Logging into Account

First Time Logging in/New to RAM ID (or forgot password)? START HERE:
(Returning to WEB4? Skip to STEP 7)

STEP 1: Accessing RAM ID Portal

1. Go to CCSF website: www.ccsf.edu
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:
   *Recommend bookmarking/favoriting this page on phone/laptop.

4. If first time, click on New to RAM ID button:

   New to RAM ID? Forgot Password?

STEP 2: Enter Username

1. Log into account- enter username (Your username is the same as your "Student ID number" Ex. W12345678)
2. Answer the 3 mandatory questions to verify your identity:
   a. Enter Student ID
   b. Last Name
   c. Birthdate (MMDDYY)
STEP 3: Set Your Preferred 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.

STEP 4: Select Your Security Challenge Questions

1. Enter Username & new Password again
2. Select 2 questions and provide answers.
3. Once set, Click continue to proceed
   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.

STEP 5: Enroll Phone Number (Optional) & Email

1. Enter your 10 digit mobile phone number. (e.g. 4155551212)
2. Note: Please have your mobile device available for this process.
3. Click "Continue" to proceed.
4. Enter the one-time passcode (OTP) texted to your mobile phone number.
5. Note: If multiple OTPs are sent, use the latest code.
6. Click "Continue" to proceed.
7. Enroll your PERSONAL email address for password recovery. (OPTIONAL)
8. Enter your PERSONAL email address. (e.g. @gmail.com @yahoo.com @hotmail.com etc.)
9. Note: Please be able to access your personal email account for this process.
10. Click "Continue" to proceed.
11. Enter the one-time passcode (OTP) emailed to your personal email account.
12. Note: If multiple OTPs are emailed, use the latest code.
13. Click "Continue" to proceed.
STEP 6: Final Step- Enter Web4 System

- 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.
- Select Icon that says “SSB/Web4” to get started.

Have a great semester!

STEP 7: Jump Here If You Already Set-up Account:
1. Go to CCSF website: www.ccsf.edu
2. Click on MyCCSF link (upper right corner)
3. Click on RAM ID Self Service link under Service and Email section.
4. Login with username and password
   **Username= CCSF ID. Ex. W12345678

   *Recommend bookmarking/favoriting this page on phone/laptop.

STEP 8: Enter Portal

- Select Icon that says “SSB/Web4”
# Adding/Dropping Courses & Wait List

## Adding a Course:

<table>
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<tr>
<th>STEP 1: Log-in:</th>
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<tr>
<td>1. Go to <a href="http://www.ccsf.edu">www.ccsf.edu</a></td>
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<tr>
<td>2. Click on <strong>MyCCSF</strong></td>
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<tr>
<td>3. Click on Log in to SSB (Web4)</td>
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<tr>
<td>4. Login to the RAM ID loin portal.</td>
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<tr>
<td>5. Login with username and password <strong>Username= CCSF ID. Ex. W12345678</strong></td>
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<tr>
<th>STEP 2:</th>
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<tr>
<td>● Select Icon that says “SSB/Web4”</td>
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<th>STEP 3:</th>
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<tr>
<td>● Select &quot;Student Portal&quot;</td>
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<th>STEP 4:</th>
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<td>● Select &quot;Student Registration&quot;</td>
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<th>STEP 5:</th>
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<td>● Select a Term (Ex. “Fall 2019”)</td>
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<th>STEP 6:</th>
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<td>● Select &quot;Register for Classes&quot;</td>
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<th>STEP 7:</th>
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Bridge to Success 12/2018
- Select Term Option (Ex. “Fall 2019”)  

**STEP 8:**
- Search for Course
  - You can search by:
    - Subject: Ex. Mathematics
    - Department: Ex. Art
    - GE Area/Diversity Program: Ex. METRO
    - Instructor, Campus, or Online
  - You can also search by entering the Course Registration Number (CRN) or by searching the schedule by changing the tabs in the top blue bar
- Click Search

**STEP 9:**
- Select “ADD” in the row of the course that you want
- If it says “REGISTERED,” then you are enrolled in your CCSF class!

**Dropping a Course:**

**STEP 1:**
- Follow Steps 1-8 from above.

**STEP 2:**
- Under “Summary,” select “Drop/Remove” from the drop down menu next to the class you want to drop.

**STEP 3:**
- Click “Submit” to fully drop the class.
To Wait List for a Course: The Class is FULL, but Waitlist is OPEN, here is what you do:

STEP 1:
- Follow Steps 1-8 from above.
- Select “ADD” in the row of the course that you want add/waitlist
- Under “Summary” box select “Wait List” from the drop down menu next to the class you want to add.
- Click “Submit”.

STEP 2:
- If a seat becomes available, you are notified by an email sent to your CCSF email account to register for the class. You have 48 hours (including Saturdays and Sundays) to register for the class from the time the email is sent to you. If you do not register within this timeframe, you will be removed from the waitlist and the seat is given to the next person on the waitlist. You will need to choose “Register” from the Action pull down menu and press the Submit Changes button.
- If you don’t get moved to “register”, you can go to the first day of the class and ask to add the class. If they let you add, you will be given an ADD CODE/STICKER. Once you get that ADD CODE, follow the next process below.

****If a course was full and you did not get in on wait list, you can still try to add the course on the first day. Here’s what you do:
1. Attend the first day of the course. Try to go early since there may be other students trying to add
2. Introduce yourself to the instructor and let him/her know that you would like to add the class
3. If there is room, the instructor (either at the beginning or the end of class) will give you an add code/sticker. Don’t lose the add code number!!!
4. If you get an add code follow the next steps:

STEP 3: You have an ADD Code to register
1. Follow steps 1-8 from Adding a Class but select to search by CRN & enter the CRN.
2. After entering the CRN number you will see authorization code entry. Enter your add code and then hit save
3. Confirm that the words “Registered” appear next to the course you wish to enroll in
4. You’re done!
# RAM ID LOGIN PORTAL- WEB4

## Checking Final Grades/Requesting Transcripts

### STEP 1: Log-in:
6. Go to www.ccsf.edu
7. Click on MyCCSF
8. Click on Log in to SSB (Web4)
9. Login to the RAM ID login portal.
10. Login with username and password  
   **Username= CCSF ID. Ex. W12345678**

### STEP 2:
- Select Icon that says “SSB/Web4"
- Select "Student Portal"

### STEP 3:
- Select "My Profile"

### STEP 4:
- In left column under your photo, click on what you’d like to view:
  - [Unofficial Transcript](#)
  - [Official Transcript](#)
  - [View Grades](#)

Note: To order your Official Transcript, answer the questions to submit the request/ have your transcript sent to your preferred school or mailed home to you. $5 per copy. $10 to rush order

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**Locked out of your Web4 account?**

If you have been locked out of your web4 account, please try to reset your pin through your Web4/RAM ID portal or call 415-239-3711 to reach the help desk.