



## 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.