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
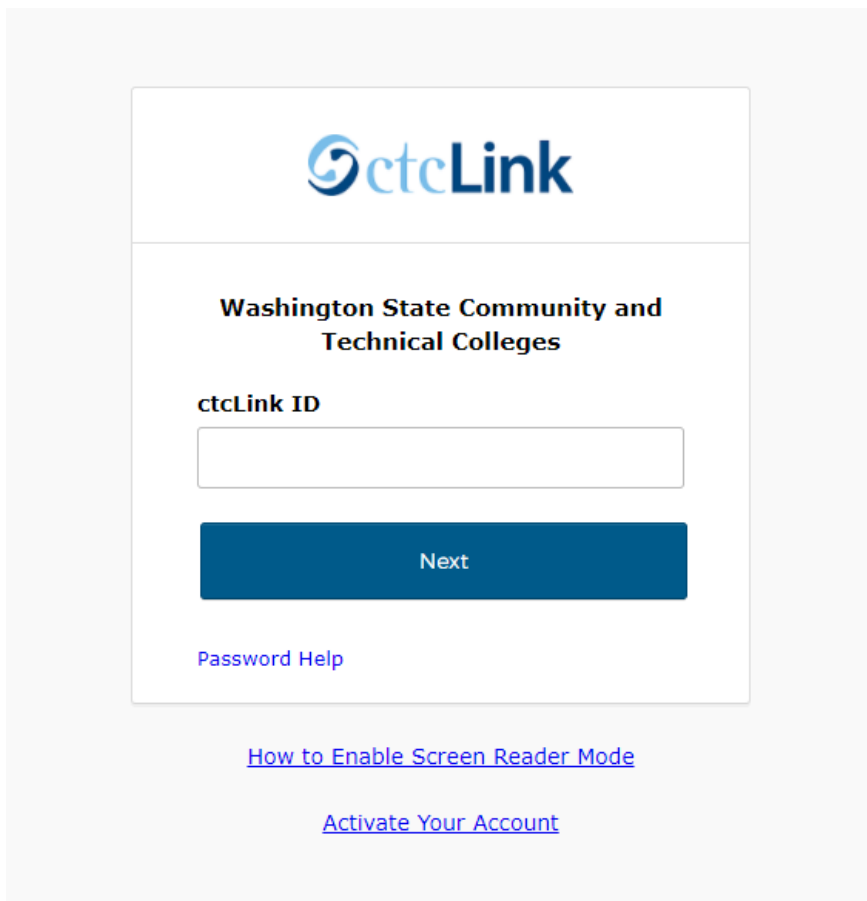
3. Forgot your new Student ID (EMPLID)?

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 "Password Help" link on the ctcLink login page (https://gateway.ctclink.us).

- 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**.

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