

# FAQs for the MyApps Portal

## How do I log in to my applications through the MyApps Portal?

First, make sure that you are in the [MyApps Portal](#). Then enter the following to get to the MyApps Portal Dashboard:

- For Employees: DSW or POI # + password
- For Contractors: Login or Supplier ID + password

## How do I create a password that meets CCSF password standards?

Head to the [MyApps Portal](#) and log in. From there, please follow the on-screen instructions to complete the process and create your password.

CCSF passwords must be a minimum of 10 characters and must include:

- An upper-case value
- A lower-case value
- A numeric value
- A special character (any character is ok)
- Cannot contain spaces, tabs, or line breaks
- Cannot contain your first name, last name and username

**Note:** Your previous 7 passwords are restricted from being reused as passwords.

## How can I change my password?

- Head to the [MyApps Portal](#). Log in to the **MyApps Portal**.
- Login by entering the following information:
  - For Employees: DSW or POI # + password
  - For Contractors: Login or Supplier ID + password
- After logging in, select the 'Change My Password' option on the left side of the menu.
- Enter your current password in the field titled 'Old Password.'
- Enter your new password in the second field, 'New Password.'
- Confirm your new password in the third field, 'Confirm New Password.'
- The second and third fields must match to progress to the next step.

- Select 'Submit' to change your password. A confirmation message will appear confirming your changes were saved.

## What should I do if I forget my username or password?

To recover your password, head to the [MyApps Portal](#) and click "**Forgot your password**" in the login screen. This will send a secure code to one of your multifactor options, e.g., your mobile phone, designated email, or authenticator app.

If you cannot recover your password using the "Forgot your password?" option, please contact the Department of Technology Service Desk at (628) 652-5000 or [dtis.helpdesk@sfgov.org](mailto:dtis.helpdesk@sfgov.org).

## What is Multi-Factor Authentication?

Multi-Factor Authentication (MFA) is a modern security feature that requires users to use two separate methods to verify their identities when logging into their accounts. MFA is used by websites and institutions around the world to increase security and protect users' data.

## How do I add or update my Multi-Factor Authentication method?

- Head to the [MyApps Portal](#). Log in to the **MyApps Portal**.
- Login by entering the following information:
  - For Employees: DSW or POI # + password
  - For Contractors: Login or Supplier ID + password
- After logging in, select the 'Enroll in Multi-Factor Authentication (MFA)' option on the left side of the menu.
- Use options on the page to update your information or add a new mobile phone or personal email and mobile app to Multi-Factor Authentication (MFA).