

How to Reset Your PIN Code

On WEB4, type in your student ID number, and click on the “Forgot PIN” button (near bottom of screen) to continue to next page. If you forgot your student ID number and you provided a SSN number, you can use that number as well. (Note: You can click on “Forgot Answer” link to have a temporary PIN code sent to you via email instead of doing the following.)

Now, type in the answer for your security question which you created the first time when you used Web4, click on “Submit Answer.” **REMEMBER THE ANSWER IS CASE SENSITIVE.**

Type in the six-digit number as your PIN, and click on “Log In” to go into your student account.

Forgot your answer? Click on the “FORGOT ANSWER” LINK. A new PIN code will be sent to your CCSFMail email account. Enter the new PIN code and click on the “Log In” button.

