

Troubleshooting for Activation and Time Sheet Submissions.

Activation Issues:

When you see this error:

*Your ctclink ID could not be created. Integration Gateway -
HttpTargetConnector:ExternalApplicationException. Http status code HttpStatusCode returned : 400.
(158,10623) CTC_OKTA_SERVICE.BuildMessage.OnExecute Name:CreateMsg PCPC:2531 Statement:25
Called from:CTC_OKTA_SERVICE.EnrollFactor.OnExecute Name:Send Statement:56 Called
from:CTC_FST_USR_LOGIN.GBL.CTC_OKTA_WRK.SAVE_BTN.FieldChange Statement:73*

It is an issue with OKTA itself...it can be any of the following:

- 1) Entered their non-legal name (e.g. Bobby instead of Robert)
- 2) DOB doesn't agree with system DOB or used dashes instead of forward slash
- 3) Entered email address for account recovery that isn't a valid email address (put @mgail.com instead of @gmail.com, for example)
- 4) Entered password using part of their first or last name
- 5) Entered only 7 digits for phone account recovery
- 6) Entered mismatched data - chose SID OLD but put ctclink ID or left it on ctclink ID and entered SID
- 7) Names with a hyphen or Jr Sr. IV type suffix have had issues. Employees can check their name in CCNet to see what was converted. They will need to match this.

First check name they entered...then check SID OLD entry...then have them use a generic 9 digit password that has a lower case, capital, and number (Seattle12). They can change this later, but it will get them in. **Have them share their screen privately with you so you can verify they are following directions.**

If none of that works...they need to do a helpdesk ticket and we will follow up.

FREQUENT ACTIVATION PROBLEMS

- Users enter their ctclink ID in the box (from the look up tool) and then click activate...but they haven't actually activated yet. Solution...leave the box blank and click the activate link.
- Users try to reset password before actually activating (since they assume they are activated because they found their ID in the look up tool). Solution – still need to activate.
- Users get errors at PW submit – Solution – must have Uppercaselowercase123 (Upper/Lowercase and number required as is at least 8 characters – CAN NOT have 3 letters in a row that match part of first or last name...this will cause an error).
- Users get activation confirmation but never saw ID # - Solution – pop ups are blocked. Fix that. Direct user to Look up tool to recover id_ to <https://www.wvcc.edu/account-recovery/>
- Users aren't selecting SID OLD when entering their SID – Solution – have them share their screen
- Login doesn't work after successful activation – Solution – ensure they have closed browser, emptied cache and started from login screen again

When you see this error (but the person has never been in ctclink before):

This ctclink Account is already activated

Verify student isn't entering their ID (SID or WArriorlink) before clicking the activate link. If they followed all directions and still get it, please TEAMS message Kevin Combs or Lisa Chamberlin to have the OKTA activation reset.

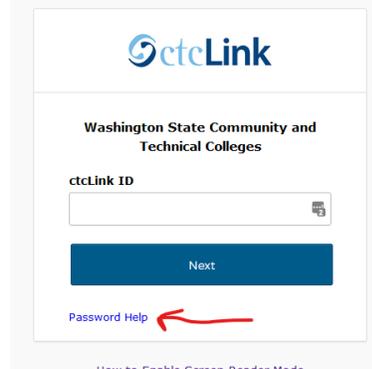
Email

In Personal Details tile - Employees MUST set their campus email as the preferred work email for approval routing purposes – this includes PTF Faculty. They will need to check that email frequently.

Student employees (e.g. work study) should set their email to whichever email they check frequently – because they are students, they can use their personal OR college-issued student email account.

Incorrect information in Personal Details – Much of the information in this area is editable by the employee by clicking on the carat next to the incorrect information (looks like this ) and saving the updated information. For information they cannot edit, employees/students can send a message to WarriorLink@wwcc.edu with their ctclink ID#, and the information that is incorrect. Please **DO NOT** send messages directly (or cc'd) to payroll/HR staff at this time...they are actively working on getting the system stabilized.

Completed activation and know their ctclink ID # but not their password. Enter ID# and Click Password Help on the login screen. The user will be prompted to answer security questions/text password reset.



The screenshot shows the ctclink login interface. At the top is the ctclink logo. Below it, the text reads 'Washington State Community and Technical Colleges'. There is a text input field labeled 'ctclink ID' with a small icon on the right. Below the input field is a blue button labeled 'Next'. At the bottom left, there is a link labeled 'Password Help' with a red arrow pointing to it. At the very bottom, there is a small link that says 'How to Enable Screen Reader Mode'.

Completed activation but didn't write down ctclink ID# (or forgot it). Go to <https://www.wwcc.edu/account-recovery/> and follow directions there. NOTE: The lookup tool will provide a ctclink ID for accounts that did not yet activate...the user STILL NEEDS TO FOLLOW THE ACTIVATION PROCESS as written.

Students getting activated/login – Students need to activate/login from the desktop version of ctclink (gateway.ctclink.us) in order for the full security rights to process for them. If they activate/login ONLY through the mobile view, they will be missing some security roles for conducting student financial processes. To fix...students need login through the desktop link at least once. If they follow OUR activation directions, this will be automatically taken care of.

Time Approvals

Currently the only roles that will route for Timesheet approval are: Classified, Hourly, Mode 5 contracts, and Student Employees. We are actively working on getting OT Eligible Exempt timesheets to route for approval as well, but this may take a little while. Exempt (not OT eligible)/Faculty do NOT enter timesheets for their regular work. Supervisors approve all OT requests, sick, vacation, etc., for all roles.

Students/Hourly employee time sheet options

Students/Hourly employees can (and should) use “Report Time” to report their time each day that they work. This option gives them the ability to “punch in and punch out” each day. They can use the “Enter Time” and just report their In/Out times unless they worked long enough for a lunch – in which case they should use those fields also. We HIGHLY encourage students/Hourly to report time on the day they work rather than saving it up to do all at one time, as it would be easy to miss the Payroll cutoff that way.