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.
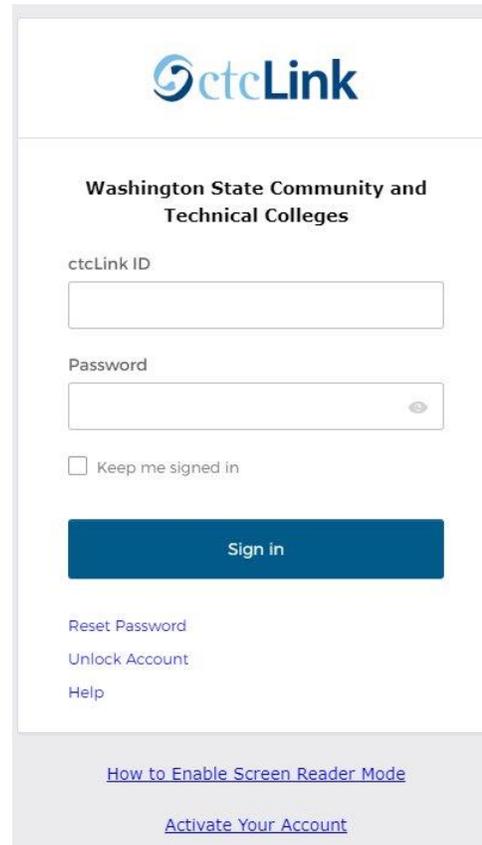
Here's how it works:
- **Something You Know:** This is usually your password. It's the first thing you use to access your account.
- **Something You Have:** After entering your password, you might need to use another device, like your smartphone. You could get a text message with a code that you have 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:

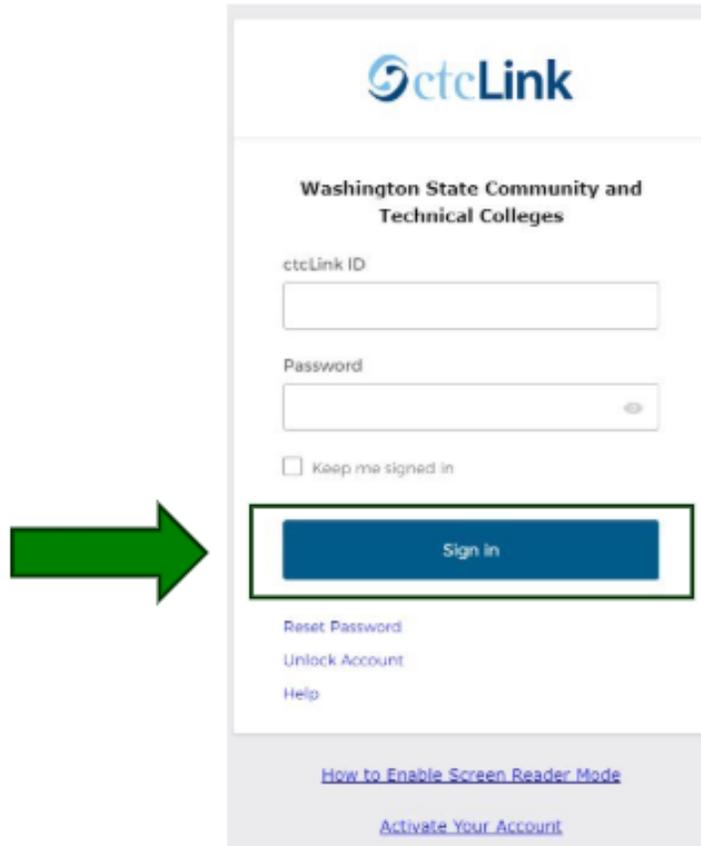1. Open web browser and go to gateway.ctclink.us.

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Enter ctcLink Credentials:

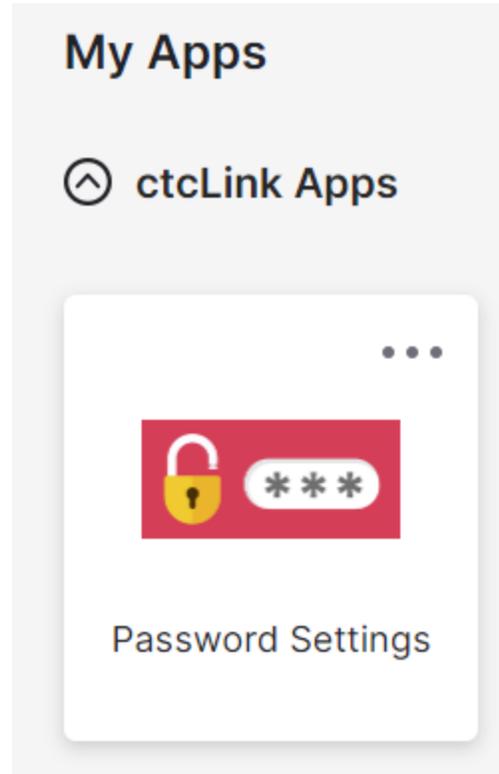2. Enter your ctcLink ID and password, then click **Sign in.**

Okta Portal:

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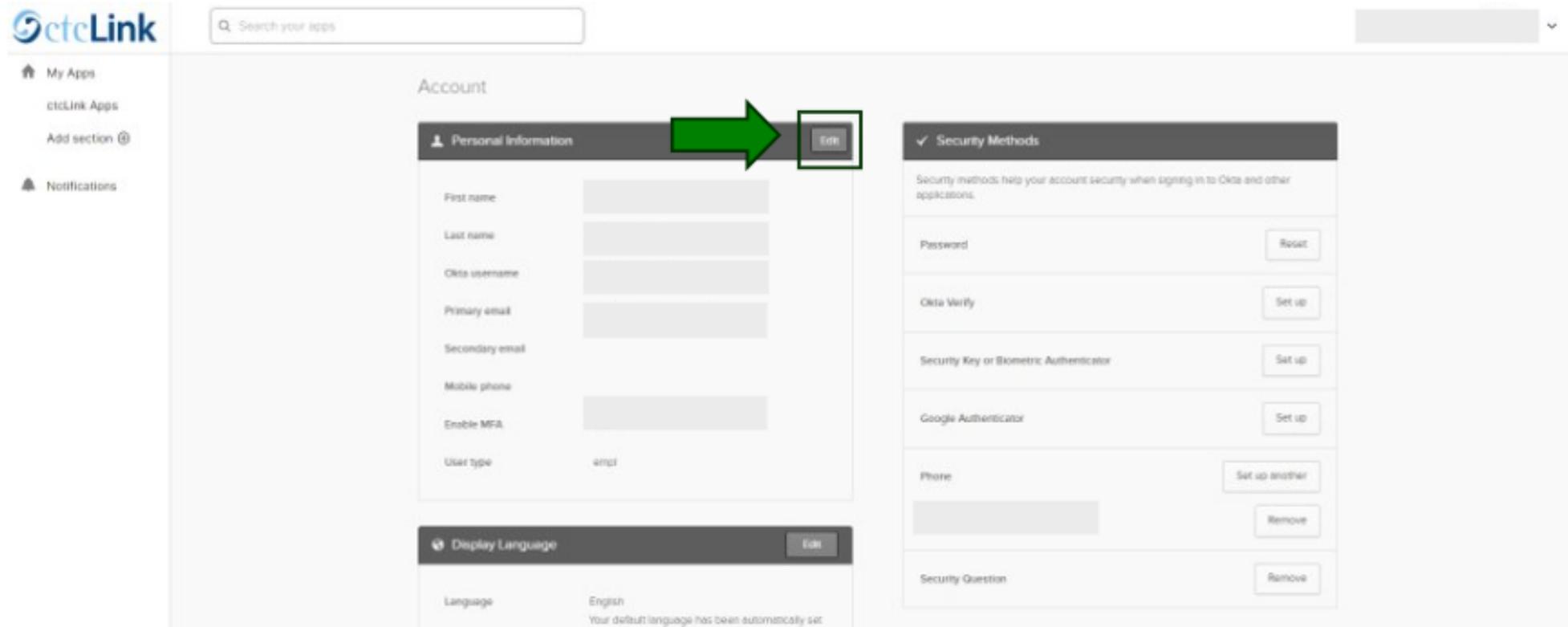

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Password Settings:

4. Click on **Password Settings.**

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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.

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.

Option 1: Okta Verify

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

Option 2: Google Authenticator

Select **Set up**. Download the Google Authenticator app on your device. Scan the QR code.
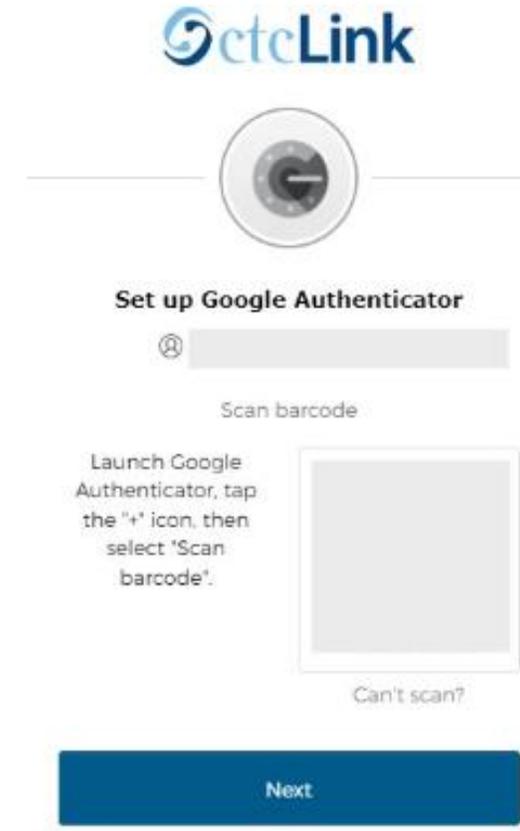
Option 3: Phone Number

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.

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