Quick Start Guide for First Time Users

Login to ePayroll and set up your security questions

A. Go to www.sfgov.org/paystub and select “CLICK HERE TO REVIEW YOUR PAY INFORMATION”

B. Enter your 5 or 6 digit DSW# as Employee ID and click Continue
   - No leading zeroes!
   - Ask your department Human Resources or Payroll Staff if you don’t know it.

C. Enter your personal identification number (PIN) and click Log In.
   - First time users will enter the last 4 digits of your Social Security number.

Enrollment Steps 1 – 5

1. Remember this computer...Would you like us to remember this computer? Select “Yes” for a personal computer or “No” for a shared computer.

2. Security Questions. Select your six security questions from the drop-down lists and provide answers you will remember, then click Continue.

3. Contact Information – Phone/Fax. Enter at least one phone number where you can be reached when you access ePayroll, then click Continue.

4. Review Security Selections. This is your opportunity to confirm or change your security questions.

5. Create a New PIN. You will be prompted to create a new PIN. (Must be 8 to 16 digits, NUMBERS only!). Your “Current PIN” is the last 4 digits of your Social Security number. Enter your new PIN, re-enter your new PIN, and click Save.
You’ve set up your ePayroll account!

Using ePayroll
To use ePayroll, go to www.sfgov.org/paystub, select “CLICK HERE TO REVIEW YOUR PAY INFORMATION”, then enter your Employee ID and PIN to log in!

A To print your current paystub, select Print PayStub from the Main Menu. This button opens a new Adobe Acrobat window with a PDF document showing your most current paystub

B To view historical pay information, select the Pay History. Select the desired pay date using a drop-down box.

C To view your current pay information, select PayStub Details

Additional Features
- Use the Hide Screen button shown at the top and bottom of all the ePayroll pages to quickly hide your pay information. This is a privacy feature that allows you to quickly hide your information when using ePayroll, but will not log you out of your session.
- To change your PIN, click the Personal Information or My Account link on the Main Menu. Under the My Account screen, go to the “Security” section and then click “Change PIN”. PIN must be an 8 – 16 digit number. Do not change anything other than your PIN, security image, security questions, and “remember my computer” options. Do not update any personal information through the My Account screen.

Getting Help Using ePayroll
- Online – from the Main Menu screen, click “Help” located near the top of the page.
- Phone – Call 1-866-314-3729. Available 6:00 a.m. through 6:00 p.m. PST Monday through Friday. Enter your ePayroll Employee ID (your DSW # with no leading zero). If you forgot your PIN enter “0” (do not press #) when prompted for it.
- By email or phone – Contact the Paperless Pay Specialist in the Controller’s office - PaperlessPay@sfgov.org or (415) 701-3409