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.