

New User Account Activation

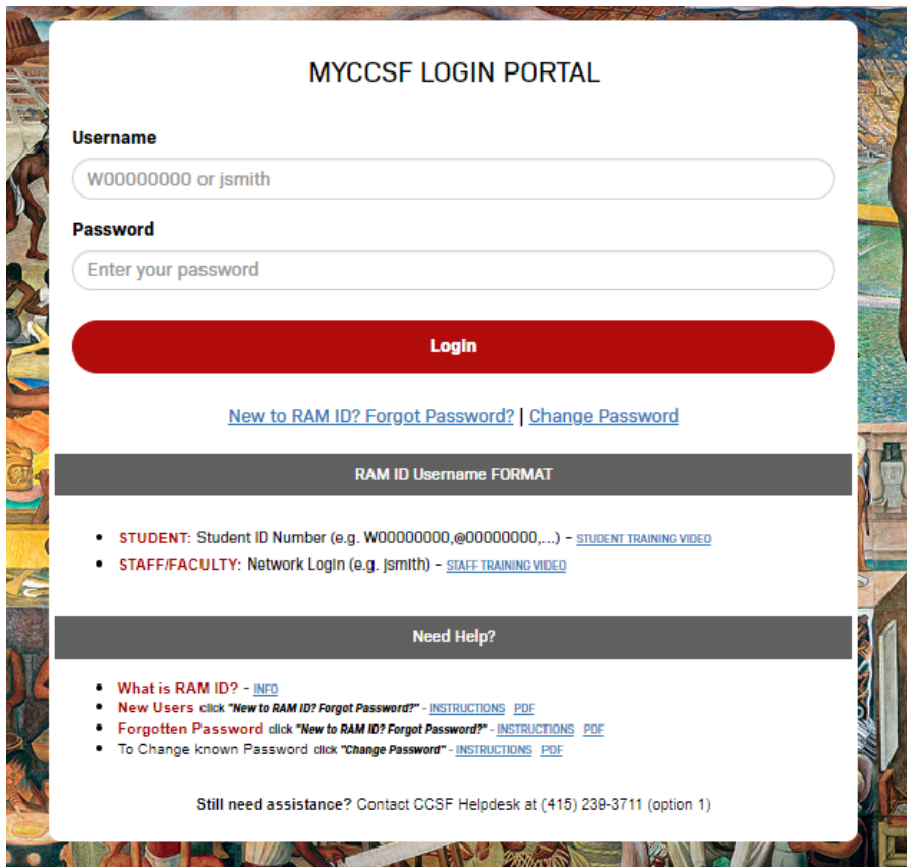
First time to MYCCSF LOGIN PORTAL? Click [[New to RAM ID? Forgot Password?](#)] link to start the activation process.

(For all new students, faculty and staff)

Accessing MYCCSF LOGIN PORTAL

1. Go to CCSF website (www.ccsf.edu)
2. Click on **MYCCSF** link (upper center or under Menu)
3. Click on **myCCSF Login Portal (RAM ID)** link under **Student Resources at CCSF** section.

You should be redirected to the following page:



MYCCSF LOGIN PORTAL

Username
W00000000 or jsmith

Password
Enter your password

Login

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

RAM ID Username FORMAT

- **STUDENT:** Student ID Number (e.g. W00000000,@00000000,...) - [STUDENT TRAINING VIDEO](#)
- **STAFF/FACULTY:** Network Login (e.g. jsmith) - [STAFF TRAINING VIDEO](#)

Need Help?

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

Still need assistance? Contact CCSF Helpdesk at (415) 239-3711 (option 1)

Initializing your RAM ID

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

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 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

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

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

END-USER SELF SERVICE

Please answer ALL 3 of the mandatory questions below

Username
W00000001

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**

- 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. Please click on the Continue button to continue.

Note: Answers must match what is on record with CCSF Admissions and Records. If you cannot answer the mandatory questions correctly, please visit our online HelpDesk submission form at <https://helpdesk.ccsf.edu> and submit a ticket 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:

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

Username
W00000001

Requested Action Reset Forgotten Password

New Password
|

Confirm Password

Continue

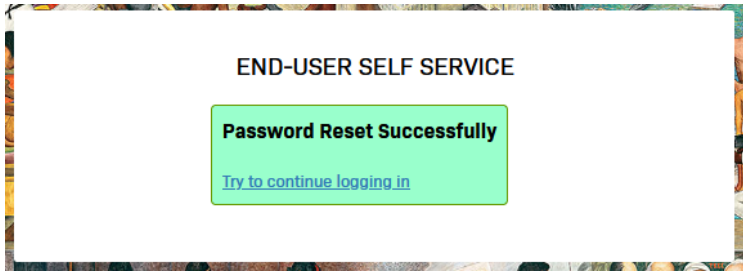
Cancel

- 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 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:

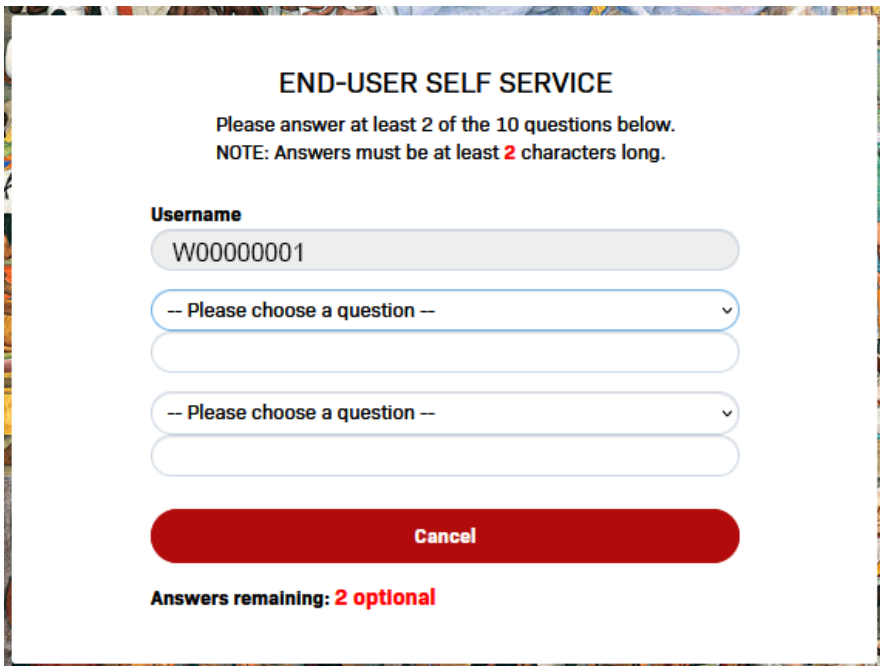
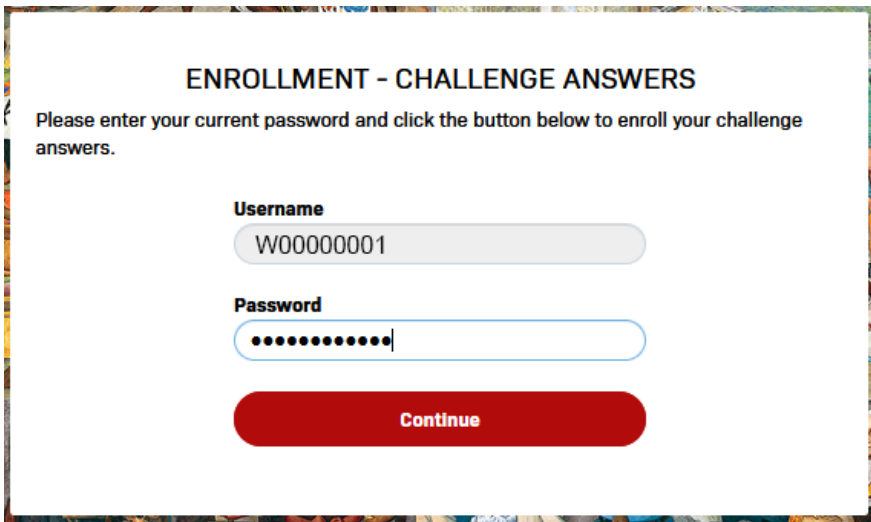
- At least **8** characters long ✓
- Be **32** or fewer characters long ✓
- At least **1** numeric character ✓
- Not contain the **< char OR &#** ✓

Click "Try to continue logging in" to proceed.



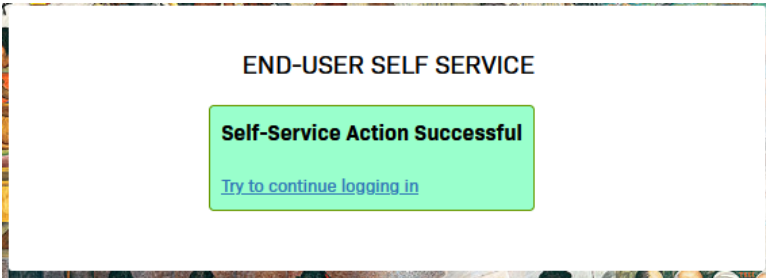
4. Enroll your challenge answers.

Click "Continue" to proceed.



- Select 2 different questions and provide answers. Answers to each question cannot be the same.
- 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 "Try to continue logging in" to proceed.



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

A screenshot of a web page titled "ENROLLMENT - MOBILE PHONE". The page contains the following elements:

- A paragraph of instructions: "Please enter your current password and your 'OPTIONAL' 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."
- A checkbox with the text "To permanently not display reminders for this authentication type, check the box below before skipping. You can always enroll from the Account Management page." and the checkbox is currently unchecked.
- A "Username" field with the value "W00000001".
- A "Password" field with ten black dots representing masked characters.
- A "Country" dropdown menu with "United States" selected.
- A "Phone Number" field with the value "415-555-1212".
- A checkbox with the text "Do not remind me again" in red, which is currently unchecked.
- Two red buttons: "Continue" and "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
W00000001

2nd Factor / One Time Passcode
39808789
[Problems with this authentication option?](#)

Continue

Cancel

- 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.

Click "Try to continue logging in" to proceed.

END-USER SELF SERVICE

Self-Service Action Successful

[Try to continue logging in](#)

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

ENROLLMENT - EMAIL ADDRESS

Please enter your current password and "OPTIONAL" 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.

Do not remind me again

Username
W00000001

Password
●●●●●●●●

Email Address
mypersonalemail@gmail.com

Continue

Skip

- 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
W00000001

2nd Factor / One Time Passcode
04036607

[Problems with this authentication option?](#)

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.

Click "Try to continue logging in" to proceed.

END-USER SELF SERVICE

Self-Service Action Successful

[Try to continue logging in](#)








7. myCCSF Resources Portal.

myCCSF Resources Portal

W0000001

Search/Filter your Apps...

Resources

- 
CAMPUS LOGIC
[Financial Aid]
- 
CANVAS
- 
Elucian Degree Works™
Degree Works (Ed Plan)
- 
Handshake (Student Jobs)
- 
myRAM Portal
- 
SCHOLARSHIPUNIVERSE
[Scholarship]
- 
Student Health Services
My Patient Portal

Pan American Unity - Diego Rivera [1940]

- 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!