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](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 a 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:
     - Windows: Control+Shift+Delete
     - Chrome: Control+Shift+Delete
     - 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](https://ctclink.us)

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)