



ctcLink Multi-Factor Authentication (MFA), Including Canvas

Protect and secure your employee account.

All Washington state community and technical colleges are required to use Multi-Factor Authentication (MFA) to access **ctcLink** and **Canvas**. MFA login requirements increase security and protect your employee account. All employees (staff, faculty, and student employees) must enter their ctcLink credentials (ID and password) and an additional code to sign into any Washington state community and technical college system: ctcLink and Canvas.

ctcLink Multi-Factor Authentication (MFA) will be available and required for all Seattle Colleges staff, faculty, and student employees on August 14, 2023. MFA is not required for students at this time.

ctcLink MFA Security Options:

- **Text** (SMS) RECOMMENDED for stronger security.
 - **Voice** (Call) RECOMMENDED for stronger security.
 - Email
 - Key fob (ctcLink only, not Canvas)
 - Authenticator App.
- (Note - Security Question –no longer available as of 2/15/24)

IMPORTANT NOTES

1. The Washington State Board for Community and Technical Colleges (SBCTC) uses the Okta application to manage the multi-factor authentication process for ctcLink. Okta and ctcLink are two separate applications. Updating your MFA information, as explained in this document, DOES NOT change or update your information in ctcLink. For example, if you need to update your phone number used for multi-factor authentication, it must be updated in Okta **Password Settings** (not ctcLink).
2. The ctcLink MFA login is separate from the MySeattleColleges-0365 MFA login option. Your settings for these two login systems are set individually and do not affect one another. You won't receive any texts/calls/emails etc. from Microsoft for your ctcLink MFA setup.

ctcLink MFA Login Set-up

Follow these instructions to set up ctcLink Multi-Factor Authentication (MFA) on or after August 14, 2023. NEW EMPLOYEES must first activate their ctcLink account prior to MFA setup.

1. Go to URL <https://myaccount.ctclink.us> or click the ctcLink icon on the Employee page of your college's website. Sign in with your ctcLink ID and password.



Washington State Community and
Technical Colleges

ctcLink ID

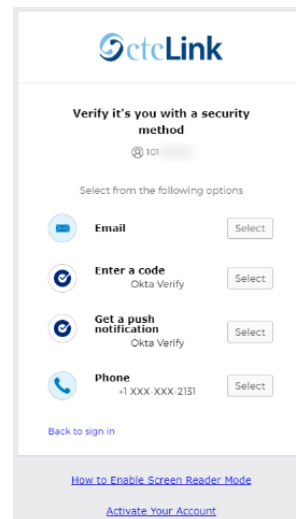
Password

Keep me signed in

Sign in

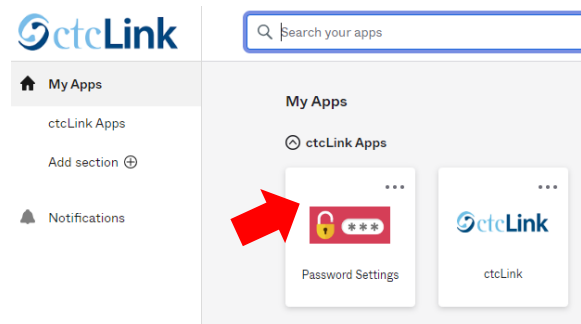
2. In the next window click the **Select** button next to a **security method** for verification. *The methods listed will depend on the information you provided during ctclink account activation or current updates you've made since.* (Security Question –no longer available as of 2/15/24.)

If you have forgotten your setup options (such as email or phone), please contact the [IT HelpDesk](#) to request a reset of your account & go through the activation process again. The email & phone (if set) used during activate your account is setup as your MFA options.



3. After selecting a method (in step 2), you'll see dialogue boxes to guide you through the steps to verify your login. The Email method sends you a clickable link or a code to your email which you'll be prompted to enter.
4. After verification is completed, the ctclink Account Portal (My Apps) page will display.

Click the **Password Settings** button to open the Password Settings App.



5. SET UP MFA SECURITY METHODS

- From the **Security Methods** section, click the buttons next to the methods listed to edit your verification choices. (See image next pg.) Follow the prompts to set up your MFA. Note that you may be asked to re-enter your ctclink password.

Security Method Options - You may set up any or all of the following MFA options:

- Phone – receive a one-time code via text (sms) or voice call. – **RECOMMENDED for stronger security.**
- Security Key – use a physical key fob which provides a one-time code. Must connect your key fob. Works for ctclink only, not Canvas.
- Google Authenticator – use an application which provides a one-time code. Must install application.
- Okta Verify – use an application which provides a one-time code. Must install application.

To change your Email for MFA click the edit button in the **Personal Information** section. (See image next pg.) Enter your email & confirm it in the message that is sent to your updated email.

- Email – receive a one-time code via your email. NOT RECOMMENDED for strong security. Make sure to remember your email.

NOTE: Updating your information in Password Settings DOES NOT change any information or settings in ctclink. You may also edit your security methods at any time later.

After setup - you will receive an email notification confirming your MFA setup change.

6. LOG OUT – After completing setup of your security methods, logout of the Account Portal (My Apps).
 - Click the carat next to your name (upper right corner of screen) & select **Sign Out**.

Now that you've set up your MFA methods, when you log in to ctcLink or Canvas you will be prompted to login using Multi-Factor Authentication. (Note exception – Security key not available for Canvas MFA.)

Keep me signed in Option - Check the "Keep me signed in" box before you sign in to ctcLink or Canvas. As long as you use the same computer throughout the day, you will only have to confirm MFA every 16 hours provided you use the same browser and your browser settings are not set to clear cookies every time you close your browser.

SETTING YOUR PHONE for MFA is recommended for stronger login security.

As an example, see steps A through D below for adding your phone to receive a code for MFA login verification.
 Note: Only the one-time verification code received via text, call or an app is subject to public records laws. No other personal information on the phone is subject to a public records request.

Note: There may be costs associated with using SMS or voice depending on your personal phone plan.

A. Click the Setup button next to **Phone** in the **Security Methods pane** (see image above).

B. Click the Set up button.

NOTE – Do provide a phone that you will have access to whenever you login to ctcLink, so you can receive verification codes.

C. Select SMS (text msg.) or Voice call. Enter your phone number & click the Receive a code... button.

D. Enter the code received on your phone & click the Verify button.

For assistance contact the IT Help Desk - ITHelp@seattlecolleges.edu Find more information at - <https://itservices.seattlecolleges.edu/it-help-desk>
 North 206.934.3630 ♦ Central 206.934.6333 ♦ South 206.934.5844 ♦ LiveChat line <https://direct.lc.chat/11900901/3>



← SCAN to visit us
itservices.seattlecolleges.edu

REQUEST help
helpdesk.seattlecolleges.edu