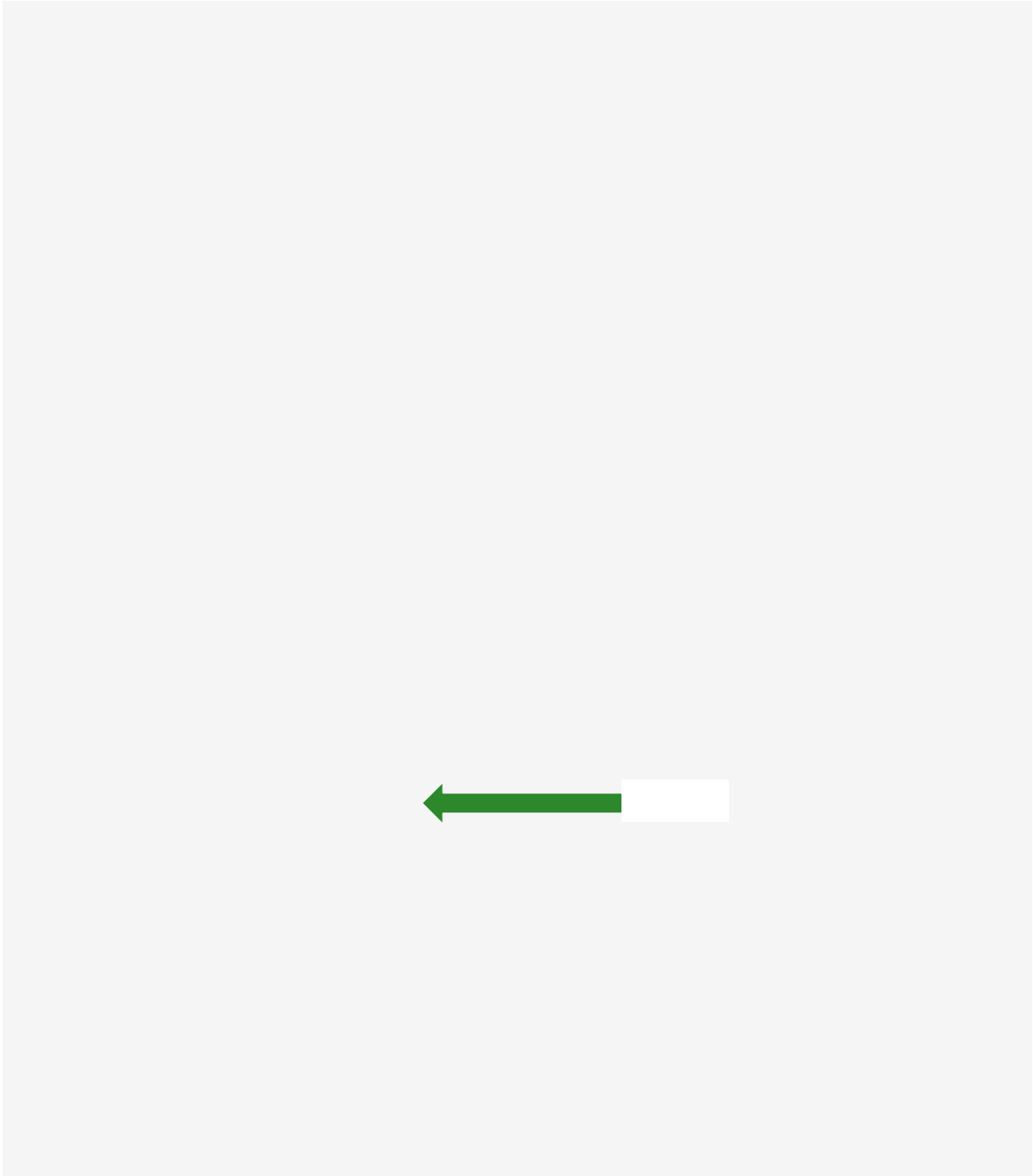


3. Three additional links display under the Password Help link.

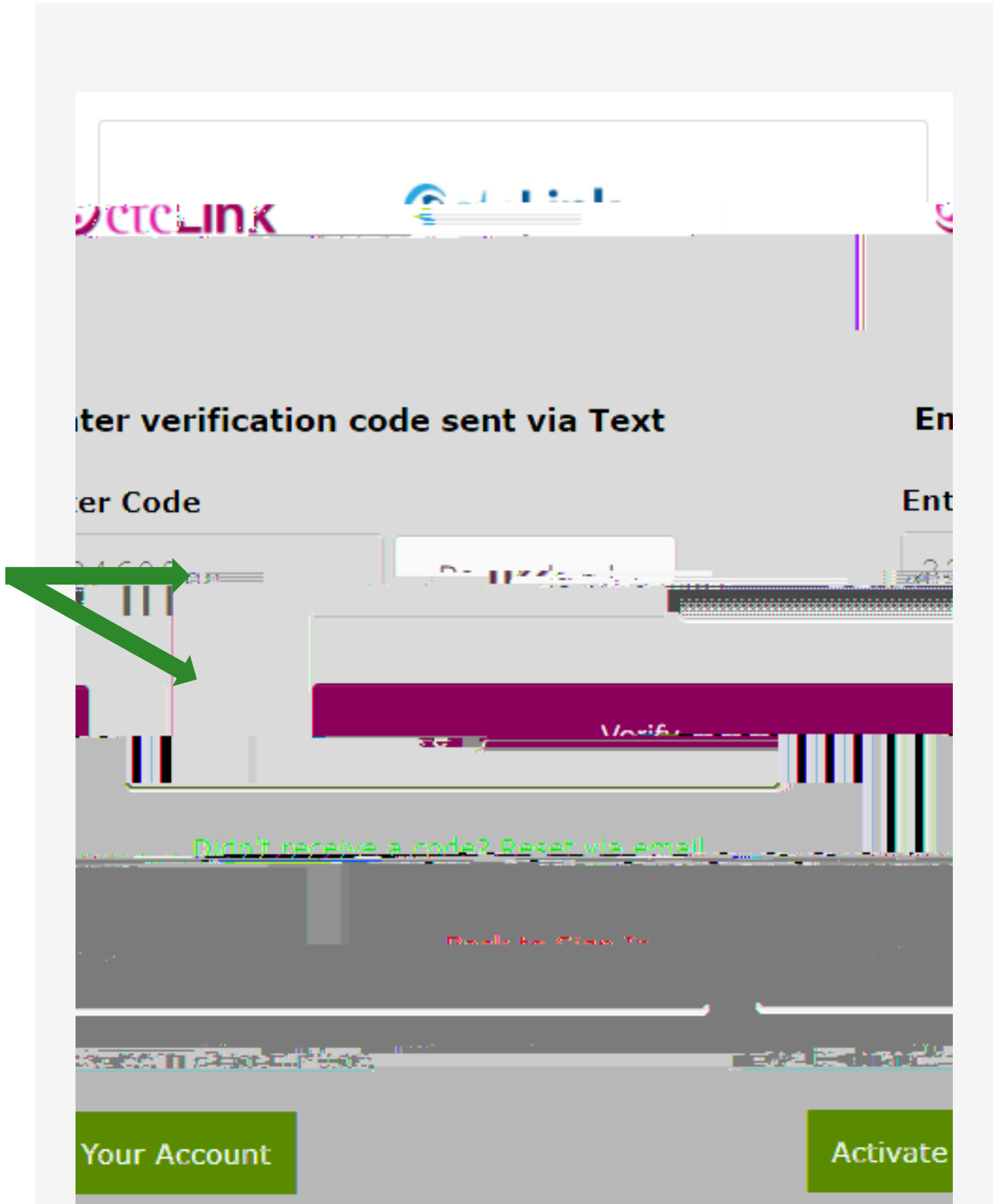
Reset Password
Unlock Account
Help



Resetting Your Password Options

Once you select the **Reset Password** link from the main sign-in page, enter your **ctcLink ID** into the ctcLink ID field and select which method - Text, Voice Call or Email -

2. Once you receive the text code, enter it into the **Enter Code** field and select the **Verify** button.



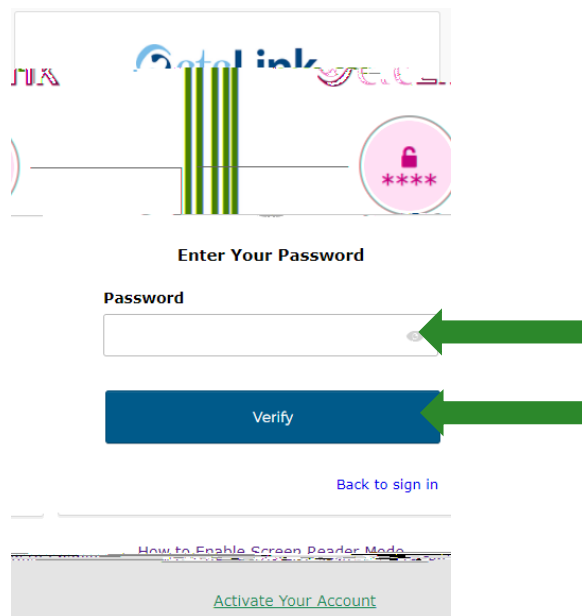
3. The **Reset your password** page displays with listed password requirements.
4. Enter your new password into the

Navigate to the **ctcLink Sign In** page <https://myaccount.ctclink.us/>



9. Enter your ctcLink ID

10. Click Next

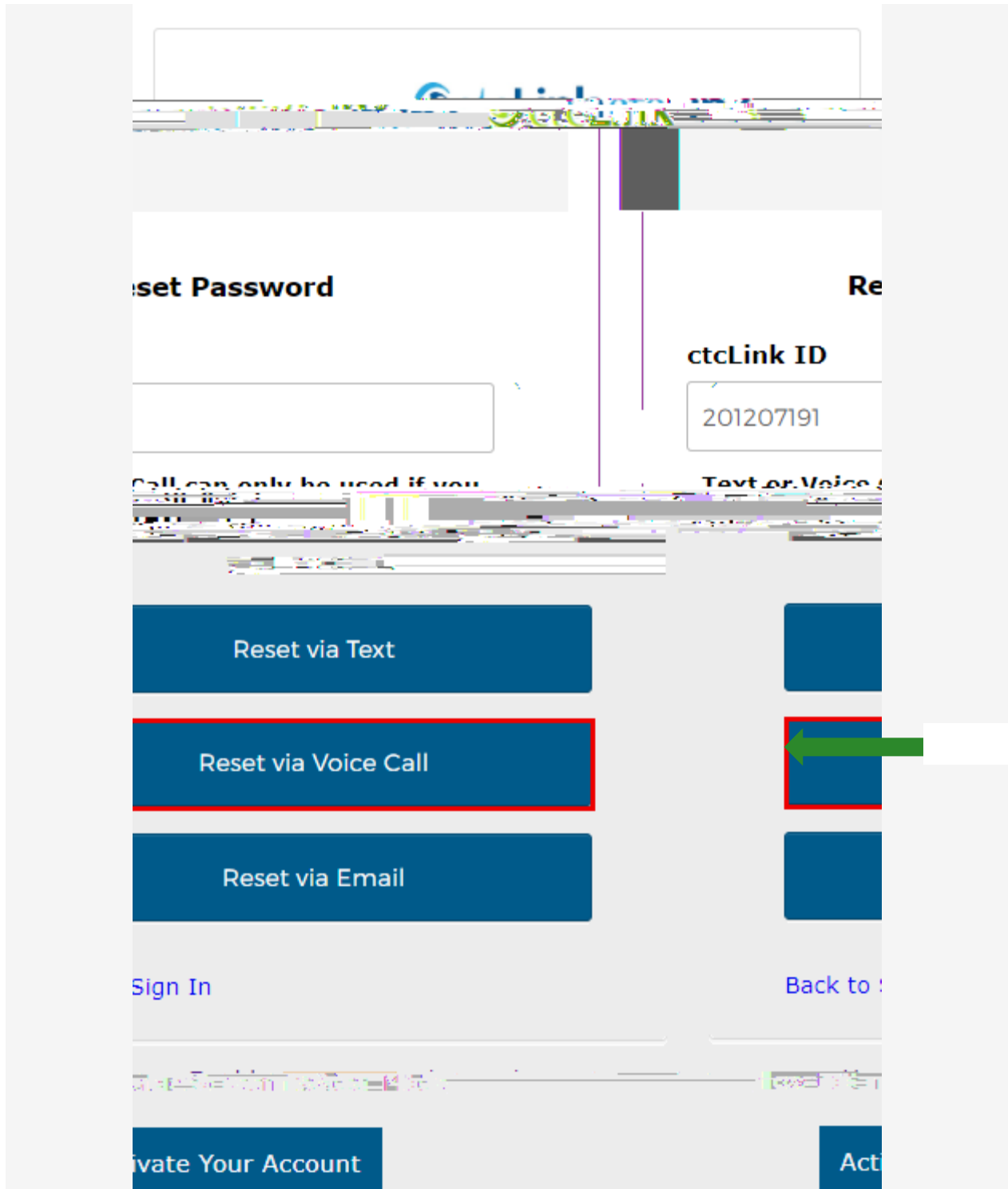


11. Enter the New Password you just created

12. Click Verify

B. To Reset Via Voice Call

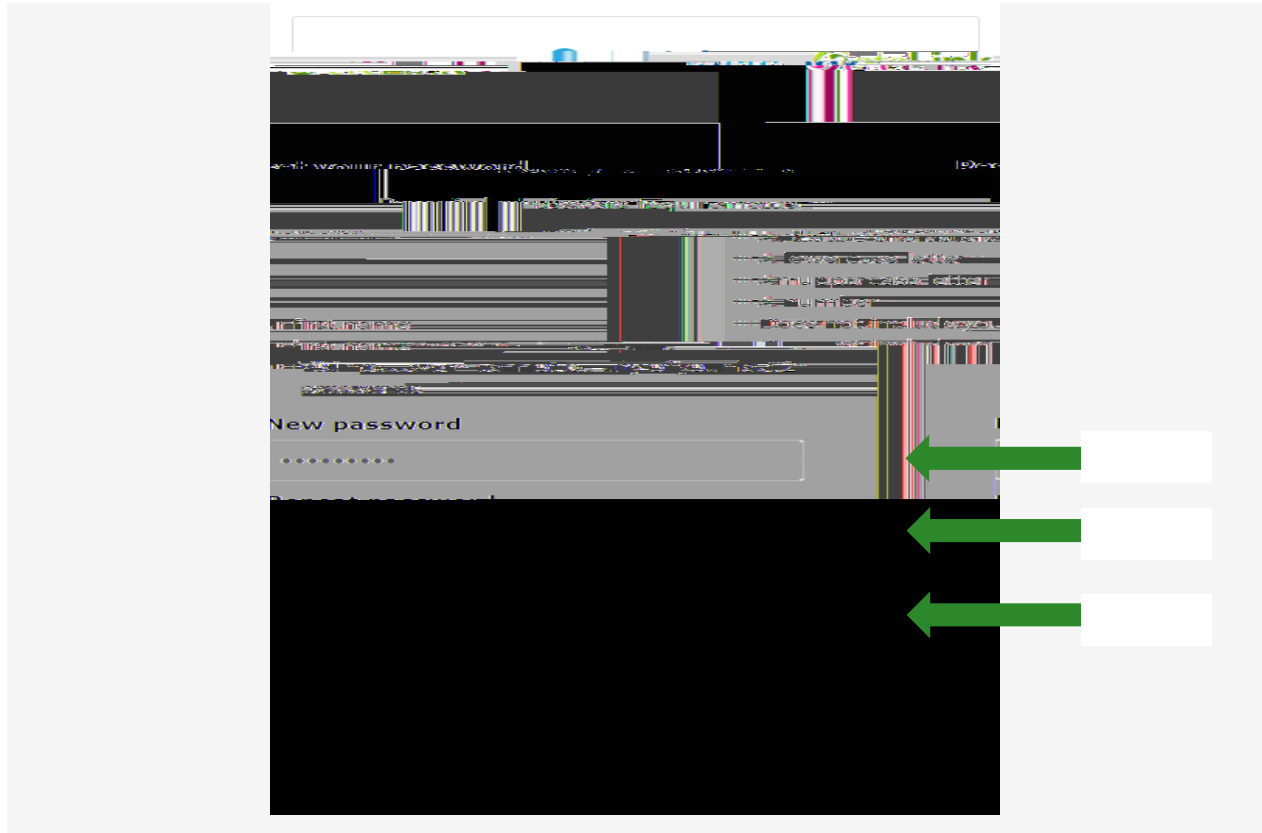
1. Select the dark blue **Reset via Voice Call** button.



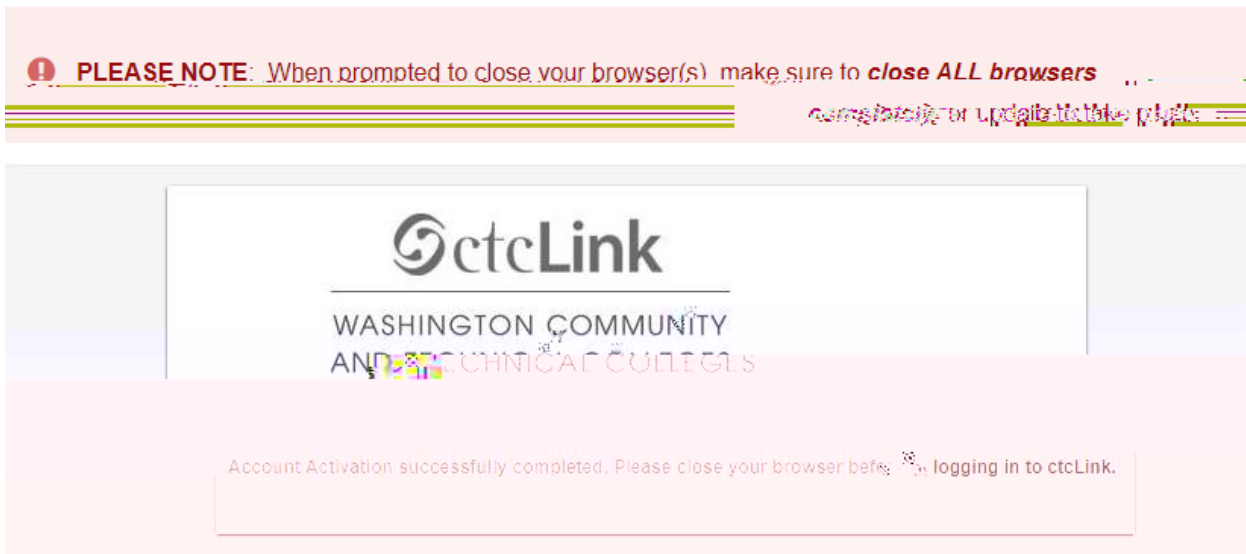
2. Once you receive the verification code, enter it into the **Enter Code** field and select the **Verify** button.



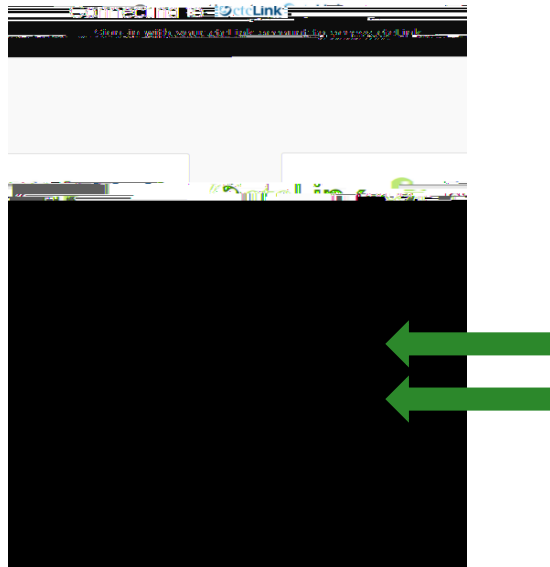
3. The **Reset your password** page displays with listed password requirements.
4. Enter your new password into the **New password** field.
5. Enter your new password again into the **Repeat password** field.
6. Select the dark blue **Reset Password** button.



7. Close the browser tab(s).

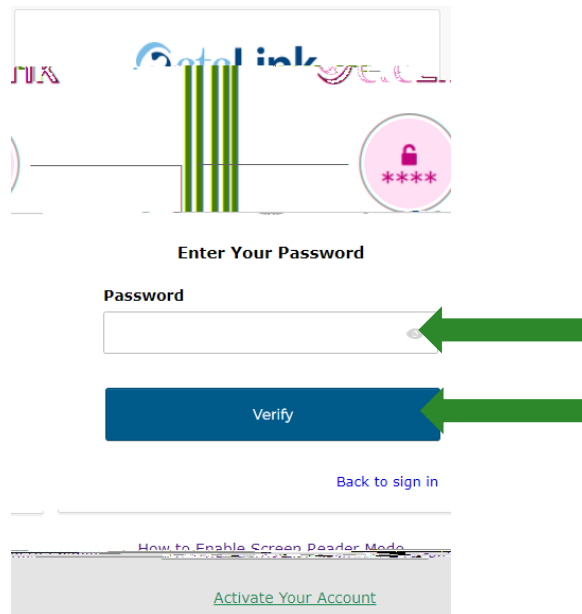


Navigate to the **ctcLink Sign In** page <https://myaccount.ctclink.us/>



9. Enter your ctcLink ID

10. Click Next



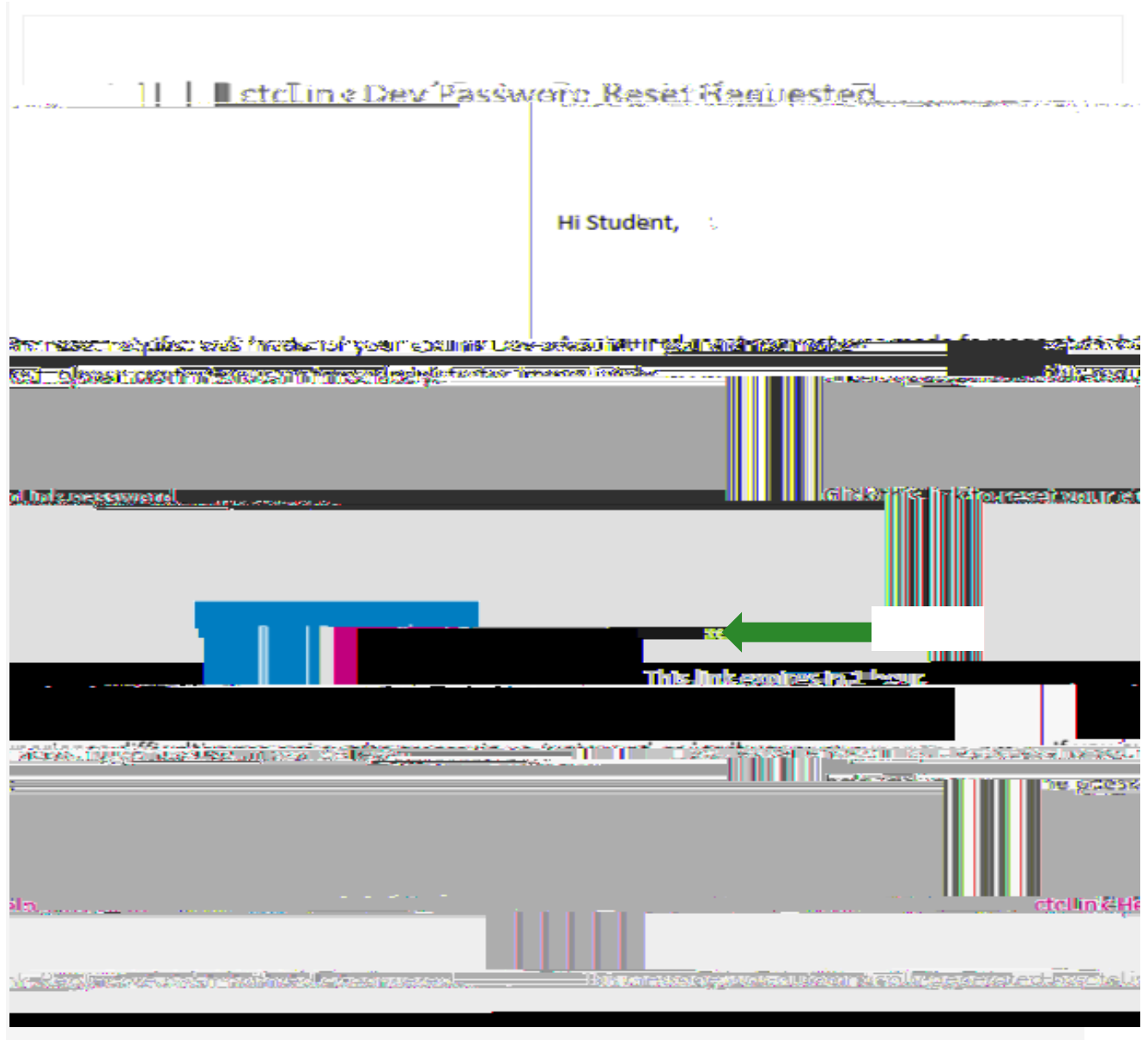
11. Enter the New Password you just created

12. Click Verify

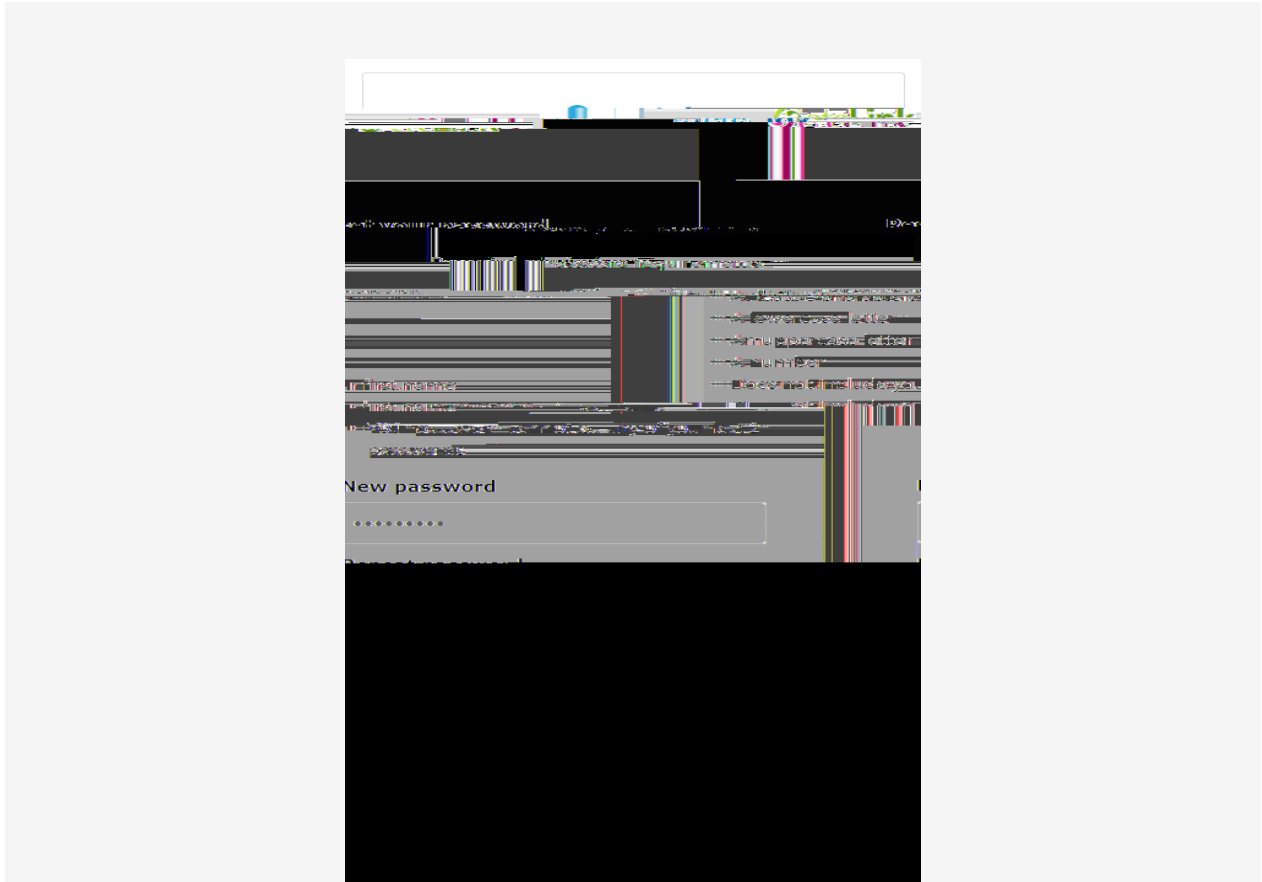
- The **Password Reset Email Sent!** notification displays explaining that the password reset instructions have been sent to the email aligned to your ctcLink ID.



- An email with "Account Password Reset" in the subject line will instruct you to select the **Reset Password** link that is embedded within the email message.



4. The **Reset your password** page displays with listed password requirements.
5. Enter your new password into the **New password** field.
6. Enter your new password again into the **Repeat password** field.
7. Select the dark blue **Reset Password** button.



8. Close the browser tab(s).

Navigate to the **ctcLink Sign In** page