New User Account Activation

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:
Initializing your RAM ID

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

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

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

- What is your Student/Employee Number?
- What is your Last Name?
- What is your Date of Birth [MMDDYY]?

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.

- 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.
4. Enroll your challenge answers.

Click "Continue" to proceed.

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

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

Click "Continue" to proceed.
• 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)

• 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.
• 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!