

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 (for employees - DSW number, POI's - POI number, Contractors/Suppliers/Bidders - Username) and your password to get to the MyApps Portal Dashboard.

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: New passwords cannot be the same as any of your previous 7 passwords.

How can I change my password?

- Head to the [MyApps Portal](#). Log in to the **MyApps Portal**.
- Enter your (for employees - DSW number, POI's - POI number, Contractors/Suppliers/Bidders - Username) click 'Agree & Sign in.'
- 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**” from login screen. This will send a secure code to either your mobile phone or email or push notification.

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.com.

What is Multi-Factor Authentication?

Multi-Factor Authentication (MFA) is a modern security feature that requires users to sometimes use two separate methods to verify their identities when they log in to 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**.
- Enter your (for employees - DSW number, POI's - POI number, Contractors/Suppliers/Bidders - Username) click 'Agree & Sign in.'
- After logging in, select the "Change Multi Factor" tile on the left side of the page.
- Use options on the page to update your information or add mobile app, or a new mobile phone or security questions to Multi-Factor Authentication (MFA).