

# Guide to Troubleshooting ctclink Login Issues

The first time you go into the ctclink system, you will select **First Time User** to activate your account. In addition to creating a password, you will set up three security questions that you will have to answer if you forget your password. Please make a note of your new number while setting up your account since it will only display once. If you have not gone through these steps yet, please visit <https://gateway.ctclink.us>

If you are unable to login to your ctclink account after you go through the **First Time User** activation, please review the steps below.

1. Before attempting to log back in to the ctclink system, users must completely **close their browser** window (e.g. Chrome, Edge, Internet Explorer, Firefox, Mozilla, and Safari). Then re-open your browser and try logging into your ctclink account again.
  2. If you are still encountering log-in issues after activating a new account, please try one or more temporary solutions:
    - Try using a different browser (e.g. Chrome, Firefox, Mozilla, Windows, Safari, Edge)
    - Connect in a private browsing window (Incognito mode)
    - Clear their browser cache. (Users should be aware that clearing cache will slow down their web browsing until the cache rebuilds.)
    - Quick commands to clear browsing data cache:
      - i. Windows      Control+Shift+Delete
      - ii. Chrome      Control+Shift+Delete
      - iii. Mac OS X    Command+Shift+Delete
  3. Do you need to retrieve your new ctclink (also referred to as EMPLID) number?
    - If you didn't write down or have forgotten to record your ctclink ID during the **First Time User** setup, you can retrieve it by using your previous SID number with the [ctclink Finder Tool](#)
  4. Do you know both your ctclink ID (EMPLID) and ctclink password? If you know both your **ctclink ID** and **ctclink password** but are unable to login, OR you are unable to reset your password using the **Forgot your password** link:
    - Please contact our Student Services Dept. at **360-417-6340** to have your ctclink account reset. We will need to get in touch with you to verify your identity.
  5. Experiencing other technical issues?
    - If you are having technical difficulties with your computer, software or access, please contact the Peninsula College IT Helpdesk at 360-417-6565 or [helpdesk@pencol.edu](mailto:helpdesk@pencol.edu)
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