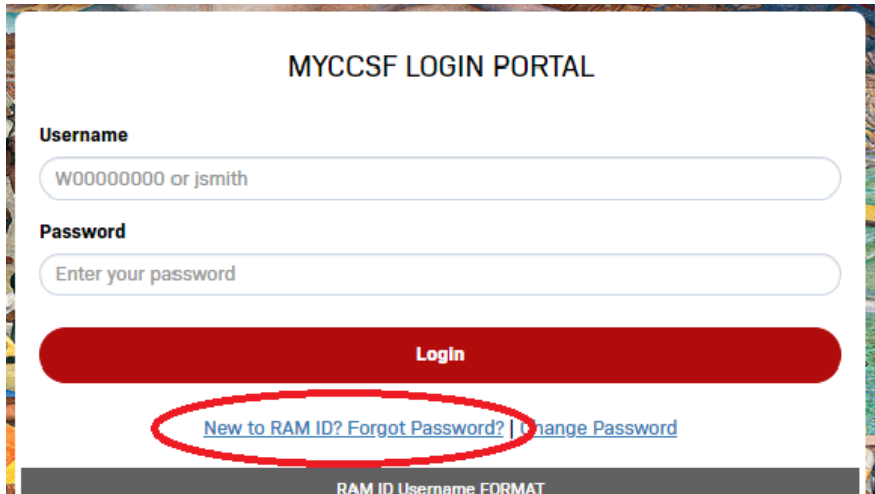


Forgotten RAM ID Password

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.



MYCCSF LOGIN PORTAL

Username
W00000000 or jsmith

Password
Enter your password

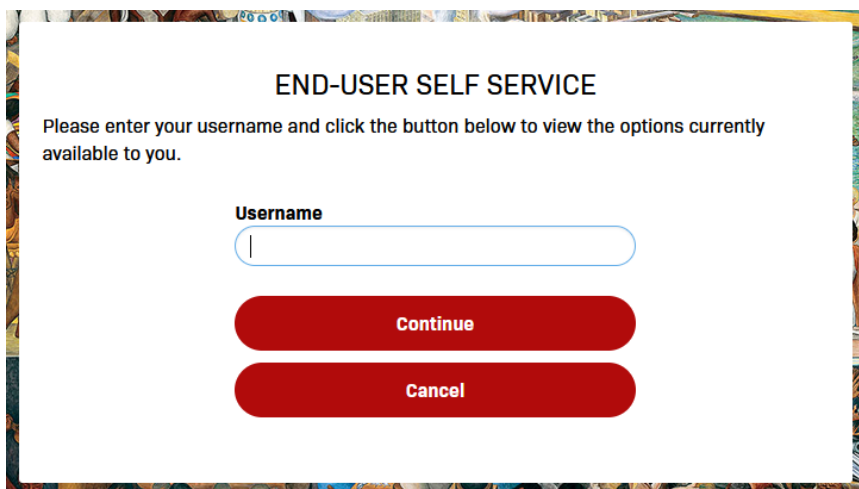
Login

[New to RAM ID? Forgot Password?](#) | [Change Password](#)

RAM ID Username FORMAT

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



END-USER SELF SERVICE

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

Username
|

Continue

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
W00000001

Requested Action Reset Forgotten Password

Authentication Types Available

- 1 Challenge Answer
- 2nd Factor / One Time Passcode

Continue

Cancel

END-USER SELF SERVICE

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

Username
W00000001

Requested Action Reset Forgotten Password

Authentication Types Available

- 1 Challenge Answer
- 2nd Factor / One Time Passcode

Continue

Cancel

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:

- At least **8** characters long
- Be **32** or fewer characters long
- At least **1** numeric character
- Not contain the **<** char OR **&#**

Username

Requested Action Reset Forgotten Password

New Password

Confirm Password

Continue

Cancel

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 contain at least 1 numeric and 2 of the 4 following types of characters: upper case letters, lower case letters, symbols.
- Once password requirement has been met, you will see checkmarks alongside each rule:

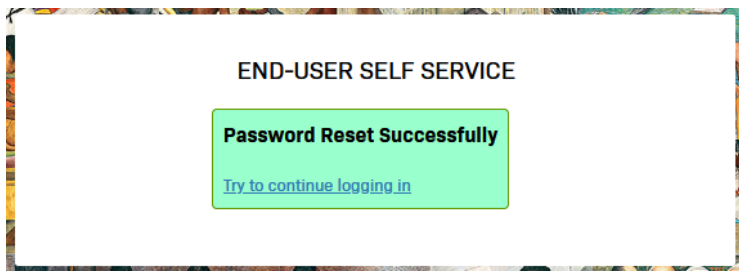
Password Complexity Rules

Your new password must satisfy the following rules:

- **At least 8 characters long** ✓
- **Be 32 or fewer characters long** ✓
- **At least 1 numeric character** ✓
- **Not contain the < char OR &#** ✓

Click Continue after you entered your password in New Password and Confirm Password boxes.

Click "Try to continue logging in" to proceed.



You now have successfully reset your password.