First-time CatLink Login: Change password, set up CatawbAlerts & Secret Question

Step 1—Login
- Open a web browser (e.g. Internet Explorer or Firefox).
- Log in to CatLink at [https://catlink.catawba.edu](https://catlink.catawba.edu).

Step 2a—Change Password
- If your password is still your social security number or Catawba id with dashes, you will be prompted to change it.
- Your password must be between 8 and 16 characters and contain no special characters such as “#”.
- Your password must contain at least one letter, one number, and one uppercase letter.
- Your password is case-sensitive.

Enter your Catawba username, sent to your personal email address when you became a deposit-paid student. If you do not know your username, contact the IT helpdesk at 704-637-4666.

Enter your Catawba password. If this is your first-time logging in to Catawba, your initial password is your social security number with dashes OR your nine-character Catawba id formatted with dashes (e.g. C###-###-####, if your social security is not on record with us).

It appears that your password is still your SSN. Please change it now.

Current estimated wait time: 3 minutes.

```
New Password
Confirm Password
Submit
```

Step 2b—Change Password
- This displays the estimated number of minutes it will take to change your password in all Catawba systems. Even if this number is large, it will only take a few minutes to just change your CatLink password.
- Wait 1 minute, close the web browser, and redo step 1, logging in with your new Catawba password.
- If you get a “bad username or password” error when you log in to CatLink, wait 1 minute and try again. Be sure that you are typing your new password correctly.

Sign Up for CatawbAlerts

To receive a CatawbAlert in the case of an emergency on campus, you must provide one or more of the fields below. If you wish to decline the service, leave the fields blank and click on the “Create Account” button. Read more about CatawbAlerts.

```
<table>
<thead>
<tr>
<th>Field</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Text/Cell #</td>
<td>5555555</td>
</tr>
<tr>
<td>Carrier</td>
<td>T-Mobile</td>
</tr>
<tr>
<td>Voice Mail #</td>
<td>555-555-5555</td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:email@example.com">email@example.com</a></td>
</tr>
</tbody>
</table>
```

Step 3a—CatawbAlerts
- When you log back into CatLink, you will be prompted to set up your CatawbAlerts.
- Enter a home or cell phone number where you will receive voice emergency notifications (3-digit area code and 7-digit number, no dashes or special characters).
- Leave all other fields blank for now.
- Click “Create Account”.

EVERYONE must create an account. You will be able to add additional phone numbers and e-mail addresses after you have logged into the CatawbAlerts system.

We encourage students to register their parents’ or guardians’ phone numbers and e-mails as well.
CatawbAlerts

Your account has been setup, please click "Login" below to login.

Step 3b-CatawbAlerts
- Click “Login”.

Step 3c-CatawbAlerts
- Click “Logout”.

Step 3d-CatawbAlerts
- Click to return to CatLink login prompt.

Step 3e-CatawbAlerts
- Log back into CatLink with your Catawba username and password.

To thoroughly set up your emergency notification information later, visit the CatLink Technology tab, the IT Resources channel. View and/or print the “CatawbAlerts Quick Guide”.

Step 4a-Secret Question
- When you log back into CatLink, you will be prompted to set up your secret question, which will allow you to reset your password if you forget it.
  - Choose your secret question.
  - Enter the answer.
  - Enter your non-Catawba “backup” email address.
  - Click “Submit”.

Step 4b-Secret Question
- Close the dialog box that indicates your secret question setup was successful.