

New User Account Activation

New to RAM ID?
Forgot Password?

First time to RAM ID? Click

[New to RAM ID? Forgot Password?] Button to start the process.

(For all new students, faculty and staff)

Accessing RAM ID Portal

1. Go to CCSF website
2. Click on **MyCCSF** link (upper right corner)
3. Click on **RAM ID Self Service** link under **Service and Email** section.

You should be redirected to the following page:

RAM ID LOGIN PORTAL

Username

W00000000 or jsmith

I am Staff/Faculty

Password

Login **Change Password** **New to RAM ID? Forgot Password?**

RAM ID USERNAME FORMAT

- **STUDENT:** Student ID Number (e.g. W00000000,@00000000,...)
- **STAFF/FACULTY:** Network Login (e.g. jsmith) [Check "I am Staff/Faculty"].

NEED HELP?

- **What is RAM ID?** - [INFO](#)
- **New Users** click "**New User? Forgot Password?**" - [INSTRUCTIONS](#)
- **Forgotten Password** click "**New User? Forgot Password?**" - [INSTRUCTIONS](#)
- To Change known Password click "**Change Password**" - [INSTRUCTIONS](#)

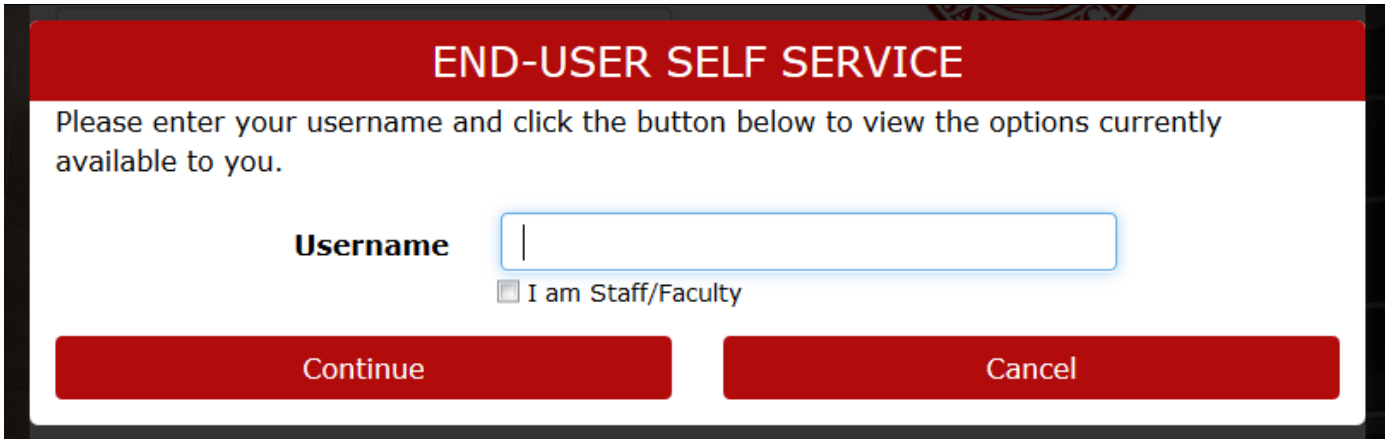
Still need assistance? Contact CCSF Helpdesk at (415) 239-3711 (option 5)

Initializing your RAM ID

1. Click on "New to RAM ID? Forgot Password?" to start the process.

New to RAM ID?
Forgot Password?

2. Enter your Student or Staff/Faculty Username when the End-User Self Service box appears asking for Username [see formatting information below].



END-USER SELF SERVICE

Please enter your username and click the button below to view the options currently available to you.

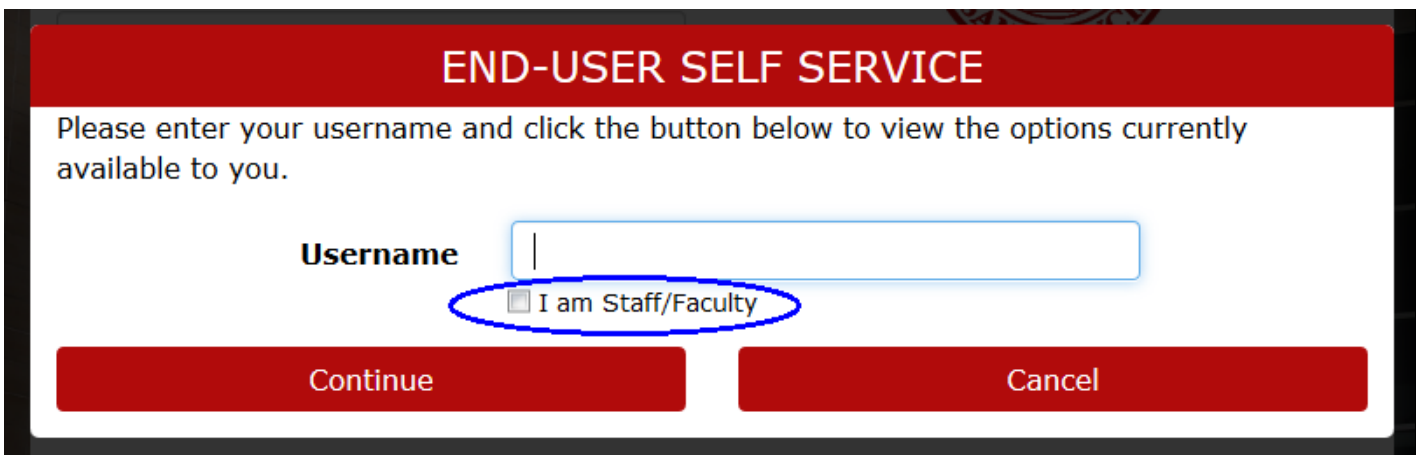
Username

I am Staff/Faculty

Continue **Cancel**

- **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



END-USER SELF SERVICE

Please enter your username and click the button below to view the options currently available to you.

Username

I am Staff/Faculty

Continue **Cancel**

3. Answer the 3 mandatory questions to verify your identity.

RAM ID LOGIN PORTAL

END-USER SELF SERVICE

Please answer ALL 3 of the mandatory questions below

Username

I am Staff/Faculty

Requested Action Reset Forgotten Password

1) What is your Student or Employee ID number?

2) What is your Last Name?

3) What is your date of birth [MMDDYY]?

<< Previous

Next >>

Cancel

Answers remaining: 3 mandatory

Still need assistance? Contact CCSF Helpdesk at (415) 239-3711 (option 5)

- What is your Student/Employee Number?
- What is your Last Name?
- What is your Date of Birth (MMDDYY; eg: 070498 for July 4, 1998)?
- Once all 3 questions have been answered correctly, the “Continue” button will become available.

Note: Answers must match what is on record with CCSF Admissions and Records. If you cannot answer the mandatory questions correctly, please contact CCSF Central Helpdesk @ (415) 239-3711 (option 5) to help verify what is on record.

4. Set your desired 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	<input type="text" value="<username>"/>
	<input type="checkbox"/> I am Staff/Faculty
Requested Action	Reset Forgotten Password
New Password	<input type="text"/>
Confirm Password	<input type="text"/>

Continue

Cancel

- Your password must be at least 8 and no more than 32 characters
- You cannot reuse your last password used at CCSF
- Your password cannot contain any part of your name or username
- Your password must contain at least 2 of the 4 following types of characters: upper case letters, lower case letters, numbers, symbols.

Hit "Click here to continue" to proceed.

END-USER SELF SERVICE

Password Reset Successfully
[Click here to continue](#)

I am Staff/Faculty

4. Enroll your challenge answers.

Click "Continue" to proceed.

PASSWORD RECOVERY CHALLENGE ANSWERS

Please enter your current password and click the button below to enroll your challenge answers.

Username

I am Staff/Faculty

Password

END-USER SELF SERVICE

Please answer at least 2 of the 10 questions below.
NOTE: Answers must be at least **2** characters long.

Username

I am Staff/Faculty

Answers remaining: 2 optional

- Select 2 questions and provide answers.
- Note: Answers to these questions will assist you in the recovery process in the future; don't overthink the answer, just enter what you would if you were asked these questions in the future.

Click "Continue" to proceed.

END-USER SELF SERVICE

Password Reset Successfully
[Click here to continue](#)

I am Staff/Faculty

5. Enroll your mobile phone for password recovery. (OPTIONAL)

**PASSWORD RECOVERY
MOBILE PHONE**

Please enter your current password and your **"OPTIONAL"** mobile phone number to enroll. You may also be prompted to select a mobile phone carrier from a drop-down list. A test message will be sent immediately for confirmation. You can skip this enrollment but you will be asked to enroll again during your next login.

To **permanently** not display reminders for this authentication type, check the box below before skipping. You can always enroll from the Account Management page.

Username	<input type="text" value="W12345678"/>
	<input type="checkbox"/> I am Staff/Faculty
Password	<input type="password" value="●●●●●●●●"/>
Country	<input style="border-bottom: 1px solid #ccc;" type="text" value="United States"/>
Phone Number	<input type="text"/>

Do not remind me again

Continue

Skip

- Enter your 10 digit mobile phone number. (e.g. 4155551212)
- Note: Please have your mobile device available for this process.

Click "Continue" to proceed.

END-USER SELF SERVICE

A One Time Passcode (OTP) has been sent to your phone. It could take 10 to 15 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

Username
 I am Staff/Faculty

One Time Passcode
[Problems with the OTP?](#)

- Enter the one-time passcode (OTP) texted to your mobile phone number.
- Note: If multiple OTPs are sent, use the latest code.

Click "Continue" to proceed.

6. Enroll your PERSONAL email address for password recovery. (OPTIONAL)

**PASSWORD RECOVERY
PERSONAL EMAIL ADDRESS**

Please enter your current password and the "**OPTIONAL**" personal email address to enroll. A test message will be sent immediately for confirmation. You can skip this enrollment but you will be asked to enroll again during your next login.

To **permanently** not display reminders for this authentication type, check the box below before skipping. You can always enroll from the Account Management page.

Username
 I am Staff/Faculty

Password

Email Address

Do not remind me again

- Enter your PERSONAL email address. (e.g. @gmail.com @yahoo.com @hotmail.com etc.)
- Note: Please be able to access your personal email account for this process.

Click "Continue" to proceed.

END-USER SELF SERVICE

A One Time Passcode (OTP) has been emailed. It could take 20 to 30 seconds to be delivered. Upon receipt, please enter the OTP below and click the button to continue.

Username

I am Staff/Faculty

One Time Passcode

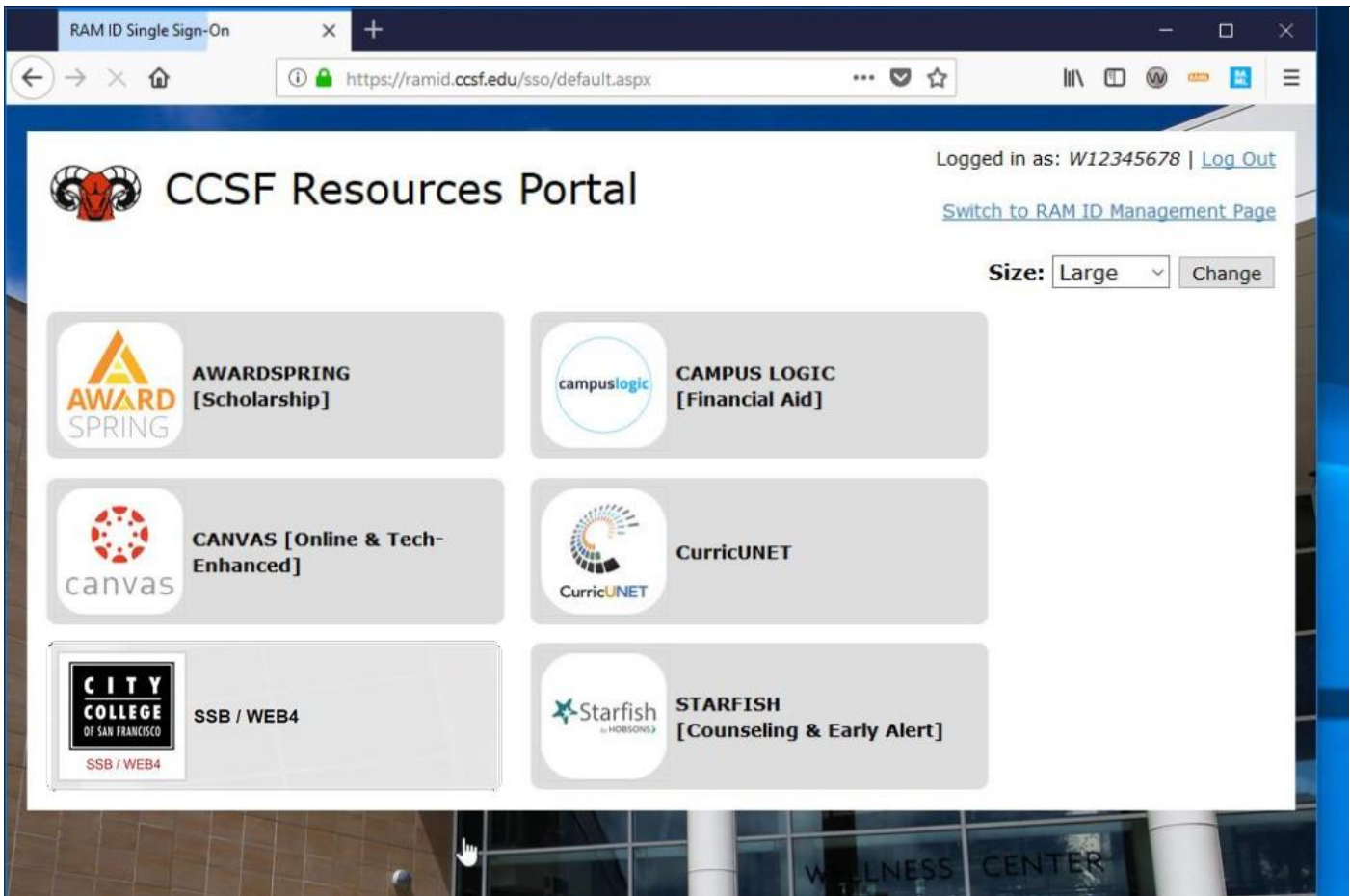
[Problems with the OTP?](#)

Continue
Cancel

- Enter the one-time passcode (OTP) emailed to your personal email account.
- Note: If multiple OTPs are emailed, use the latest code.

Click "Continue" to proceed.

7. RAM ID Resources Portal.



- You have SUCCESSFULLY initialized your RAM ID.
- Note: You should be able to click on any resources available to you without re-entering your password.

Have a great semester!