

# Getting Started

ENROLL DURING  
**OPEN**  
ENROLLMENT  
ONLINE WITH  
**eBENEFITS**

OCTOBER 1–30, 2020

## Welcome to eBenefits Online Open Enrollment

If you will not be making any changes to existing benefit elections for you or your dependents AND do not wish to enroll or re-enroll in a Healthcare or Child Care Dependent Care Flexible Spending Account (FSA), there is no need to take further action.

Welcome to **eBenefits**, our online benefits system, designed to provide you with a secure, fast and convenient enrollment experience.

You can use your computer, tablet, mobile device or smart phone to access **eBenefits** at any time during Open Enrollment between October 1-30, 2020.

To get started, go to the **City and County of San Francisco's Employee Portal** at <https://sfgov.org/sfc/employee-gateway> or search online for *San Francisco Employee Gateway*.

Please note that *Internet Explorer* is not supported by **eBenefits**. Use one of the following Internet browsers: *Chrome*, *Firefox*, *Safari* or *Microsoft Edge*.



## GETTING STARTED

1

Sign into the **City Login** page: Click on



Employee Login

from <https://sfgov.org/sfc/employee-gateway>

2

Click on the **Open Enrollment link** from the alerts tab on the SF Employee Portal page.

3

Enter your elections and submit your choices by **5:00pm PST on October 30th, 2020**. If you are adding new dependents, you will need to submit supporting documentation, which can be uploaded in **eBenefits**.

## IDENTITY PROTECTION AND CONTACT INFORMATION

For your security and identity protection, when you log in you will be asked to use a Multi-Factor Authentication process. Multi-Factor Authentication (MFA) is a modern security feature that requires users to sometimes use two separate methods to verify their identities when they log into their accounts.

When you log into [eBenefits](#), be sure to update your contact information including email, home and mailing addresses so that we can mail important information to you regarding your health benefits, including your Confirmation Statement, 1095 tax form and other important notifications throughout the year.

## HELP IS AVAILABLE

Detailed instructions, videos and resources can be found at [sfhss.org/ebenefits](https://sfhss.org/ebenefits).

If you have questions about benefits, plans, eligibility, or enrolling online, please call SFHSS at **(628) 652-4700**. Our telephone hours are Monday, Tuesday, Wednesday and Friday, from 9am to 12pm and 1pm to 5pm, and Thursday from 10am to 12pm and 1pm to 5pm.

Our offices are currently closed to the public.

If you are unable to log into the **Employee Portal**, please contact the **City and County of San Francisco's Department of Technology Help Desk** at **(628) 652-5000**, between the hours of 7:30am-5pm, Monday to Friday. If your Open Enrollment link does not work, please contact SFHSS directly.

You will be asked to provide your **DSW (Employee ID) Number** and some additional information to validate your identity.

## VOLUNTARY BENEFITS

Voluntary benefits are optional insurance plans which can help protect you and your family. SFHSS has partnered with **WORKTERRA** to offer quality insurance plans at the best cost.

To enroll in voluntary benefits, or if you have questions about voluntary benefits, please contact **WORKTERRA** by phone at **(866) 528-5360** or visit [workterra.net](https://workterra.net) to self-enroll, dis-enroll, or confirm any existing elections.

Thank you for participating in **eBenefits**.

Very truly yours,  
San Francisco Health Service System