

# First-time CatLink Login:

## Change password, set up CatawbAlerts & Secret Question

**Need help?** Call the **IT Help Desk** at 704-637-4666 or send text or email to [ithelp@catawba.edu](mailto:ithelp@catawba.edu)

### Step 1—Login

- Open a web browser (e.g. Internet Explorer or Firefox).
- Log in to CatLink at <https://catlink.catawba.edu>

### Catawba College Portal Sign In

Username:

Password:

**SIGN IN**

[Forgot your password?](#)  
[Need Help?](#)

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. Click **SIGN IN**.

### 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.
- “Current Password” is your social security number with dashes or Catawba ID with dashes.
- Your new password must be between 8 and 16 characters and contain no special characters such as “#”, must contain at least one letter, one number, and one uppercase letter, and is case-sensitive.
- Click “Submit Query” after entering and confirming your new password.

**You must change your password from the default.**

Current Password:

New Password:

Confirm:

**Submit Query**

**Your password should be changed within a few minutes.**

**If you are on campus please save your work and reboot your computer.**

### Step 2b—Change Password

- Watch for the “Your password should be changed within a few minutes...” message. If you see any other message, the password you submitted does not meet the requirements and you will need to create and submit a new password.

Current Password:

New Password:

Confirm:

**Submit Query**

### Step 2c-Change Password

- When you see the “Your password should be changed...” message, close the web browser, wait 5 minutes, then 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.

**You must update your CatawbAlerts Information.**

### Update Your User Information

For security reasons, you must login again to update your Catawba password, secret question, and CatawbAlerts notification settings.

Username:

Password:

**Login**

### Step 3a-CatawbAlerts

- When you log back into CatLink, you will be prompted to enter your username and your new Catawba password to access CatawbAlerts.
- Click “Login”.

[Return to CatLink](#)

Note that Catawba Colleges requires that all current employees and students register at least one text or voice number for receipt of emergency notifications.

**Text**  
Please provide up to two cell phone numbers capable of receiving text messages. Note that upon submission of a new cell phone number, a text is immediately sent to that device. You must validate the text message as instructed in order to validate that cell phone number in CatawbAlerts. Only **validated** numbers will receive emergency notifications.

**Voice**  
Please provide up to four phone numbers where you can receive voice messages. Note that you can list cell phone numbers that you included in the "Text" section to receive both a text and voice message on that device.

**Email**  
Please provide up to 6 non-Catawba email addresses to receive emergency notifications. Note that upon submission of a new email address, an email is immediately sent to that address. You must click on a link in that email message in order to validate that email address in CatawbAlerts. Only **validated** email addresses will receive emergency notifications.

✓ = Validated  
✗ = NOT Validated

### Step 3b-CatawbAlerts

- Enter one text phone number OR one voice phone number.
- Enter one non-Catawba email address.
- Click "Update".
- Reply to text and email messages as instructed in the messages sent to your phone or email in order to validate your phone number and email address.
- Click "Refresh" to update the validation status of your phone number or email address. Your phone number and email address will have green check marks beside them when they have been successfully validated.
- If you have a red X beside your phone number or email address after you have clicked "Refresh", wait a few minutes and click "Update" again, then check your phone or email for a message and validate it.
- If you still see a red X beside a phone number or email address after updating a second time, delete that phone number or email address and enter a different one, then update and validate.

To add other text or voice phone numbers or email addresses to your CatawbAlerts notifications, visit the CatLink **Technology** tab, the **IT Resources** channel. View and/or print the "CatawbAlerts Quick Guide". This guide is also available on the Catawba web page:

[www.catawba.edu/emergency](http://www.catawba.edu/emergency)

**Secret Question**

If you forget your password in the future and you have set this up, you can use it to reset your password.

Alternate Email:

Question:

Answer:

### Step 4-Secret Question

- After you have validated an email address, scroll down the CatawbAlerts screen to "Secret Question".
- Click the drop-down arrow at "Alternate Email" and select the email address you registered with CatawbAlerts.
- Type a question of your choice for "Question".
- Type answer to your question in "Answer".
- Click the "Update Secret Question" button.
- Your Secret Question has now been set up.

**Congratulations! You've finished the First-Time CatLink Login!** To return to CatLink, scroll to the top of the webpage and click the red "Return to CatLink" hyperlink—you will be prompted to login to CatLink again.

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