

How to Update or Change Your Multi-Factor Authentication Options

This guide will show you how to change your Multi-Factor Authentication options.



What is Multi-Factor Authentication?

Multi-Factor Authentication (MFA) is a security method that helps keep your accounts safe by requiring more than just a password to log in.

Here's how it works:

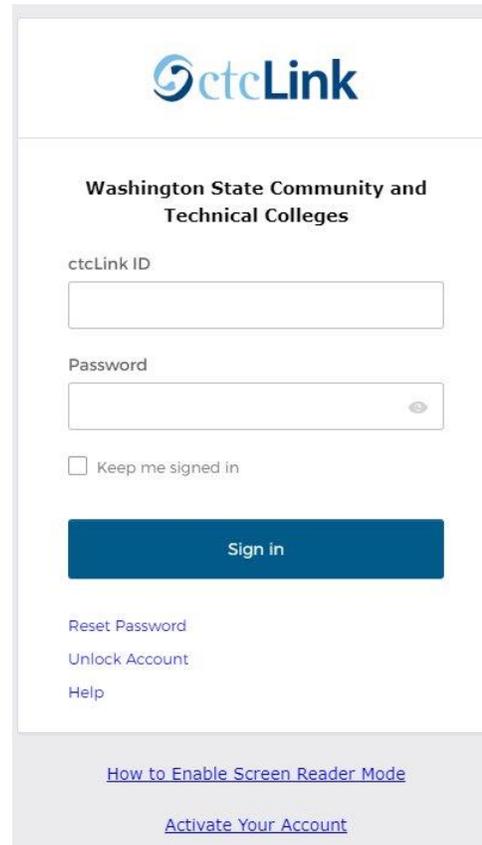
- **Something You Know:** This is usually your password. It's the first thing you use to access your account.
- **Something You Have:** After entering your password, you might need to use another device, like your smartphone. You could get a text message with a code that you have to enter.
- **Something You Are:** Some systems might use your fingerprint or face recognition to confirm your identity. (This step is optional for Peninsula College systems.)

So, even if someone steals your password, they can't get into your account without that second step, like the code sent to your phone. This makes your accounts much safer!



Proceed to ctclink:

1. Open web browser and go to gateway.ctclink.us.

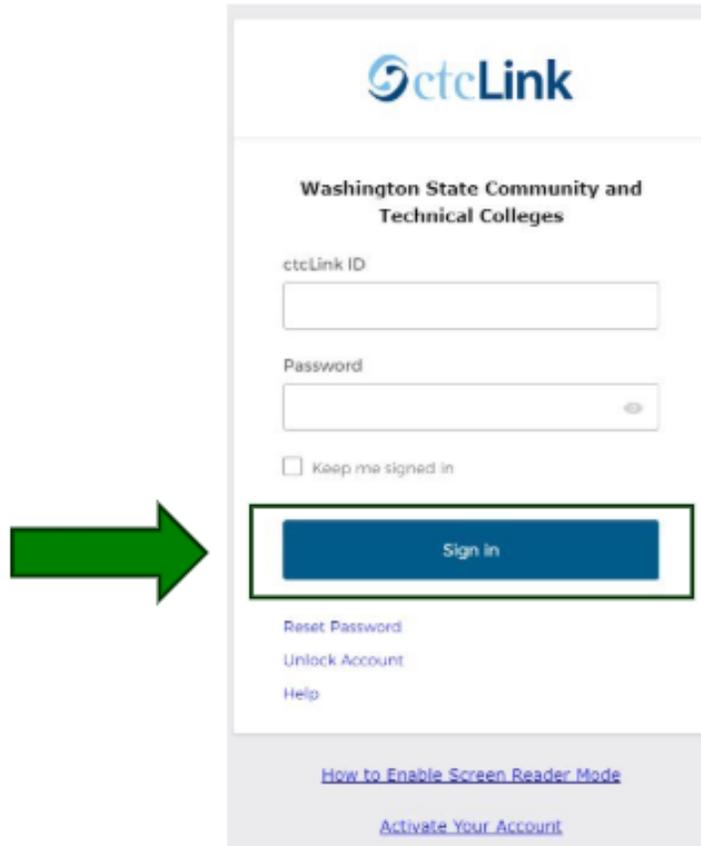


The screenshot shows the ctclink login interface. At the top is the ctclink logo. Below it, the text reads "Washington State Community and Technical Colleges". There are two input fields: "ctclink ID" and "Password". The password field has a toggle icon for visibility. Below the fields is a checkbox labeled "Keep me signed in". A blue "Sign in" button is centered below the checkbox. At the bottom of the form area, there are three links: "Reset Password", "Unlock Account", and "Help". Below the form area, there are two more links: "How to Enable Screen Reader Mode" and "Activate Your Account".



Enter ctcLink Credentials:

2. Enter your ctcLink ID and password, then click **Sign in**.



The screenshot shows the ctcLink login interface. At the top is the ctcLink logo. Below it, the text reads "Washington State Community and Technical Colleges". There are two input fields: "ctcLink ID" and "Password". Below the password field is a checkbox labeled "Keep me signed in". A blue "Sign in" button is highlighted with a green border and a green arrow points to it from the left. Below the button are links for "Reset Password", "Unlock Account", and "Help". At the bottom, there are links for "How to Enable Screen Reader Mode" and "Activate Your Account".



Okta Portal:

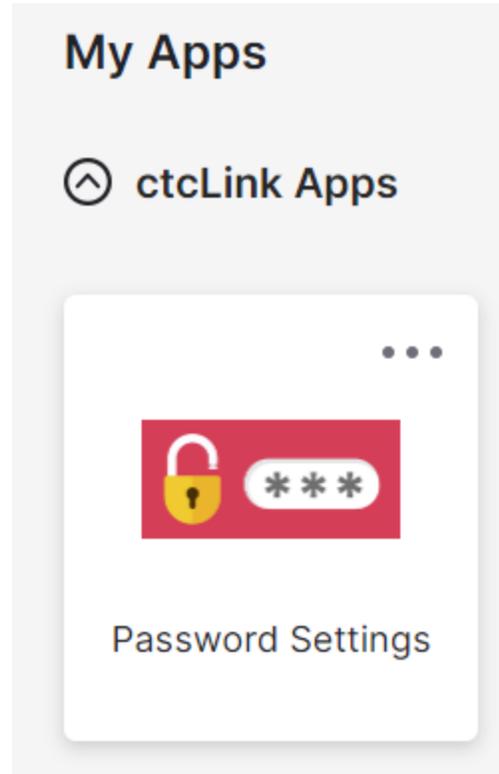
3. On the ctcLink Gateway page, click on **Okta Portal** under Manage Okta Account Settings in the lower right-hand corner.

The screenshot shows the ctcLink Gateway interface. At the top left is the ctcLink logo and 'My Institution View'. Below this is the Peninsula College logo. A navigation menu on the left lists: Canvas, Student Homepage, Student Services Center, Advisor Homepage, Faculty Center, and CS Staff Homepage. The main content area has three columns. The first column is titled 'Your Gateway to ctcLink' and contains a welcome message and information about user IDs. The second column is titled 'How do I...?' and contains information about training resources. The third column is titled 'Manage Okta Account Settings' and contains a link to the 'Okta Portal' to manage account recovery details, view recent sign-in activity, and review/update multi-factor authentication settings. A green arrow points to the 'Okta Portal' link in this section.



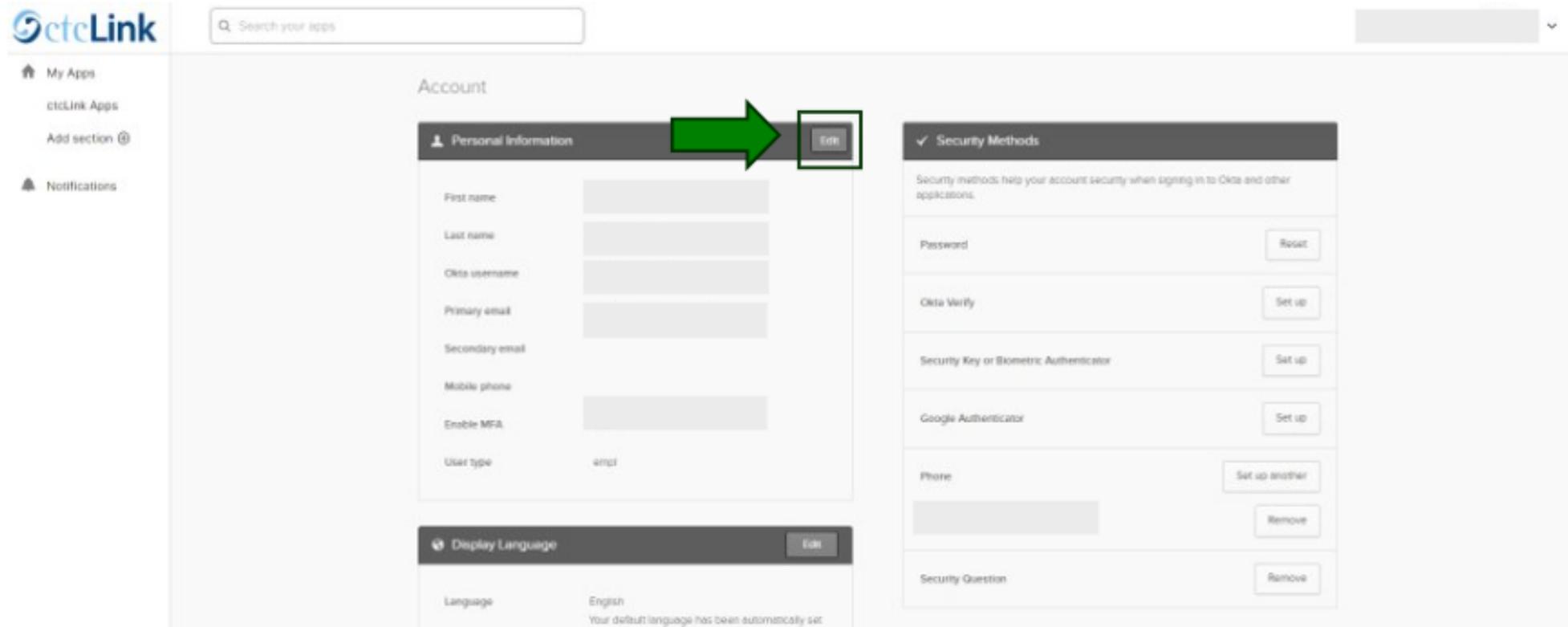
Password Settings:

4. Click on **Password Settings**.



Verify Personal Information:

5. Verify the Personal Information is correct. If email is selected for the MFA option, a verification code will be sent to the 'Primary email' listed. If needed, click **Edit** and follow the prompts to update the primary email.



The screenshot displays the ctcLink user interface. On the left is a navigation menu with 'My Apps', 'ctcLink Apps', 'Add section', and 'Notifications'. The main content area is titled 'Account' and is divided into three sections: 'Personal Information', 'Security Methods', and 'Display Language'. The 'Personal Information' section contains fields for First name, Last name, Okta username, Primary email, Secondary email, Mobile phone, Enable MFA, and User type (which is set to 'encl'). A green arrow points to the 'Edit' button located at the top right of this section. The 'Security Methods' section includes options for Password (with a 'Reset' button), Okta Verify (with a 'Set up' button), Security Key or Biometric Authenticator (with a 'Set up' button), Google Authenticator (with a 'Set up' button), Phone (with 'Set up another' and 'Remove' buttons), and Security Question (with a 'Remove' button'). The 'Display Language' section shows the current language is 'English' and includes an 'Edit' button.



Update Security Methods:

6. Set up at least one security method for multi-factor authentication to your account. You can choose from the following options: Okta Verify, Google Authenticator, or Phone. After choosing a method, click **Set up**.

Note: We are unable to use Security Key or Biometric Authenticator at this time.

✓ Security Methods	
Security methods help your account security when signing in to Okta and other applications.	
Password	Reset
Okta Verify	Set up
Security Key or Biometric Authenticator	Set up
Google Authenticator	Set up
Phone	Set up another
	Remove



Option 1: Okta Verify

Select **Set up**. Download the Okta Verify app on your device. Scan the QR code.

The image displays two screenshots of the ctcLink user interface. The left screenshot shows the 'Set up security methods' screen. At the top is the ctcLink logo. Below it is a section titled 'Set up security methods' with a greyed-out email input field. A paragraph explains that security methods help protect the account. Under 'Set up required', the 'Okta Verify' option is highlighted with a green arrow pointing to a 'Set up' button. The right screenshot shows the 'Set up Okta Verify' screen. It features the ctcLink logo, a circular icon with a checkmark, and a greyed-out email input field. A list of three instructions guides the user through downloading the app, opening it, and scanning a QR code. A large grey square represents the QR code, and a 'Can't scan?' link is provided below it.

Set up security methods

Security methods help protect your ctcLink account by ensuring only you have access.

Set up required

Okta Verify
Okta Verify is an authenticator app, installed on your phone, used to prove your identity
Used for access

Set up

Set up Okta Verify

1. On your mobile device, download the Okta Verify app from the App Store (iPhone and iPad) or Google Play (Android devices).
2. Open the app and follow the instructions to add your account.
3. When prompted, tap Scan a QR code, then scan the QR code below.

Can't scan?

Option 2: Google Authenticator

Select **Set up**. Download the Google Authenticator app on your device. Scan the QR code.



ctcLink

Set up security methods

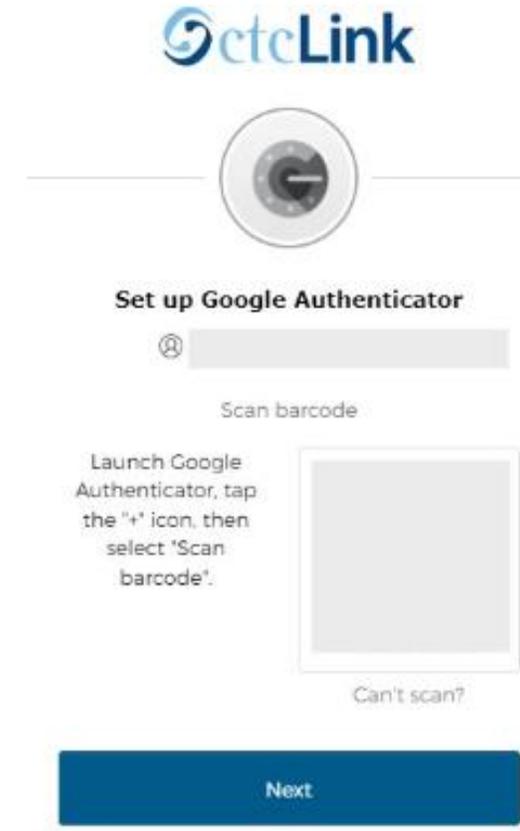
@ [Redacted]

Security methods help protect your ctcLink account by ensuring only you have access.

Set up required

-  **Google Authenticator**
Enter a temporary code generated from the Google Authenticator app.
Used for access

Set up



ctcLink



Set up Google Authenticator

@ [Redacted]

Scan barcode

Launch Google Authenticator, tap the "+" icon, then select "Scan barcode".



Can't scan?

Next



Option 3: Phone Number

Select **Set up**. Select SMS or Voice call, choose country, and add your phone number. Click **Receive a code** and enter the code sent to your phone number.

The image displays two sequential screenshots from the ctcLink user interface. The first screenshot, titled "Set up security methods", shows a user profile icon and a "Set up" button highlighted with a green arrow. Below this, it lists "Set up required" methods, with "Phone" selected. The second screenshot, titled "Set up phone authentication", shows options for "SMS" (selected) and "Voice call", a "Country" dropdown menu set to "United States", and a "Phone number" field containing "+1 360-123-4567". A "Receive a code via SMS" button is highlighted with a green arrow.

Success:

7. Done! Your Multi-Factor Authentication method has been updated.



If you have any questions or need further assistance contact the IT Help Desk at (360) 417-6565 or helpdesk@pencol.edu

