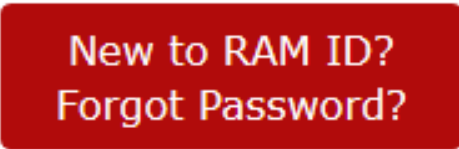


Forgotten RAM ID Password

This option is for users who have forgotten their RAM ID password and need to manually reset it.

1. Click on "New to RAM ID? Forgot Password?" button.



2. Enter RAM ID Username.

- **Students:** Your username is the same as your "Student ID number".
Student Format: W00000001, @00000001, etc.
- **Faculty/Staff:** Your username is the same as your "Network Login ID".
Faculty/Staff Format: jsmith

NOTE: Faculty/Staff will be required to check the "I am Staff/Faculty" checkbox.

A screenshot of a web form titled "END-USER SELF SERVICE" in a red header. Below the header, the text reads: "Please enter your username and click the button below to view the options currently available to you." There is a text input field labeled "Username" with a small "I am Staff/Faculty" checkbox below it. At the bottom, there are two red buttons: "Continue" and "Cancel".

3. Choose your "Authentication Type" and enter requested answer:

- 1 Challenge Answer, which will use your previously enrolled Challenge Answers.
- "One-Time Password" (OTP), which will send a message to either your (registered) mobile device or personal email.

END-USER SELF SERVICE

Please choose an authentication type and click the button below to continue.

Username

I am Staff/Faculty

Requested Action Reset Forgotten Password

Authentication Types Available

1 Challenge Answer

One Time Passcode

END-USER SELF SERVICE

Please answer any 1 of the 2 questions below

Username

I am Staff/Faculty

Requested Action Reset Forgotten Password

Answers remaining: 1 optional

4. Once the user's identity has been verified either by answering Challenge Question or via OTP, the user will be prompted to set a new password.

END-USER SELF SERVICE

Please enter your new password in the fields below.

Password Complexity Rules

Your new password must satisfy the following rules:

- Must be at least **8** characters long
- Must be **32** or fewer characters long
- Must have at least **1** numeric character

Username

I am Staff/Faculty

Requested Action Reset Forgotten Password

New Password

Confirm Password

Please note the following requirements for passwords:

- Your password must be at least 8 and no more than 32 characters
- You cannot reuse any of the last 2 passwords used at CCSF
- Your password cannot contain any part of your name or username
- Your password must have at least 1 numeric character

Troubleshooting:

- If you enter your RAM ID then select "New to RAM ID? Forgot Password?" button but are not able to select "Continue" or get an error stating "Bad Request Type," you will need to contact the Help Desk @ (415) 239-3711 (Option 5).
- Users will need to confirm their Student/Employee ID, Day of Birth, and 2 digit SSN when contacting HelpDesk.