



# ctcLink Multi-Factor Authentication (MFA), Including Canvas

Protect and secure your ctcLink 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 account. Everyone (students, 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 students, staff, faculty, and student employees as of March 12, 2026.

## 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.

## IMPORTANT NOTES

1. The Washington State Board for Community and Technical Colleges (SBCTC) supports use of the free Okta Verify application to manage the MFA process for ctcLink. The Okta Verify app is available in the app stores for both Android and iOS devices. Note that Okta and ctcLink have two separate applications that can work together to provide MFA if this method is desired. 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 will not 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). All users 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 Students or the Employees page of your college's website. Sign in with your ctcLink ID and password.



Washington State Community and  
Technical Colleges

ctcLink ID

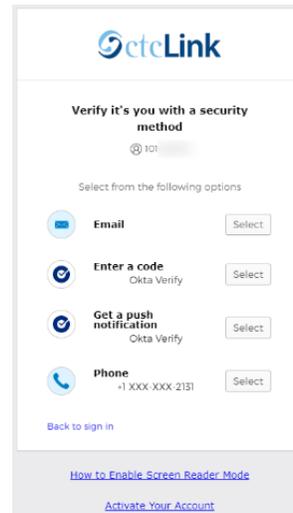
Password

Keep me signed in

Sign in

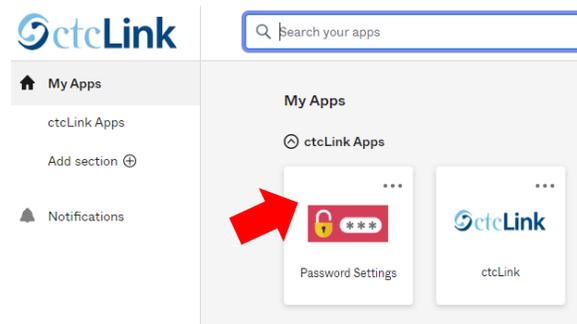
2. In the next window click the **Select** button next to a **security method** for verification. *The methods listed will depend on the information you provided during ctLink account activation or current updates you've made since.*

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 dialog 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 ctLink 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 on the next page.) Follow the prompts to set up your MFA. Note that you may be asked to re-enter your ctLink 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 ctLink only, not Canvas.
- Okta Verify – use an application which provides a one-time code. Must install application.
- Google Authenticator – 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 on the next page). 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 ctLink. You may also edit your security methods at any time later.

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

**Personal Information** Edit

First name	Ginger
Last name	Nguyen
Okta username	*****@ctclink.local
Primary email	ginger.nguyen@seattlecolleges.edu
Secondary email	
Mobile phone	
Enable MFA	true
User type	empl

**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

**6. LOG OUT** – After completing setup of your security methods, logout of the Account Portal (My Apps) by selecting **Sign Out** (upper right corner of screen).

**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 for employees: 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.

**ctcLink**

**Set up security methods**

\*\*\*\*\*@ctclink.local

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

Set up required

**Phone**  
Verify with a code sent to your phone  
Used for access or recovery

Set up

**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.

**Set up phone authentication**

\*\*\*\*\*@ctclink.local

Enter your phone number to receive a verification code via SMS.

SMS  
 Voice call

Country  
United States

Phone number  
+1

Receive a code via SMS

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

**Set up phone authentication**

\*\*\*\*\*@ctclink.local

A code was sent to your phone. Enter the code below to verify.  
Carrier messaging charges may apply

Enter Code

Verify

For assistance contact the IT Help Desk - [ITHelp@seattlecolleges.edu](mailto: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](https://itservices.seattlecolleges.edu)

[ITHelp@seattlecolleges.edu](mailto:ITHelp@seattlecolleges.edu)  
MFA01 - Doc applies to all campuses – modified 3/13/2026