

# How to Login: Multifactor Authentication (MFA)

Multi-factor authentication (MFA) will be enabled in ctcLink to enhance account security. This guide will show you how to log in with MFA verification, and how to change your MFA settings.

## What is Multi-factor Authentication (MFA)?

MFA is a validation method that requires a user to use another verification factor to log in to an application. This adds another layer of security in addition to the username and password.

Canvas and ctcLink both use the same log in system called **Okta**.

## Why do we need MFA?

This is in response to the requirements set forth by the State Board for Community and Technical Colleges (SBCTC), the Federal Trade Commission (FTC), The Department of Education (DOE), and Federal Student Aid (FSA) for the purpose of meeting existing state and federal laws regarding maintaining confidentiality, integrity, and accessibility of protected data.

## What MFA options are available to use?

Listed below are the available options for completing the MFA process for **Canvas** and **ctcLink**. It is highly recommended that you set up multiple options with which to sign in, in case one option becomes inaccessible to you.

- **Email**
- **SMS Text Messaging**
- **Voice call**
- **Okta Verify app** (download the app on a mobile device, finish set up in [Password Settings](#))
- **Google Authenticator** (download the app on a mobile device, finish set up in [Password Settings](#))

Okta will use the **email** and **phone number** you entered when you activated your **ctcLink account** as your MFA options.

You can change your email/phone number, and add additional MFA options such as an authenticator app by logging into <https://myaccount.ctcLink.us> and clicking the **Password Settings** tile.

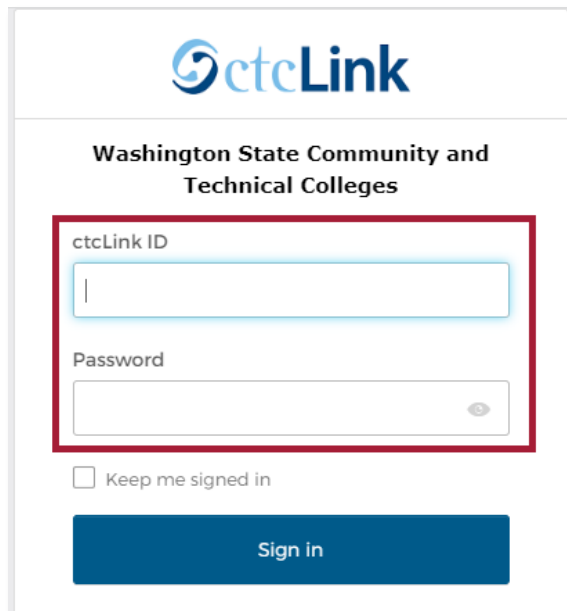
## How do I log in to ctcLink or Canvas?

**CtcLink** and **Canvas** both use the same log in system, **Okta**. You will use the same login credentials and MFA methods for both systems.

**ctcLink:** Go to the [ctcLink sign in](#) page: <https://gateway.ctcLink.us>

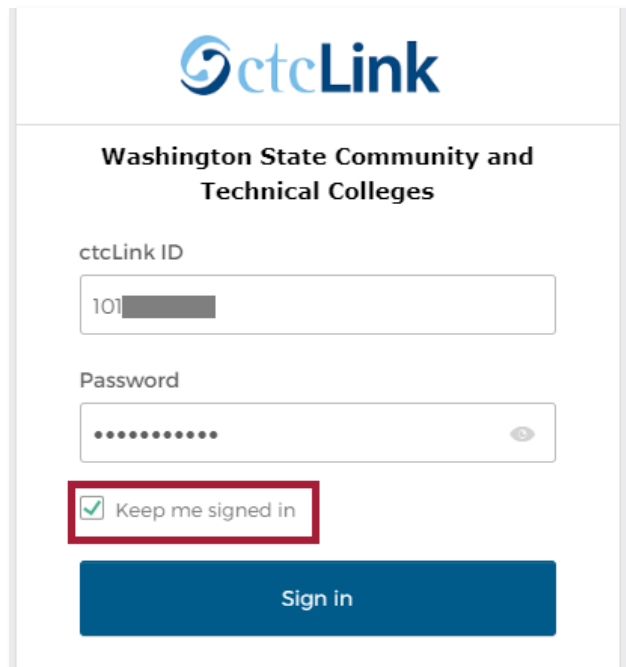
**Canvas:** Go to the [Canvas sign in](#) page: <https://pierce.instructure.com/login/saml>

Enter your **ctcLink ID** (EMPLID) and **password**.



The screenshot shows the ctcLink login page for Washington State Community and Technical Colleges. The page features the ctcLink logo at the top, followed by the organization's name. Below this, there are two input fields: "ctcLink ID" and "Password". Both fields are highlighted with a red border. Below the password field is a checkbox labeled "Keep me signed in" which is currently unchecked. At the bottom of the form is a blue "Sign in" button.

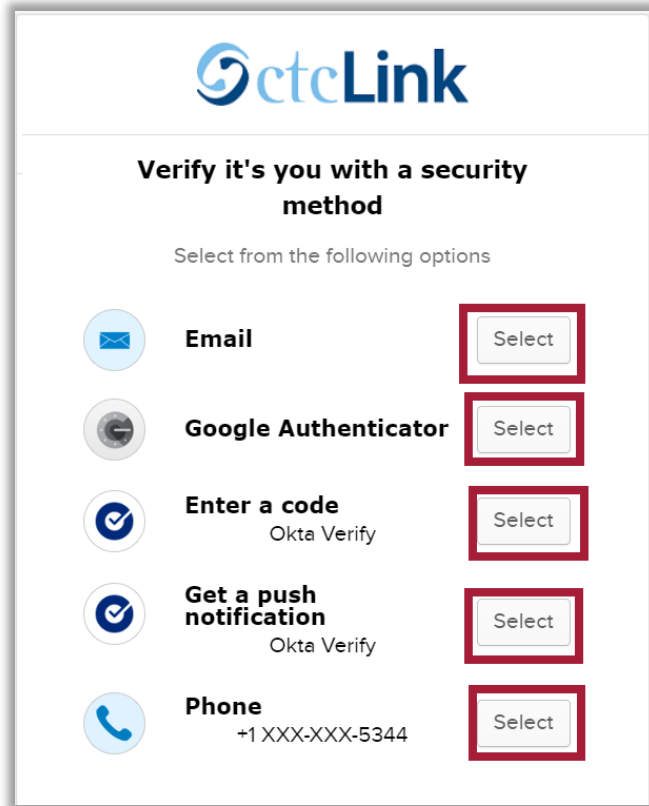
Check the **“Keep me signed in”** box. Doing so will make sure you are not asked to do multi-factor authentication again for 16 hours **(as long as you use the same browser and do not clear cookies)**.



This screenshot shows the same ctcLink login page, but now the "Keep me signed in" checkbox is checked and highlighted with a red border. The "ctcLink ID" field contains the text "101" followed by a greyed-out area. The "Password" field is filled with a series of dots. The "Sign in" button remains at the bottom.

Then click the **Sign In** button.

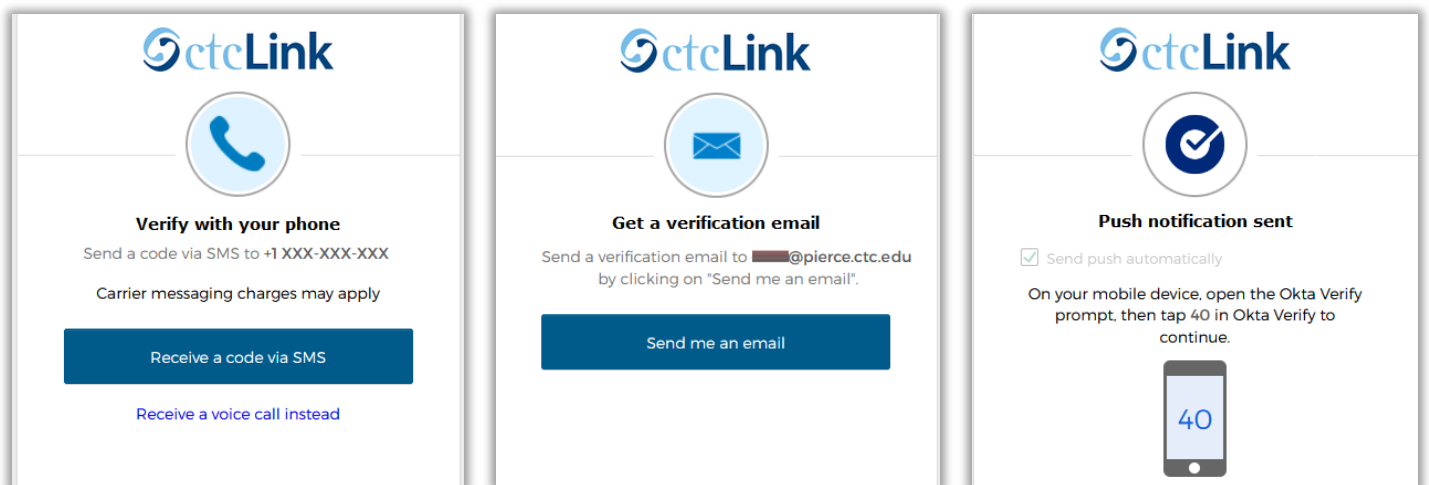
A “Verify it’s you with a security method” page will appear.



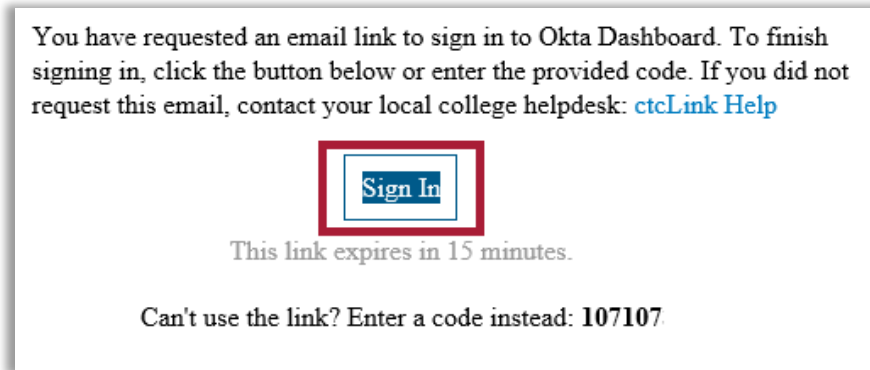
Select the method you would like to use. Depending on the method you choose, you may receive:

- an email from Okta,
- a text message,
- a phone call,
- or a push notification to the Okta Verify app or Google Authenticator app on your phone.

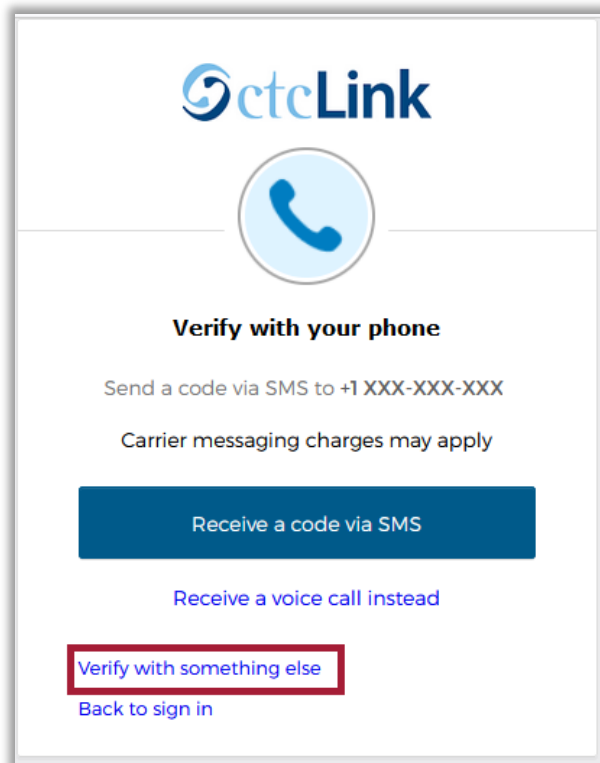
Follow the instructions to verify your account based on the method chosen. For example, you may need to click on a link, or enter a code, or go into an app on your mobile device and answer a prompt.



This is an example of the email sent from Okta for an email verification. To authenticate your log in, you would click on the **Sign In** link in the email.



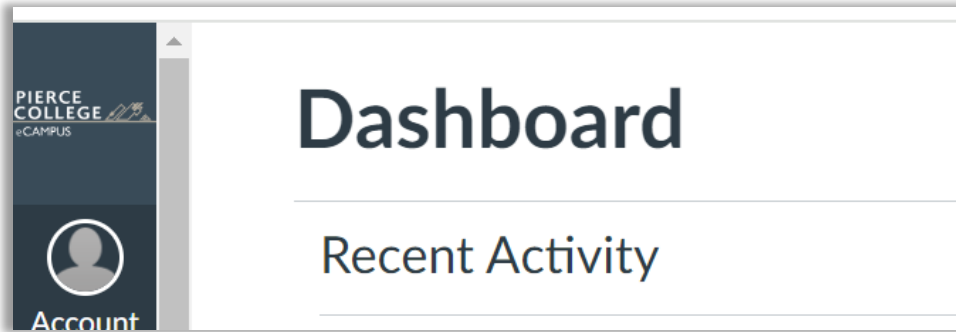
If you would like to choose a different security verification method, select the "**Verify with something else**" hyperlink. Then choose another method.



Once you verify your log in, you will be brought to the **ctcLink Gateway** if you are signing in to ctcLink.



You'll be brought to your Canvas Dashboard page if you are signing in to Canvas.



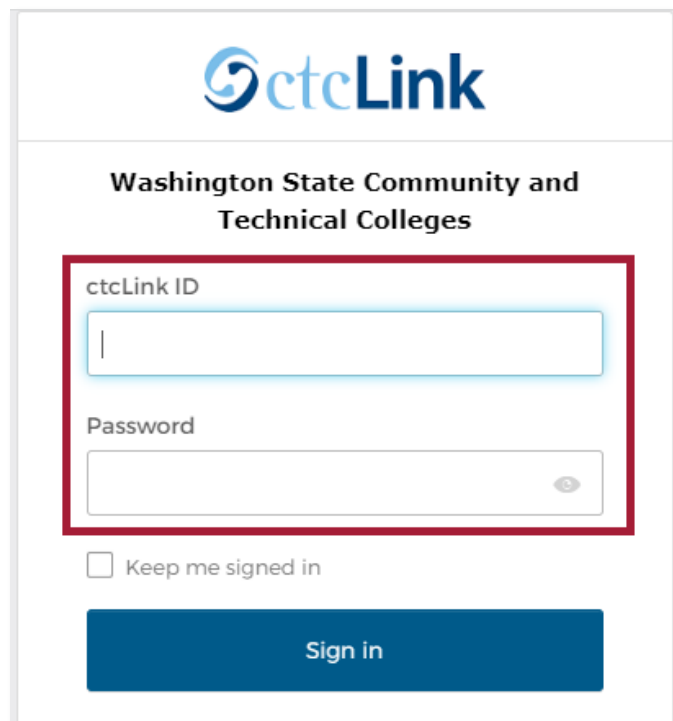
That's it! Now you should be able to log in to **ctcLink** or **Canvas** with Multifactor Authentication.

## How do I update my MFA verification methods?

Edit your Multifactor Authentication (MFA) options for ctcLink/Canvas in **Okta account settings**.

In your **Okta account settings**, you can edit your email or phone number used for verification. You can also set up new verification methods, such as the Okta Verify app or Google Authenticator app.

First, sign in to **Okta** with your ctcLink credentials: <https://myaccount.ctcLink.us>



ctcLink

Washington State Community and  
Technical Colleges

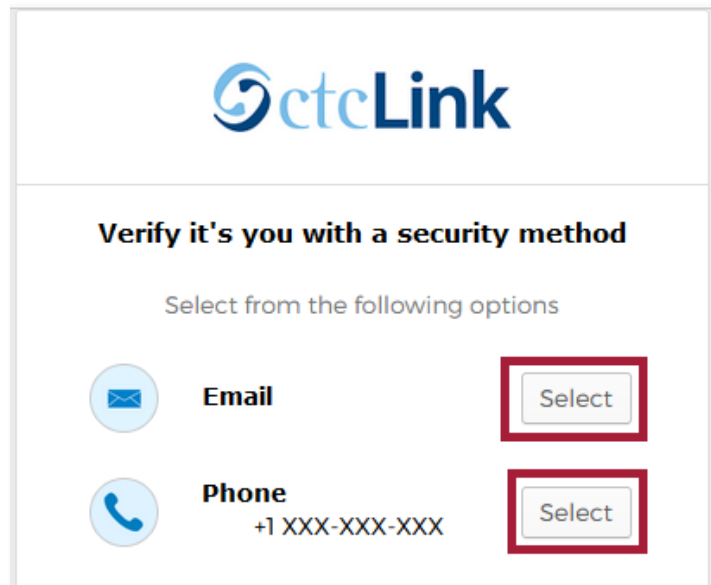
ctcLink ID

Password

Keep me signed in

Sign in

You will need to authenticate your account with an MFA method.



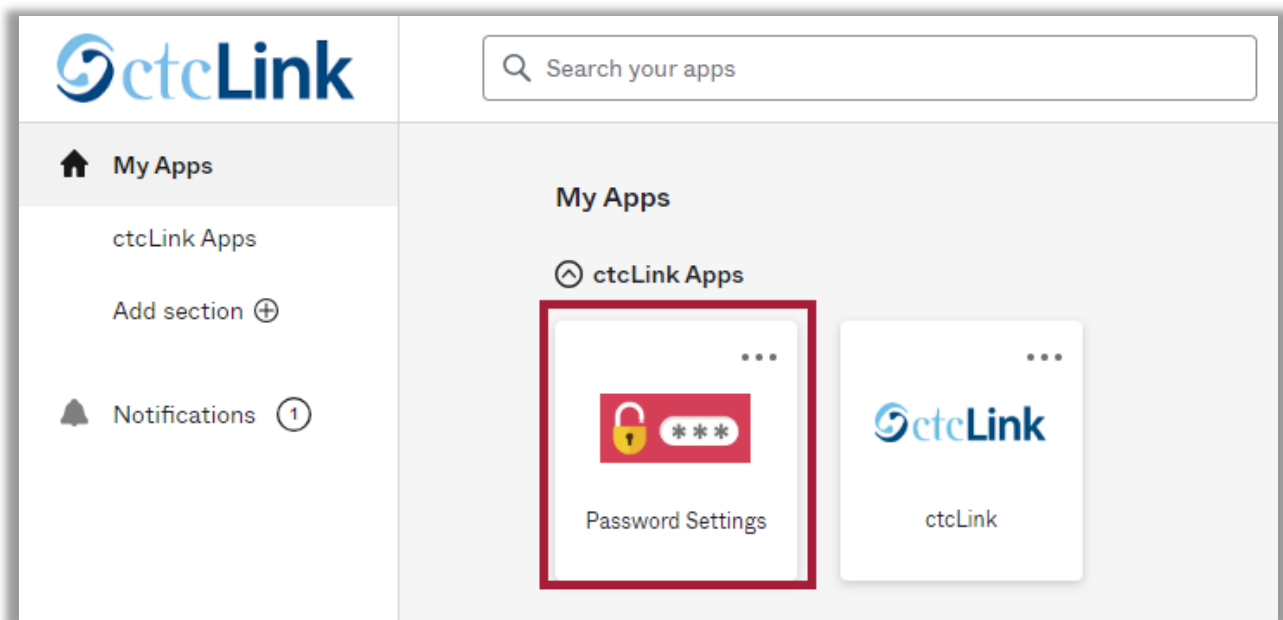
**Note:** If you have forgotten or cannot access your setup options (such as email or phone), message one of the departments below and request to **reset your ctcLink account**. You will go through the ctcLink activation process again after your account is reset. The phone number and email you enter during activation will be used for your MFA options.

**Student Technology Assistance Team (STAT):** [STAT@pierce.ctc.edu](mailto:STAT@pierce.ctc.edu) // 253-964-6310 // 253-840-8437

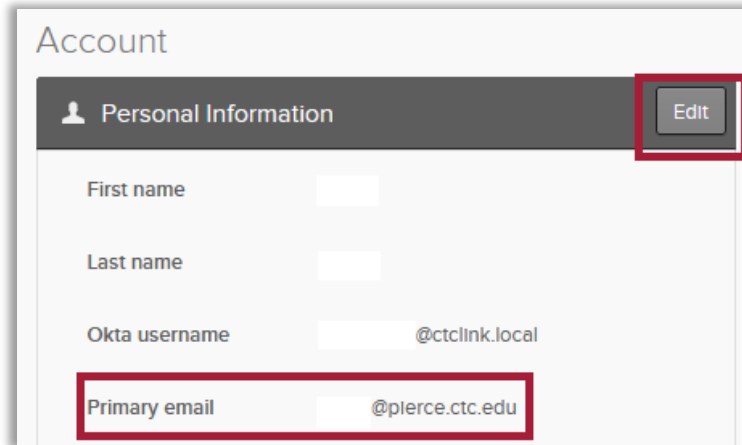
**Canvas Support:** [EdTech@pierce.ctc.edu](mailto:EdTech@pierce.ctc.edu)

**Registration:** [Registration@pierce.cc.edu](mailto:Registration@pierce.cc.edu) // 253-964-6615

After logging in, select the **Password Settings** icon.



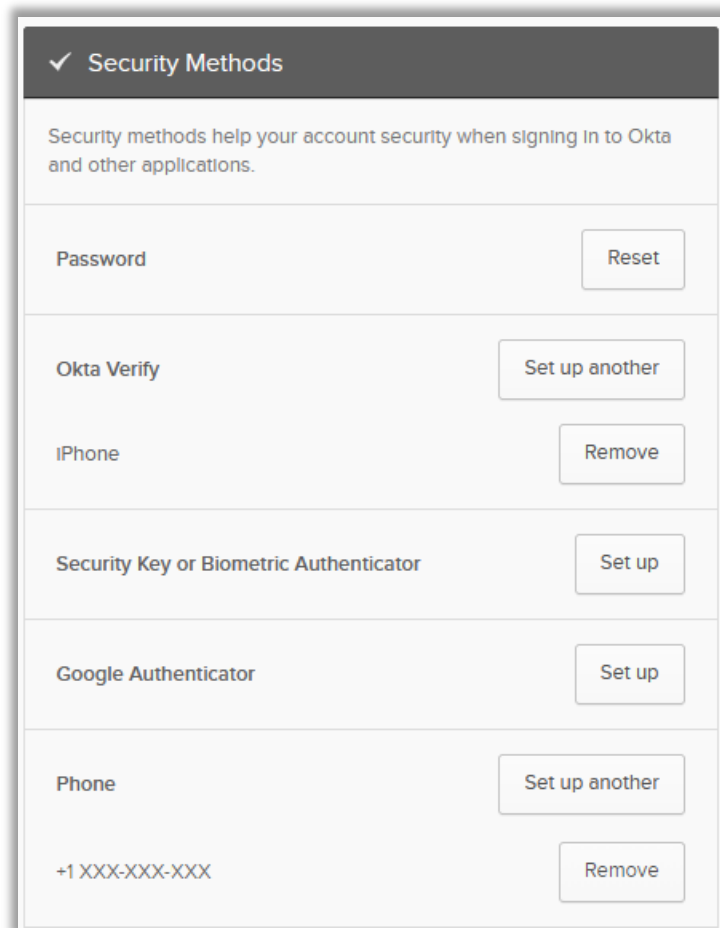
To update your email used for MFA, edit that under the **Personal Information** table.



The screenshot shows the 'Account' page with a 'Personal Information' section. The 'Edit' button is highlighted with a red box. Below it, the 'Primary email' field is also highlighted with a red box, showing the email address '@plerce.ctc.edu'.

Under the **Security Methods** table, you can update your other MFA options. You can change your password and edit your email or phone number.

You can also set up MFA via an authenticator app such as **Okta Verify** ([Android](#) or [Apple](#)) or **Google Authenticator**. These phone applications are safe and convenient ways to verify your log in. Just download the app on your phone, and click the **Set Up** button on this page to get started.



The screenshot shows the 'Security Methods' page. It lists several security methods with corresponding buttons:

- Password: Reset
- Okta Verify: Set up another
- iPhone: Remove
- Security Key or Biometric Authenticator: Set up
- Google Authenticator: Set up
- Phone: Set up another, Remove

That's it! It's recommended to set up multiple verification factors. Next time you log in to ctLink or Canvas, all of the MFA options you have set up here will be available for you to verify your log in.

## Recommendations

**Set up multiple factors.** It is highly recommended that you set up multiple options (factors) with which to sign in. If you usually use a cell phone and don't have it with you, then you will need to sign in with another method.

**Set up an alternate phone.** You can set up multiple phone numbers for authentication.

**Know that email is not the most secure method.** The recommended methods for verification are via text, call, or an authenticator application.

**Keep me signed in.** Check the "Keep me signed in" box before you sign in to ctclink. As long as you use the same computer throughout the day, you will only have to confirm MFA every 16 hours.

**Sign out of computers in shared environments (i.e. labs, classrooms, etc.).** Make sure to click the "Sign Out" button in ctclink when you are done with a session in a shared environment such as a computer lab.