

General Troubleshooting Tips and Resources for ctclink

If you have problems while using ctclink, here are some general troubleshooting tips:

1. Are you using Google Chrome as your web browser?

ctclink works best with Chrome. Firefox is a good alternative. Do not use Internet Explorer.

2. Have you cleared the browser's cache?

Clearing your browser's cache may help in loading ctclink.

Chrome: <https://support.google.com/accounts/answer/32050>

Firefox: <https://support.mozilla.org/gu-IN/kb/how-clear-firefox-cache>

3. Forgot your new Student ID (EMPLID)?

Please contact Registration:

- Fort Steilacoom: (253) 964-6615
- Puyallup: (253) 840-8400
- JBLM: (253) 964-6567

4. How do I reset my password?

- Click the "Forgot your password" link on the [ctclink login](https://gateway.ctclink.us) page (<https://gateway.ctclink.us>).



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ctclink ID


Password

Enable Screen Reader Mode

Do not enable screen reader mode unless you use a screen reader or other assistive technology, as this mode changes how ctclink looks.

[Forgot your password?](#) [First Time User?](#)


- Type in your ctcLink ID (or EMPLID) and **press ENTER**. The password hint questions you created during account activation will populate (example below). Answer your questions. Type in a new password, confirm it, and click on **Submit**.



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Set Your Password

ctcLink ID:

Please answer the questions below

*Hint Question1: 
*Answer:

*Hint Question 2: 
*Answer:

*Hint Question 3: 
*Answer:

Password:

Confirm Password:

5. I can't login to Canvas.

Fort Steilacoom and Puyallup: distedu@pierce.ctc.edu

JBLM: canvas-help@pierce.ctc.edu

6. I have other questions about ctcLink.

Please contact the IT Helpdesk at (253) 964-6373 or helpdesk@pierce.ctc.edu