

## Go-Live Message to Community Colleges of Spokane Employees

Aug. 24, 2019

Dear colleagues,

I am pleased to announce, after all of your hard work and cooperation, that ctclink has launched. I want to particularly thank those who came in over the weekend to make this possible. Your dedication to this process has been vital.

Now that ctclink is live, you will need to activate your account to access your personalized portal. Go to <http://ctclink.spokane.edu> and select “first time user.” From there you will enter your name, birth date and current SID number. You’ll be able to select your password and set security questions. [You can learn more about the process with this video.](#)

It’s very important you write down your new ctclink ID number. You will need it every time you log in. The ctclink will not send you an email with your new ID number.

If you run into problems, our help desk is here to help. Contact them at 533-HELP (4357).

To get familiar with ctclink and your self-service area—and to check that your information is correct in the system—[log on to ctclink](#) after activating your account. Please note there is about a five-minute delay between activating your account and when you can log in. This will give you a chance to check out your new self-service area and all the new features at your fingertips.

A great way to start is to look at your personal information.

- Successful login will bring you to the ctclink Gateway
- At left, employees will see “Self Service.” Click the tab you see to take you to your personal page.
- Click Demographic/Personal Information.
- Check your personal information (address, phone number, email, emergency contact, etc.) and verify, add or change anything that is incorrect or you would like to change.

There are a number of [Quick Reference Guides](#) available to help you through some common tasks in the employee self-service area.

I am grateful for your patience throughout this process. We know things won’t go perfectly at first, and your ability to be flexible and understanding is appreciated.

Please know we are communicating the changes to students, but we are not directing them to activate their accounts until the end of this week to make sure our system can handle the volume and to give the campuses time to become familiar with ctclink.