

Multi-factor Authentication (MFA) for ctcLink and Canvas

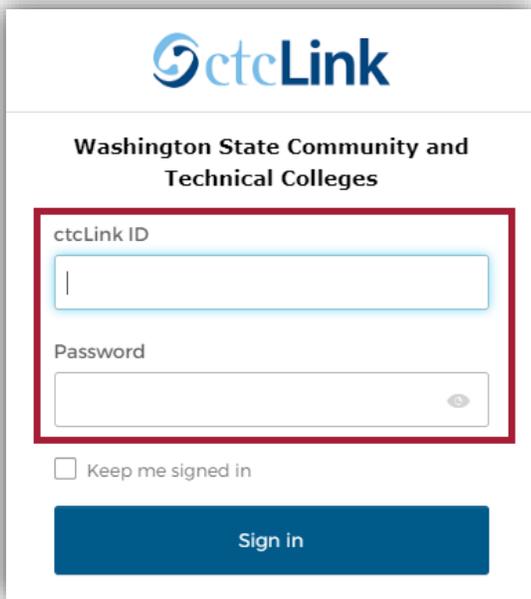
What is MFA? Why do we need it?

- MFA is an extra security step that requires a two-step log in verification process.
- This adds another layer of security in addition to the username and password.
- It is now a requirement for state and federal funding programs.
- Canvas and ctcLink use the same login credentials and MFA process.

HOW TO LOGIN

STEP 1:

Enter your **ctcLink ID** and **password**. Then click the **Sign in** button.



Example:

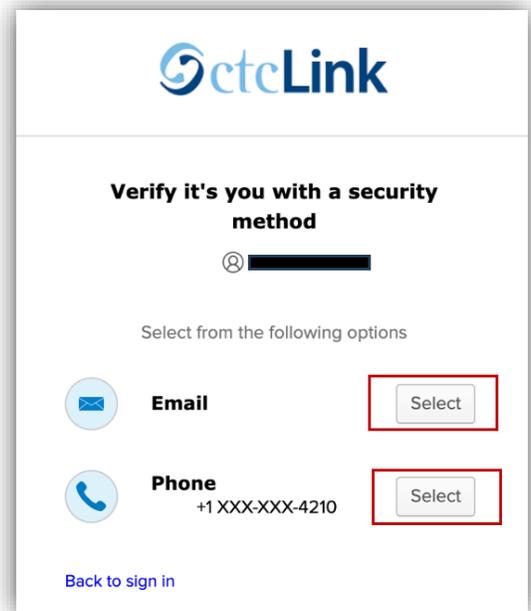
ctcLink ID: 201345678

Password: You created this password

NOTE: If you are using a public computer, **Do Not** check “**Keep me signed in**”.

STEP 2:

- The “**Verify it’s you with a security method**” page will appear
- Select the method you would like to use
 - Email or Phone
- The email address and phone number are the ones that are listed on your ctcLink account
- Make sure you have access to the email address or phone number you choose



ctcLink

Verify it's you with a security method

① [REDACTED]

Select from the following options

 **Email**

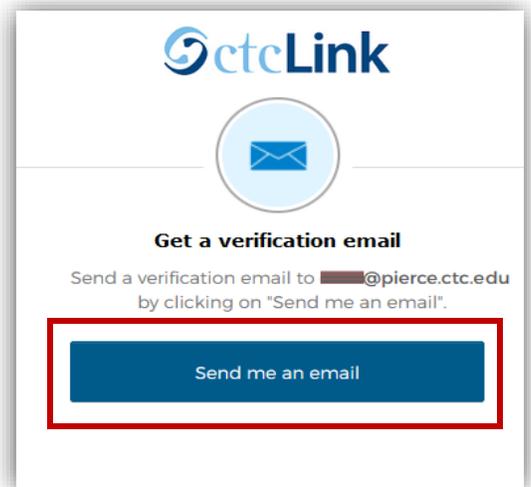
 **Phone**
+1 XXX-XXX-4210

[Back to sign in](#)

Email Example:

If email is selected, a box listing your email address will appear.

- Click the “**Send me an email**” button
- Check your email account for a message
- The sender’s name will be Okta



ctcLink



Get a verification email

Send a verification email to [REDACTED]@pierce.ctc.edu by clicking on "Send me an email".

- To authenticate, click on the “**Sign In**” link in the email



You have requested an email link to sign in to Okta Dashboard. To finish signing in, click the button below or enter the provided code. If you did not request this email, contact your local college helpdesk: [ctcLink Help](#)

This link expires in 15 minutes.

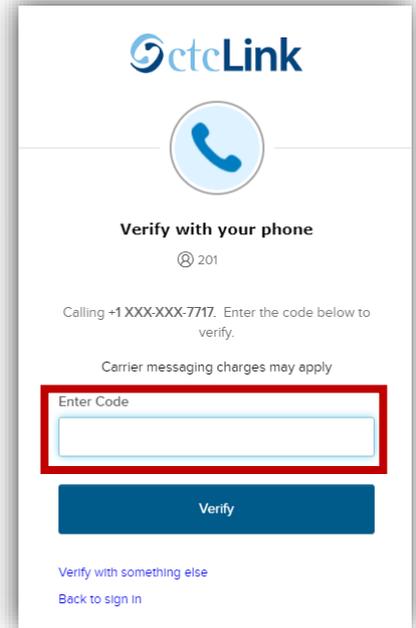
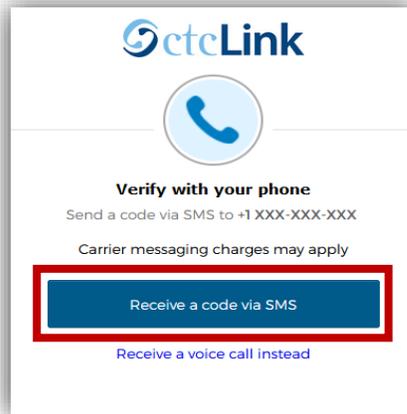
Can't use the link? Enter a code instead: **107107**

Phone Example:

If phone is selected, a box listing two options will appear:

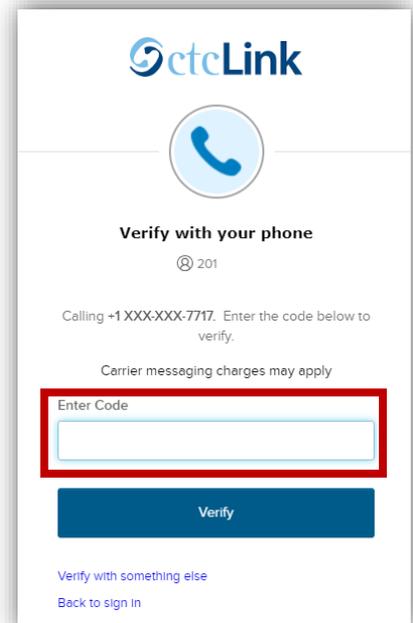
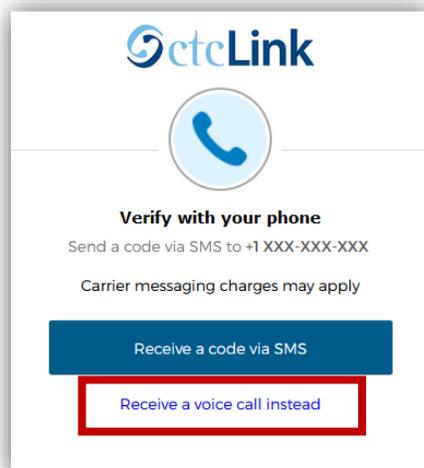
To get a text message:

- Click the button **“Receive a code via SMS”**
- A text will be sent to your phone.
- Type the code into the **“Enter Code”** box



To receive a phone call:

- Click the link **“Receive a voice call instead”**
- You will receive an automated phone call (robocall)
- Your phone may label this as a potential spam call
- You will be given a number; enter this number into the **“Enter Code”** box



STEP 3:

Once the code is accepted, you will be brought to the **dashboard for Canvas** or the **ctcLink Gateway**, depending which system you are logging into.

NEED ADDITIONAL ASSISTANCE?

If you cannot access your account, need to reset your ctcLink password, or need additional help please contact one of these departments:

Student Technology Assistance Team (STAT):

Email: STAT@pierce.ctc.edu

Phone: 253-964-6310 (Fort Steilacoom)
253-840-8437 (Puyallup)

Registration:

Email: Registration@pierce.ctc.edu

Phone: 253-964-6615 (Fort Steilacoom and Puyallup)

Additional details about using MFA or updating your verification method are available online:

ctcLink Home Page: <https://www.pierce.ctc.edu/ctclink-students>