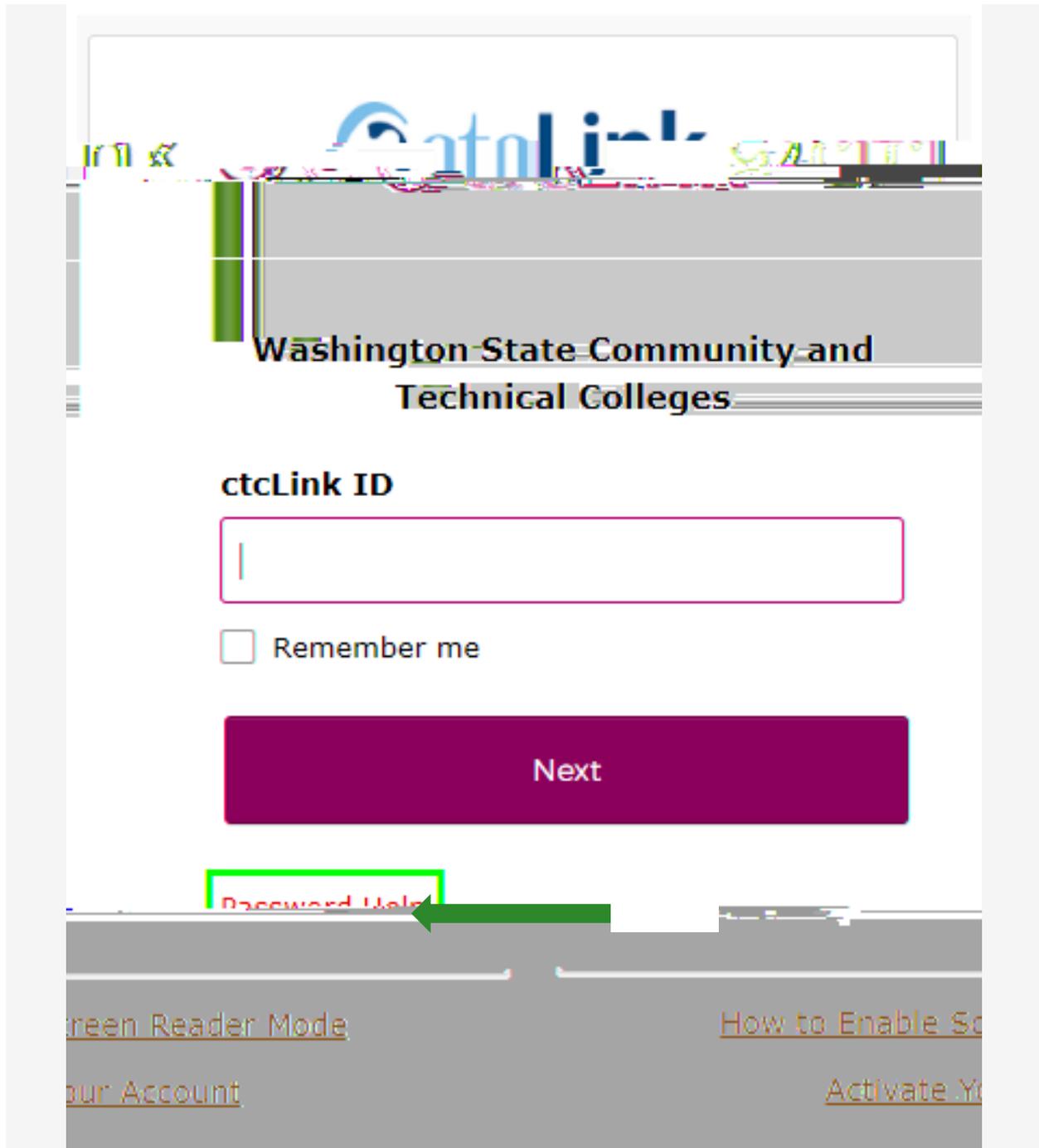


Note: Ensure that pop-up blockers are disabled in your browser.

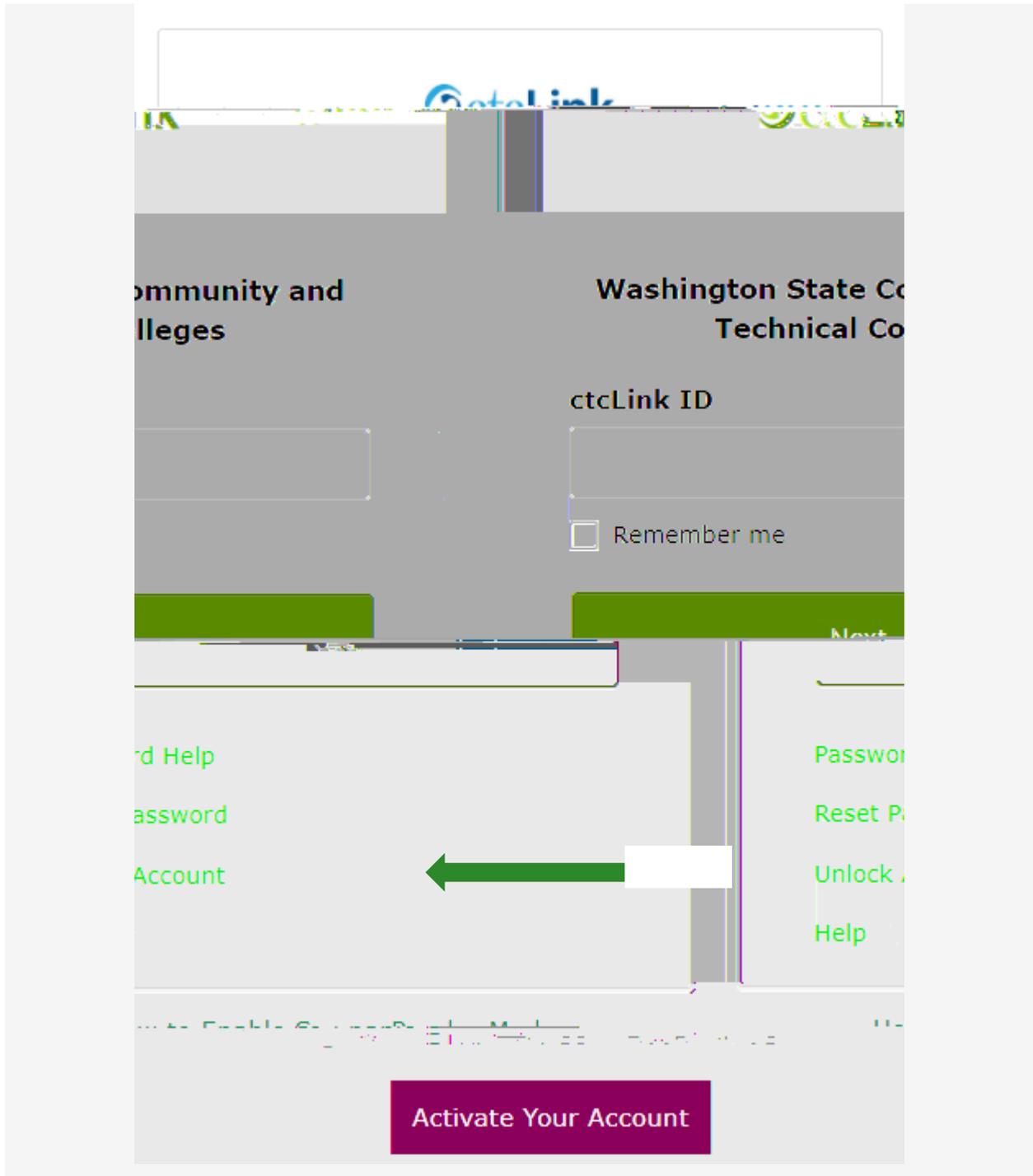
Unlock Your ctclink Account

1. Navigate to the **myaccount Sign-In** page <https://myaccount.ctclink.us>.
2. Select the **Password Help** link at the bottom of the Sign In box.

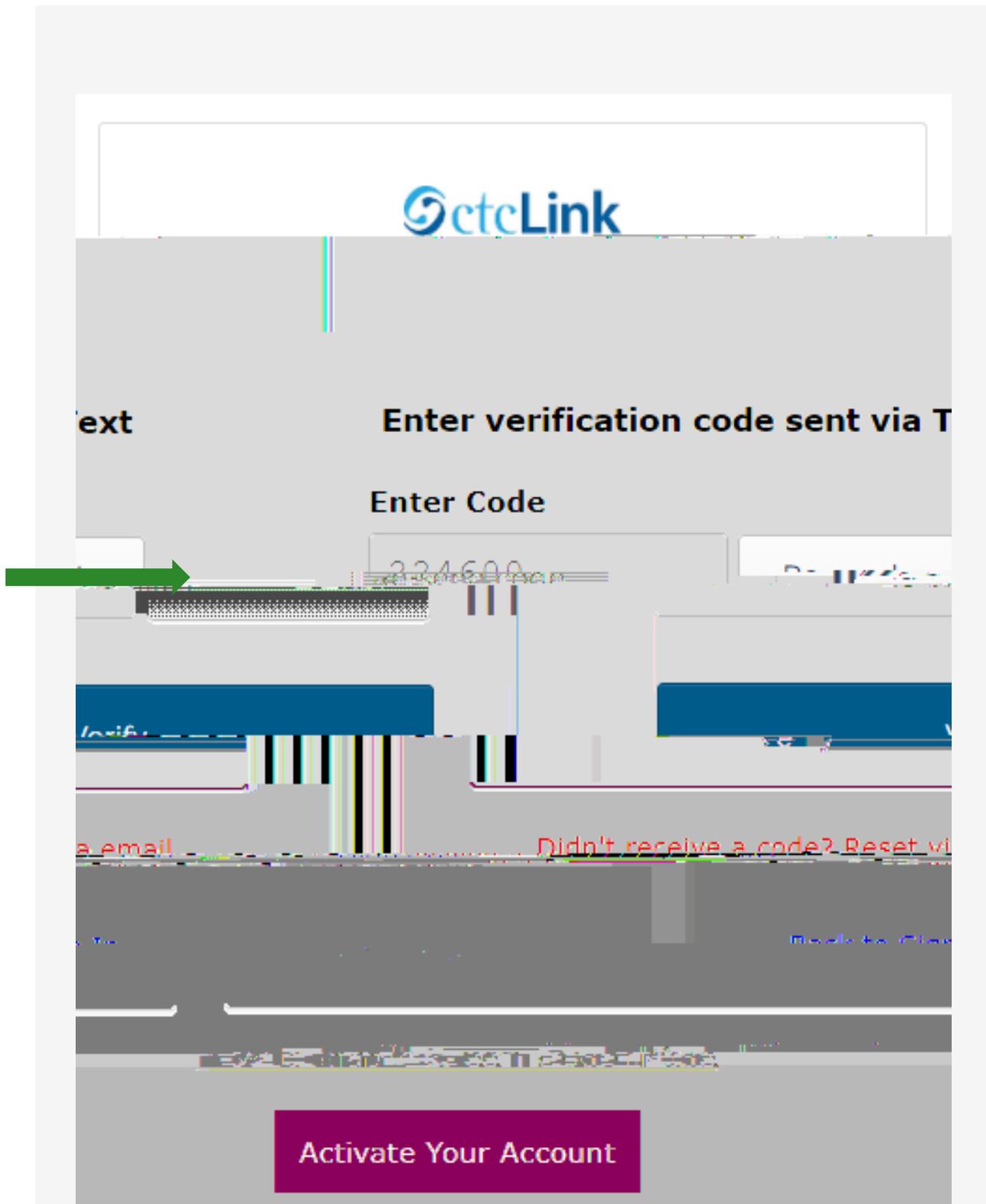


3. Three additional links display under the Password Help link.

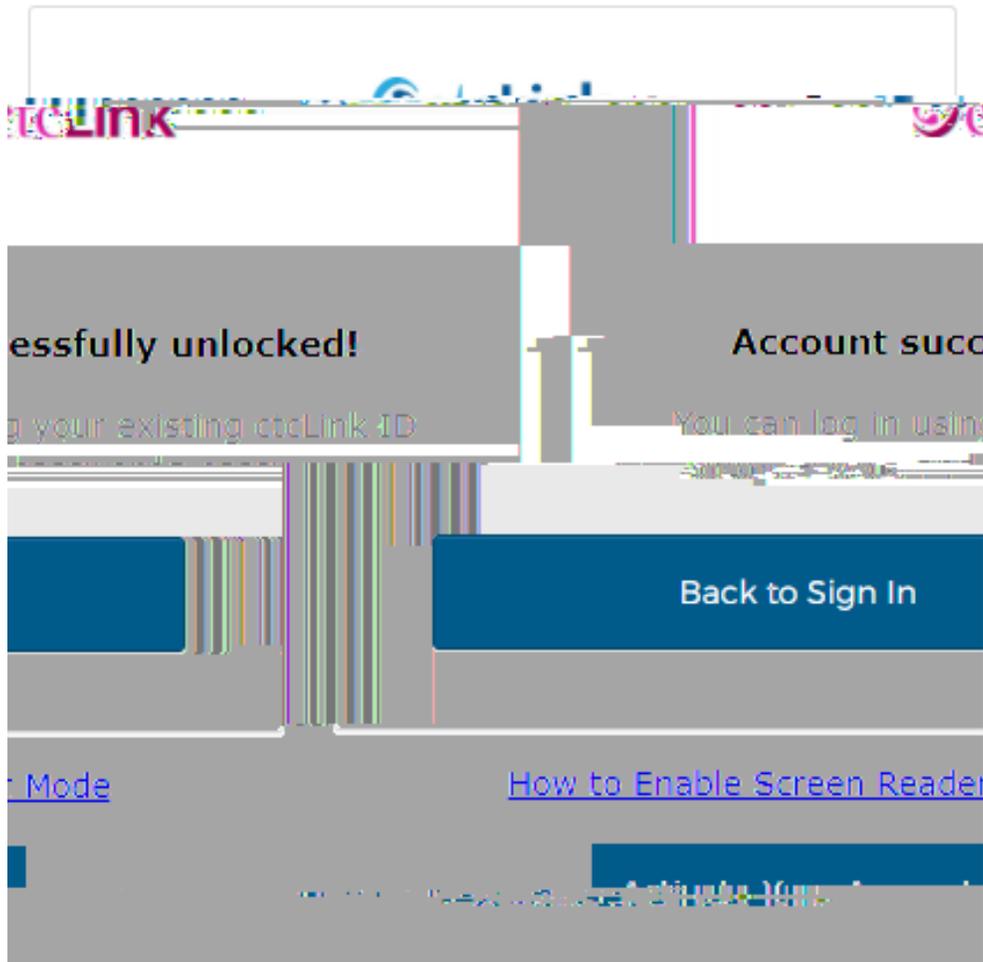
- Reset Password
- Unlock Account
- Help



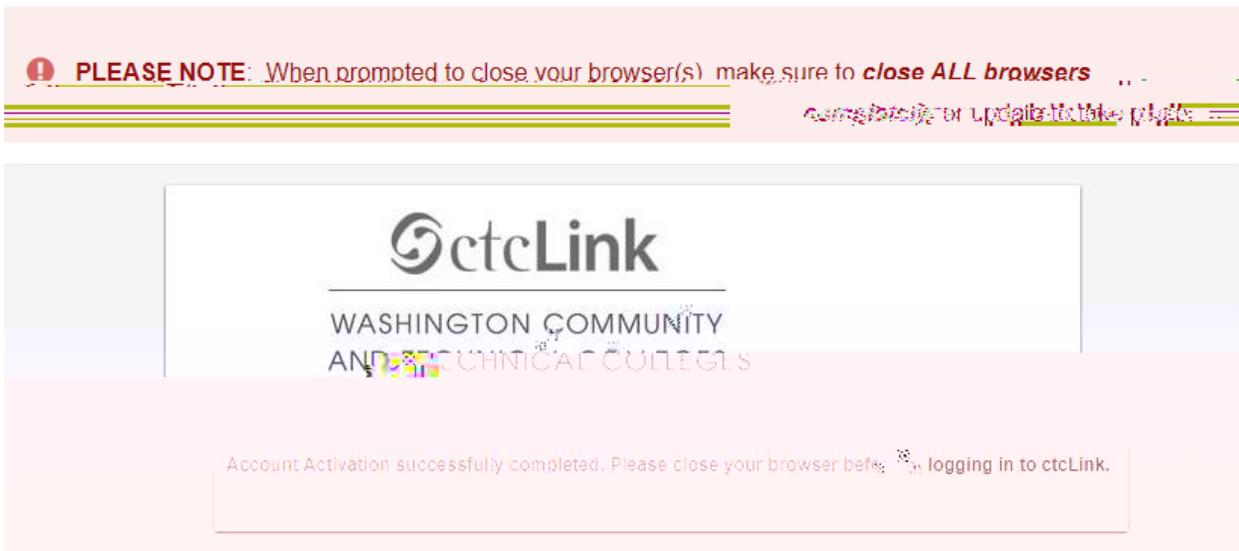
2. Once you receive the text code, enter it into the **Enter Code** field and select the **Verify** button.



3. The **Account successfully unlocked!** message displays.

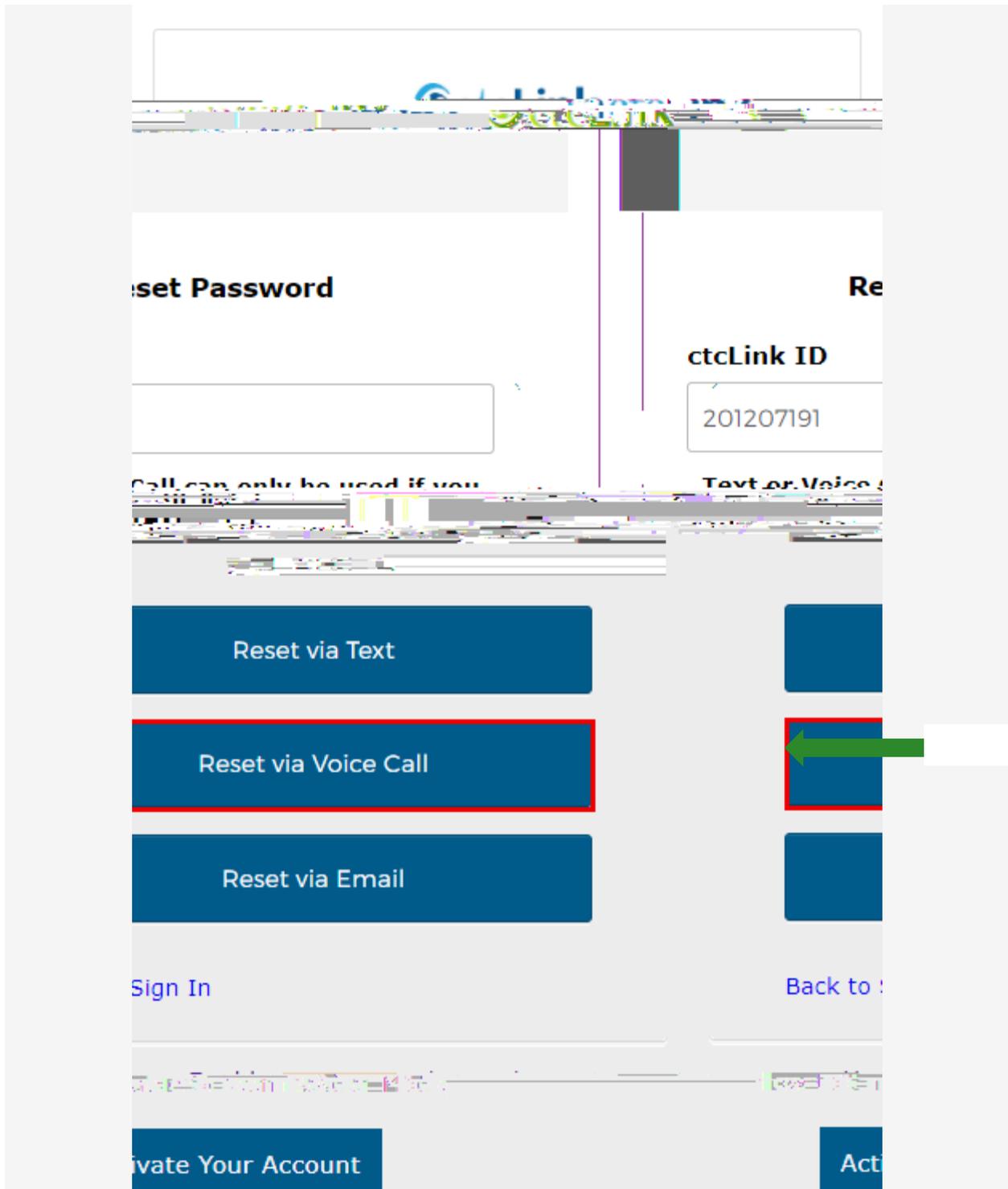


4. Close the browser tab(s).

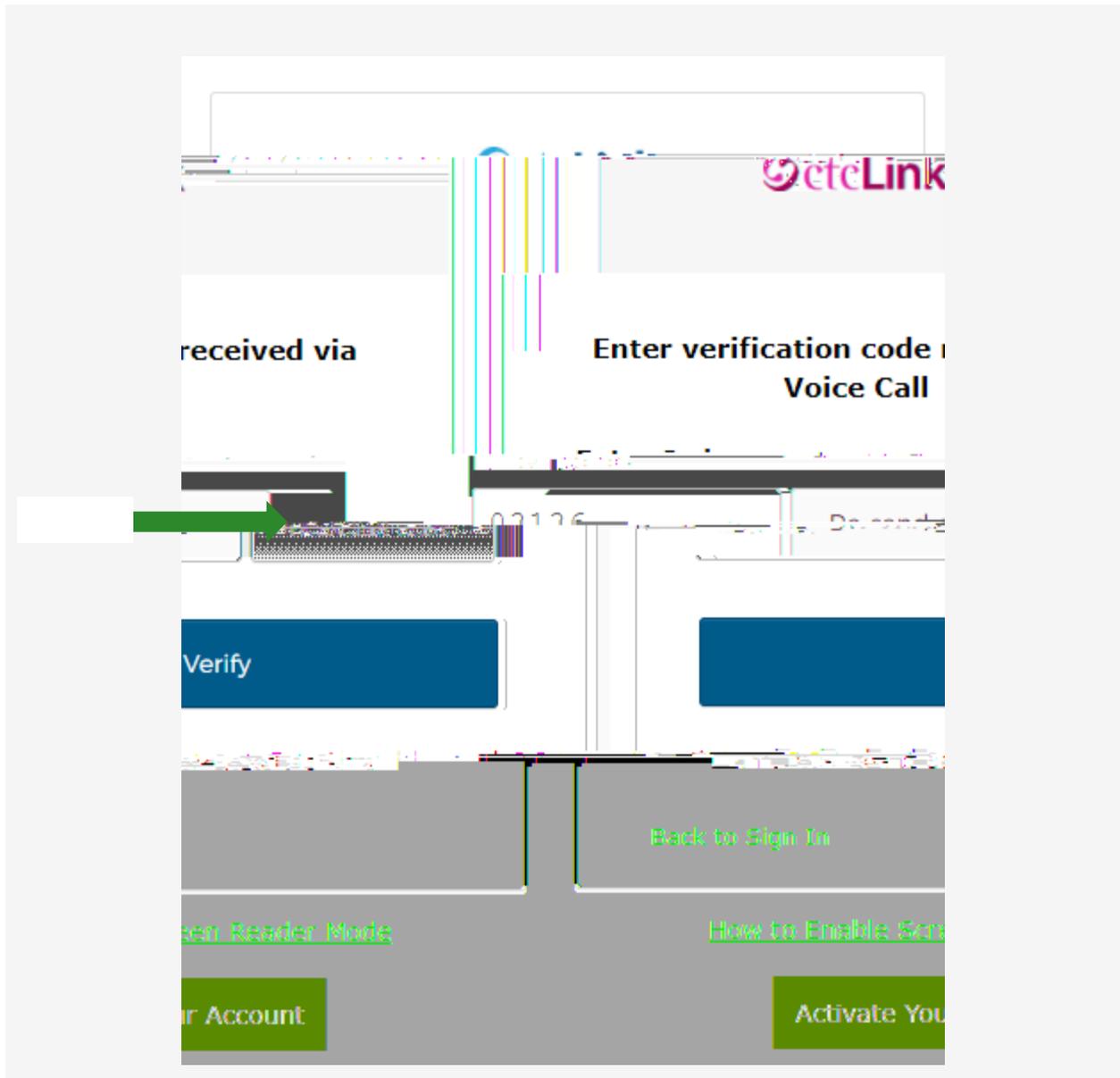


B. To Unlock Account Via Voice Call

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.



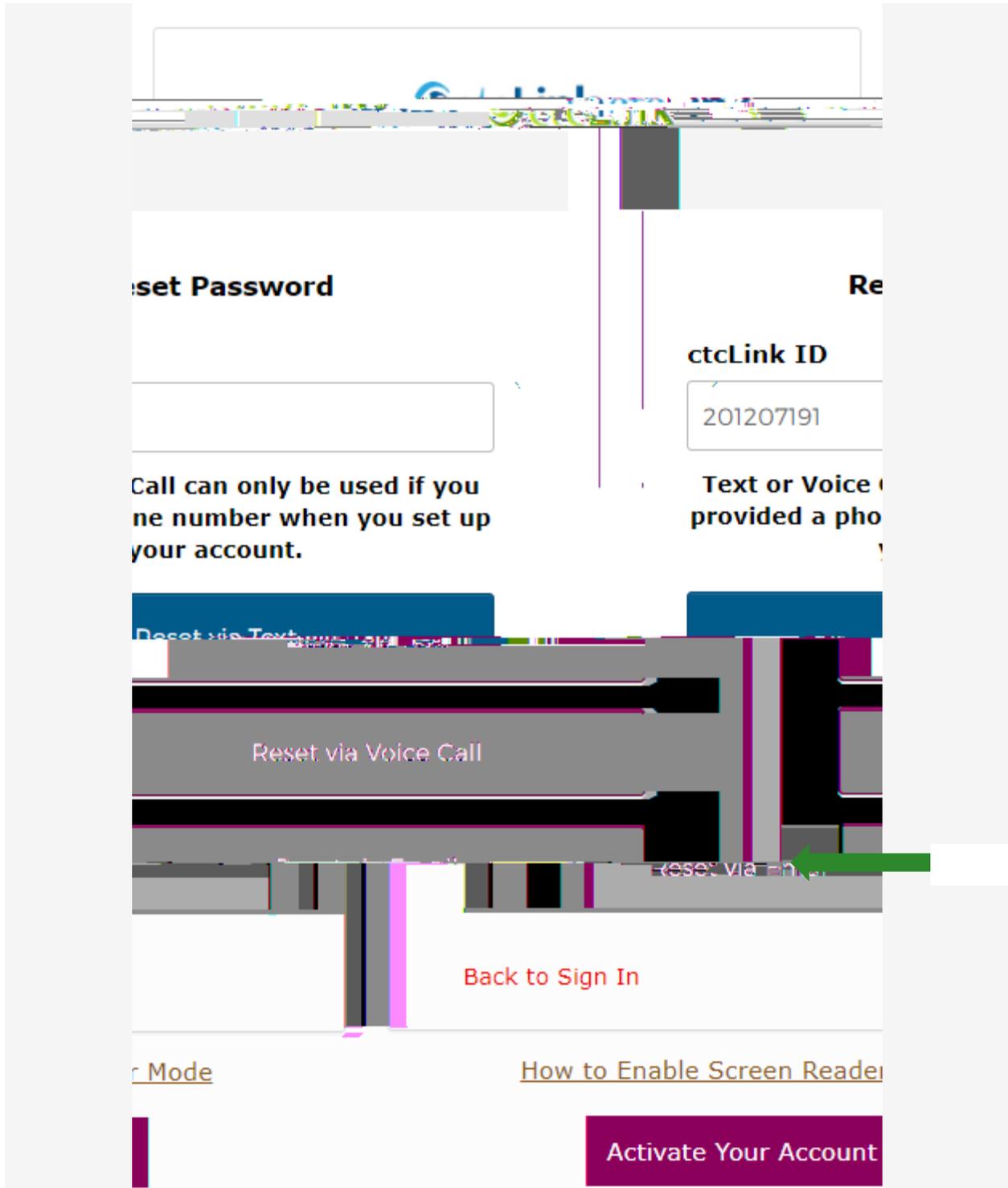
Navigate to the **ctcLink Sign In** page <https://myaccount.ctclink.us/>

6. Enter your ctcLink ID
7. Click Next

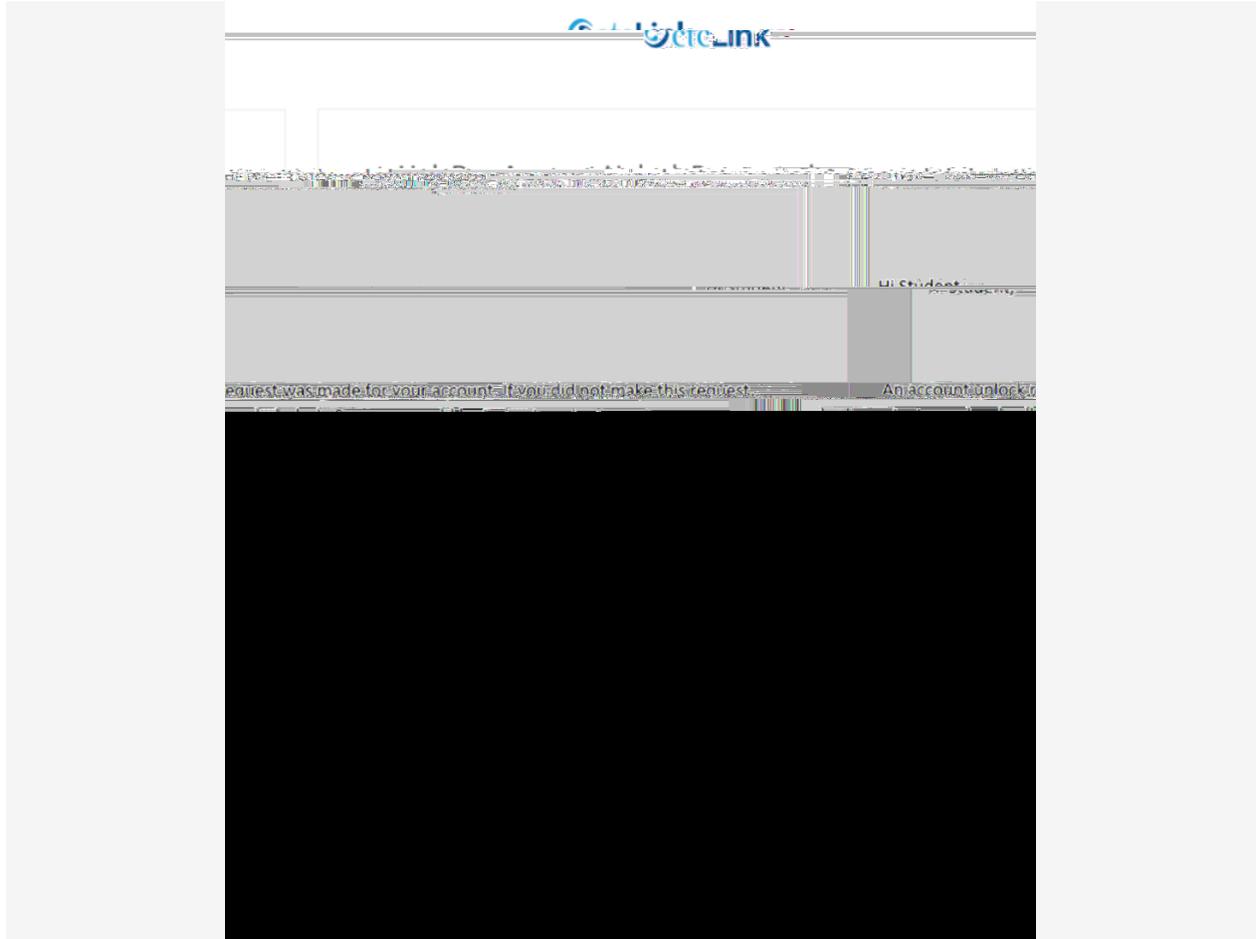
8. Enter your Password
- 9.

C. Unlock Account via Email

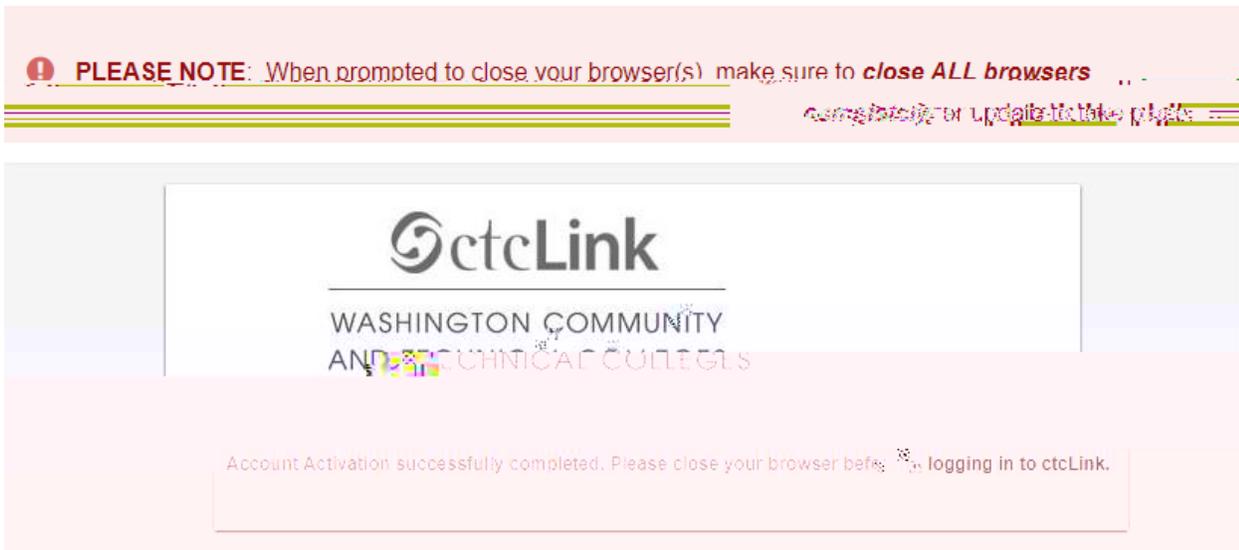
1. Select the dark blue **Reset via Email** button.



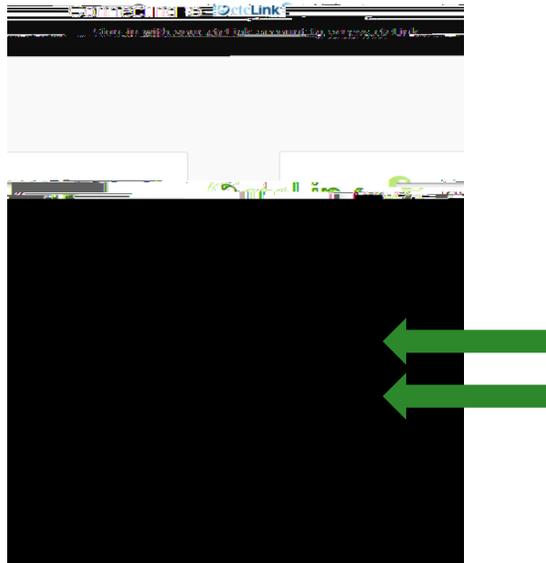
- An email with "Unlock Account" in the subject line will notify you about the account unlock request within the email message.



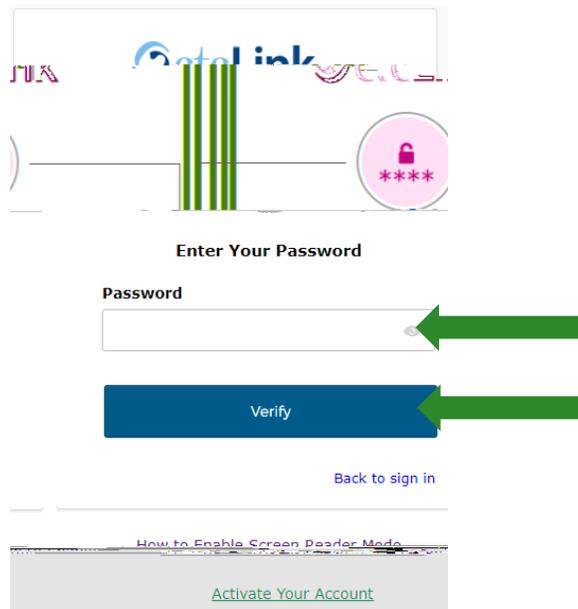
- Close the browser tab(s).



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



6. Enter your ctcLink ID
7. Click Next



8. Enter your Password
9. Click Verify