# 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 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:
		1. Windows Control+Shift+Delete
		2. Chrome Control+Shift+Delete
		3. 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 **F**inder Tool](https://ctclinkid.pencol.edu)
1. 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.
1. 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