Before you proceed, write down your CSUID number, you will need it on a future step in Adobe. When you click “Request My RamCard Online”, you will be directed to the Adobe Sign website.

To begin the Sign In process, input your Colorado State University email address in the format of “FirstName.LastName@colostate.edu”.

Click “Continue” to proceed to the next screen.
This will take you to the CSU login page to sign in with your Colorado State University eID. Enter your eName (eID) and corresponding password. If you have any troubles logging in here or need to change your password, go to eid.colostate.edu.

You will be automatically redirected to the RamCard Request workflow within Adobe Sign. Once you have read the instructions above in full, scroll to the bottom of the page and click “Send”.

![CSU Login Page](image1.png)

![RamCard Request Workflow](image2.png)
You will be brought to a page requesting that you verify your identification.

You will be prompted to provide a phone number to a smart phone. This is required for the image capturing application that will compare the ID to the government database.

There is a 15-minute time limit to complete the verification process that starts once the link is clicked. Once the text message is sent, a blue message appears indicating the message is sent, and the link in that message has a five-minute expiration.

On the smart phone, a text message is delivered with a link. Once the link is clicked, you are given the option to authenticate with either a Driver License / ID card or a Passport.
When using a driver's license or ID card the app will prompt you to take an image of:
- The front of the card
- The back of the card
- Yourself

If using a Passport, only one image of the passport is required.

During the process of gathering and verifying the document content, the original notification page displays a status message that the details are being verified.
The scanned Govt ID is authenticated in real time by validating dozens of elements within the document. The selfie image is then compared to the image on the document to provide a real time match to the document.

You have five attempts to successfully verify using their ID. If you fail five times, the request is canceled, and the sender is notified.

On successful completion of the government ID verification, you will see the “Success!” screen above. Feel free to close the browser window on your phone and return to the original request window. You will be brought to the “Consent to do business electronically” agreement. Once you agree to the Terms of Use by checking the box, the “Accept” button will become available. Click it to continue.
After consenting to do business electronically, you will be redirected to the Remote RamCard ID Request Form. Your first and last name should auto-populate but verify that they are correct and accurate before proceeding. You will be required to fill out the following fields: CSU ID#, Date of Birth, ID Type (select one of the options), and Signature.

Once all fields have been filled out, a “Click to Sign” button will appear at the very bottom of the page. Click here to submit your RamCard ID Request.
This will bring you to the confirmation of completion page. Congratulations! You have finished the Adobe Sign process and have successfully submitted your request. You may now close the browser.

If you are unable to complete the Adobe Sign online process, you may request your RamCard by appointment. Please contact us at ramcard@colostate.edu for information about scheduling an appointment to request and pick up your RamCard on campus during fall semester.