

Getting Started

ENROLL IN
OPEN
ENROLLMENT
BENEFITS
ONLINE
OCTOBER 1–29, 2021

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 Dependent Care Assistance 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, or smart phone to access *eBenefits* at any time during **Open Enrollment** between **October 1-29, 2021**.

To get started, go to the **City and County of San Francisco's Employee Portal** from <https://myapps.sfgov.org>

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

GETTING STARTED

1

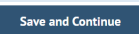
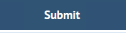
Click on the SF employee portal tile  from the *myapps* dashboard:
<https://myapps.sfgov.org>

SF Employee Portal

2

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

3

Once in *eBenefits*, be sure to click **Save and Continue**  through each screen. You must click **Submit**  at the end of the process in order to complete your enrollment otherwise your elections will not be recorded.

4

Enter your elections and submit your choices by **5:00pm PST on October 29th, 2021**. If you are adding new dependents, you will need to submit supporting documentation, which can be uploaded in *eBenefits*.

SAVING AND SUBMITTING YOUR ELECTIONS

Be sure to click the **Save & Continue** button after you make your enrollment changes. After you review all of your elections, click the **Submit** button at the end to finalize your choices.

IDENTITY PROTECTION

For your security and identity protections, your registration will require you to set up Multi-Factor Authentication (MFA). This is a method that grants a user secure access only after presenting at least two separate pieces of evidence to authenticate their identity.

CONTACT INFORMATION

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

HELP IS AVAILABLE

Detailed instructions, videos and resources can be found at sfhss.org/ebenefits


In order to serve as many members as possible, we are providing consultations by telephone only. If you have any questions, 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.

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.

VOLUNTARY BENEFITS

SFHSS has partnered with **WORKTERRA** to offer quality voluntary benefits, or optional insurance plans, that can help protect you and your family at a competitive cost.

Click on the **WORKTERRA**  icon from the **Myapps** dashboard. Go to <https://myapps.sfgov.org> (click on the **WORKTERRA** tile) to self-enroll, dis-enroll, or confirm any existing elections.

If you have questions about voluntary benefits, contact **WORKTERRA** at **(866) 528-5360**.

Thank you for using **eBenefits**, we look forward to serving you!