enter your ctclink ID and password to login.

How do I find the ctclink login screen?

The ctclink login screen can be located by searching for "ctclink" from Google Chrome or using this link: <https://gateway.ctclink.us>.

How will I get my new ctclink ID number?

Current/Returning Students— you will get your new ctclink ID number when you activate your [ctclink account](#). Click on this [link](#) to activate you ctclink account. Be sure to write down your new number when you get it and keep it in a safe place.

New Students (applied between 2018– February 2021)—you will activate your ctclink account using your old SID. You can retrieve it [here](#).

New Students (applied after January 2021)- your ctclink ID number is included in the welcome email you get from Centralia College.

Former Students (attended more than 6 years ago)—contact Enrollment Services at admissions@centralia.edu for assistance.

Students that Applied but Didn't Attend—contact Enrollment Services at admissions@centralia.edu for assistance.

I'm unable to activate my account. The message said "Your ctclink ID could not be created." or "No match was found".

If your message states the following:

Your ctclink ID could not be created

- Did you attend more than six years ago?
- Did you apply at least 3 years ago and didn't attend?

If you answered yes to either of those, your information was not converted to ctclink. The project only converted information for the last six years, since 2015. Please contact Enrollment Services for your next steps at admissions@centralia.edu.

No match was found

Please try the following:

1. Enter your legal first name
2. Enter your last name (without hyphens or spaces)
3. Make sure your birthdate is in this format: 01/01/1921 (MM/DD/YYYY)
4. Does the ID Type field state **SID Old**? If not, please change it from **ctclink ID (new)** to **SID Old**.
5. Enter your [student identification number](#) that you used prior to February 2021.

If you still need assistance, please connect with us virtually at <https://centralia.webex.com/meet/ctclinksupport> or call us at 360-736-9391.

How do I reset my password? I forgot my password, how do I login?

1. Go to <https://gateway.ctclink.us>
2. Click on "**Forgot your password?**"
3. Enter your **ctclink ID**.
4. Press the **Tab** or **Enter** key on your keyboard.
5. Your security questions will display. Provide an answer for each security question.
6. Enter your new **Password**.
7. Confirm your new **Password**.
8. Click the **Submit** button.
9. A pop-up window will confirm that your password has been reset.
10. Click the **OK** button.
11. Click the **Close** button.
12. A pop-up window will confirm that your password has been reset.

If you still need assistance, please connect with us virtually at <https://centralia.webex.com/meet/ctclinksupport> or call us at 360-736-9391.

Will the ctclink ID number replace my SID (also called "910 number")?

Yes, if you previously had a "910 number," your ctclink ID number replaces your old [SID](#).

What if I already have a ctclink ID number from another college?

If you have already received a ctclink ID number from another college and activated your account with them, you do not need to activate your account or receive a new number. The ctclink ID number and password you already have is what you will use at Centralia College.

Can I retrieve my ctclink ID number after my account is set-up?

You have three options for retrieving your ctclink ID after you have activated your account:

1. **Email:** Call 360-623-8976 and we can send it to your [Centralia College Student Email](#)
2. **Virtually:** Join us virtually at <https://centralia.webex.com/meet/ctclinksupport>. Please have official identification ready to show. Centralia College can only provide it virtually once we have verified your identity.
3. **In-Person:** When the TransAlta Commons Building is open to the public, students can ask Enrollment Services staff for their ctclink ID. Please have official government ID available so that we can verify your identity.