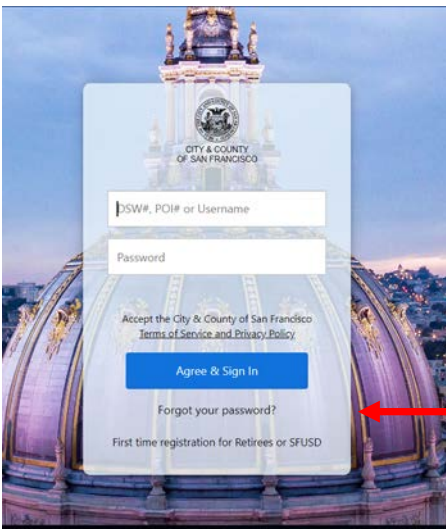


For Retirees and SFUSD employees Only Step by Step Instructions to Register Account

Here are the step by step Instructions on how to register your account. These steps will only need to be completed once.

Go to the sign-in page: <https://myapps.sfgov.org/ccsfportal/signin>



1. Click the "**First Time Registration for Retirees or SFUSD**" weblink.

First time registration for Retirees or SFUSD

Please provide following details

First Name

Last Name

Month and Year of Birth (MM/YYYY)

3xeh9f

Type the text above

Type the text above

Submit

Or

Back to login

2. Enter **First Name, Last Name, Date of Birth** as month and year, and type in the **Captcha**. The letters in the captcha are case-sensitive. If the letter is larger, it is a capital letter. Lower case L looks like "l". **If you would like to generate a new captcha, refresh your browser to begin again.**

Click on the **Submit** button. If you receive an error recheck you have spelled your name correctly and entered the correct date of birth. Fix any typos and submit again. If you still encounter errors, follow the error directions.

Verify Your Identity

Help us to verify your identity

First Name

Last Name

Date of Birth (MM/DD/YYYY)

Last 5 digit SSN#

Submit

Or

Back to login

3. Enter **First Name, Last Name, Date of Birth** and **last 5 digits of your Social Security Number**.

Click on the **Submit** button. If you receive an error recheck you have spelled your name correctly and entered the correct date of birth and last 5 of your SSN. Fix any typos and submit again. If you still encounter errors, follow the error directions.

Create your password

Please write down and remember your user name (DSW#) below for City & County of San Francisco

login
DSW # : 000000

Your Password must have at least:

- ☐ 10 characters
- ☐ One numeric character
- ☐ One uppercase character
- ☐ One lowercase character
- ☐ One special character
- ☐ New & confirm password must match

Should not contain first, last or user name Previous 7 passwords are disallowed

New Password

Confirm New Password

Submit

4. Your DSW will be displayed. Write this down and save it as you will need it to sign into the system. This is your user name. Create your new password.

Passwords must have at least **10 digits**, **One numeric character**, **One uppercase character**, **One lowercase character**, **One special character**. Green check marks will appear next to each required password criteria when you have met that requirement

Your Password must have at least:

- ☒ 10 characters
- ☒ One numeric character
- ☒ One uppercase character
- ☒ One lowercase character
- ☒ One special character
- ☒ New & confirm password must match

5. Confirm the password.
6. Click on the **Submit** button.

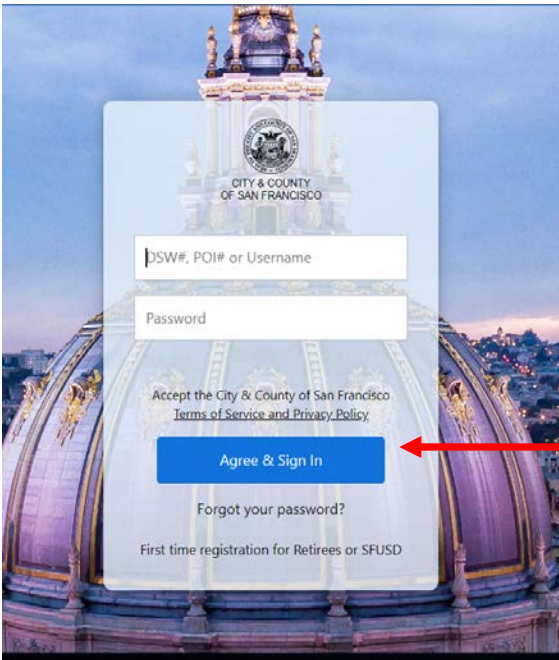
Confirmation

Your password has been successfully reset.

Login

7. You will receive a confirmation that you have successfully reset your password.

Click on the Login button to continue with your registration.

The image shows a login screen for the San Francisco Health Service System. At the top is the City & County of San Francisco seal. Below it are two input fields: "DSW#, POI# or Username" and "Password". Under the password field is a link for "Terms of Service and Privacy Policy". A blue button labeled "Agree & Sign In" is highlighted with a red arrow. Below the button are links for "Forgot your password?" and "First time registration for Retirees or SFUSD".

CITY & COUNTY
OF SAN FRANCISCO

DSW#, POI# or Username

Password

Accept the City & County of San Francisco
[Terms of Service and Privacy Policy](#)

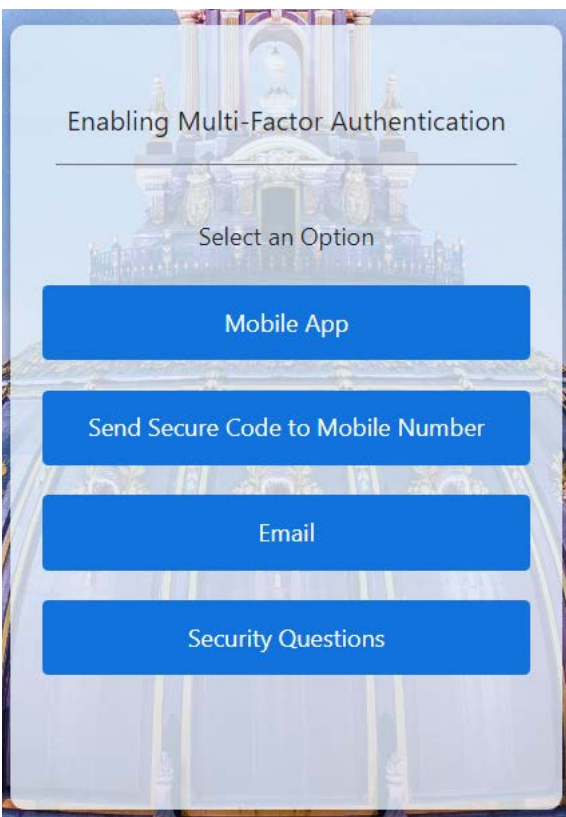
Agree & Sign In

[Forgot your password?](#)

First time registration for Retirees or SFUSD

8. Sign in with your DSW and password to complete the 2nd part of your account registration where you will set up your multi-factor authentication (MFA). MFA is a security system that requires more than one method of authentication to verify your credentials. This ensures a greater level of security.

Click on the Agree & Sign In button to continue

The image shows a screen titled "Enabling Multi-Factor Authentication". Below the title is a horizontal line and the text "Select an Option". There are four blue buttons stacked vertically: "Mobile App", "Send Secure Code to Mobile Number", "Email", and "Security Questions".

Enabling Multi-Factor Authentication

Select an Option

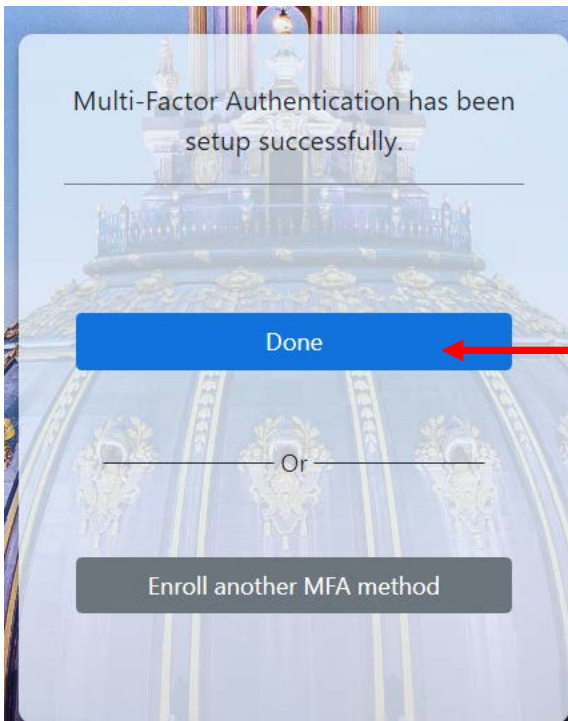
Mobile App

Send Secure Code to Mobile Number

Email

Security Questions

9. Select the type of multi-factor authentication (2nd method of authentication) that you would like to use. This can be secret questions you create along with the answers or it can be you providing your cell phone number to receive text messages with a code you will enter when logging in or you can select to use a 3rd party authentication application.



10. You will receive a confirmation that you have successfully set your multi-factor authentication.

Click on Done. You have now completed your one-time user registration. In the future you will be able to return to <https://myapps.sfgov.org/ccsfportal/signin>

Refer to the How-To Step by Step for how to access eBenefits.