



Using ePayroll by Phone

With CCSF ePayroll, your pay information is just a quick phone call away! You can call ePayroll to hear your pay information over the phone, or to get a copy of your pay advice sent to a fax machine. Here's how:

1. Call the ePayroll toll-free number:

1-866-314-3729

2. When prompted, enter your "Employee ID"

This is your eMerge Employee ID, which is also your DSW #. You can find this new eMerge Employee ID number on the back of your City ID badge next to 'DSW' – it is a 4 or 5 digit number. For some employees, this Employee ID number may also be on your department ID badge (example: Rec/Park). Police and Fire employees can find their eMerge Employee ID (DSW #) on their HR self-service website.

If you don't have this number, contact your department Human Resources for assistance.

3. When prompted, enter your PIN, and then press "#"

If you are a new, first time ePayroll user, your PIN is the last 4 digits of your Social Security number. After your first log in, you will create your own PIN that is an 8 to 16 digit number.

4. Select "1" for paystub review, or say "paystub"

You will hear summary information about your earnings and the amount deposited in your account. To navigate through the system, just follow the voice prompts.

5. To request ePayroll to send a fax copy of your paystub information to you, follow the voice prompts under paystub review. Make sure you have your fax number ready.

- you will be prompted to enter the fax number where you want your paystub information to be sent. Enter the area code and the number for your fax machine.
- in a few minutes, go to the fax machine and pick up your paystub.