CITY AND COUNTY OF SAN FRANCISCO   **OFFICE OF THE CONTROLLER**

Ben Rosenfield
Controller

Todd Rydstrom
Deputy Controller

Dear Employee,

We care about the security of your personal information and are sending this letter to explain the enhancements being made to further improve the security of your information online.

The City and County of San Francisco (CCSF) currently stores payroll data in two systems:

1. CCSF's ePayroll site – This site provides CCSF employees secure online access to their pay information from any location worldwide. It is hosted by Equifax, one of the country's largest credit agencies; AND

2. CCSF Employee Gateway – This site allows approximately 6,000 CCSF employees to securely view their pay and additional employee information online while logged onto the City's network.

Equifax is making a change to its CCSF ePayroll password reset procedures as of July 31, 2016 to ensure access to your personal information remains secure. We want you to be ready for this change. The following information only pertains to the CCSF ePayroll site.

Equifax Identity Validation Procedures

If you have already created your own account (username and password) on the CCSF ePayroll website, you should not experience any changes. However, if you have trouble logging in, you may:

- Request a one-time code to reset your password. This one-time code will be provided via phone, text or by email to the address you provided when you set up your account.

- Call the Equifax Service Center for assistance if you have not already registered online.

    o *New Identity Validation Procedures*: When you call the Equifax Service Center, a representative will proceed with a new identity validation procedure. The Equifax representative will ask you to confirm personal information based on your credit history, which the Equifax representative has access to as part of your Equifax credit file. This information helps Equifax ensure they are actually speaking to you. For example, you may be asked to validate a previous address, or the amount of a loan you previously had or currently hold. **This information is not known to CCSF and is not provided to CCSF**.

Using the CCSF Employee Gateway

If you are a "self-service" employee using the CCSF Employee Gateway you will not encounter any changes at this time. The CCSF Employee Gateway is only accessible when you are on the CCSF's secure network, and users have to reset their passwords every 90 days, providing enhanced security.

We care about the security of your personal information and welcome the changes Equifax is making to protect our employees.

Sincerely,

Christie Beetz
Acting Payroll Director