The San Francisco Health Service System (SFHSS) is making available online Open Enrollment to a subset of retirees and SFUSD pilot participants who meet the initial criteria. Retirees and other SFHSS members not included in this first round will be included in later stages of the project.

If you have received a letter inviting you to set up your account and you have received a temporary password, you are ready to begin. **It is critical you set up your account as soon as you receive your temporary password in the mail,** *before* **the Open Enrollment period begins as your temporary password will expire.**

To get started, you will need your Employee ID (DSW number) and your temporary password. Your Employee ID (DSW number) is located at the top right of the letter we sent to you inviting you to "Register Today to Online Open Enrollment in October!"

Your Employee ID (DSW number) should be a length of 5 or 6 numbers.

SAN FRANCISCO
HEALTH SERVICE SYSTEM

REGISTER
NOW
FOR ONLINE
OPEN
ENROLLMENT
OCTOBER 2019

August 12, 2019

<<ENDORSEMENT LINE>>

<<FIRST_NAME>> <<LAST_NAME>>
<<ADDRESS1>> <<ADDRESS2>>
<<CITY>>, <<STATE>> <<POSTAL>>

Employee ID: <<EMPLID>>

Register Today to Enroll for Online Open Enrollment in OCTOBER!

Dear <<FIRST_NAME>>,

Open Enrollment for Plan Year 2020 is just around the corner, set up your account now to elect benefits online for yourself and your family in a safe, secure and convenient manner!

If you will not be making any changes to your existing benefit elections, there is no need to register at this time.

Step 1:
Go to **https://epu-bifrost.sfgov.org**

The following page will load:

SAN FRANCISCO
HEALTH SERVICE SYSTEM

CITY & COUNTY OF SAN FRANCISCO

Identity and Access Management Platform

I agree to the City & County of San Francisco's System Use and Privacy Policy

This is a City & County of San Francisco computer system, which may be accessed and used only for official Government business by authorized personnel. You are advised to read the Privacy Policy regarding the personally identifiable information that we collect, maintain, and use. Unauthorized access or use of the computer system may subject violators to criminal, civil, and/or administrative action in compliance with federal, state and local laws, regulations and policies. All information on this computer system may be intercepted, recorded, read, copied and disclosed by and to authorized personnel for official purposes, including criminal investigations. Access or use of this computer system by any person whether authorized or unauthorized constitutes consent to these terms.
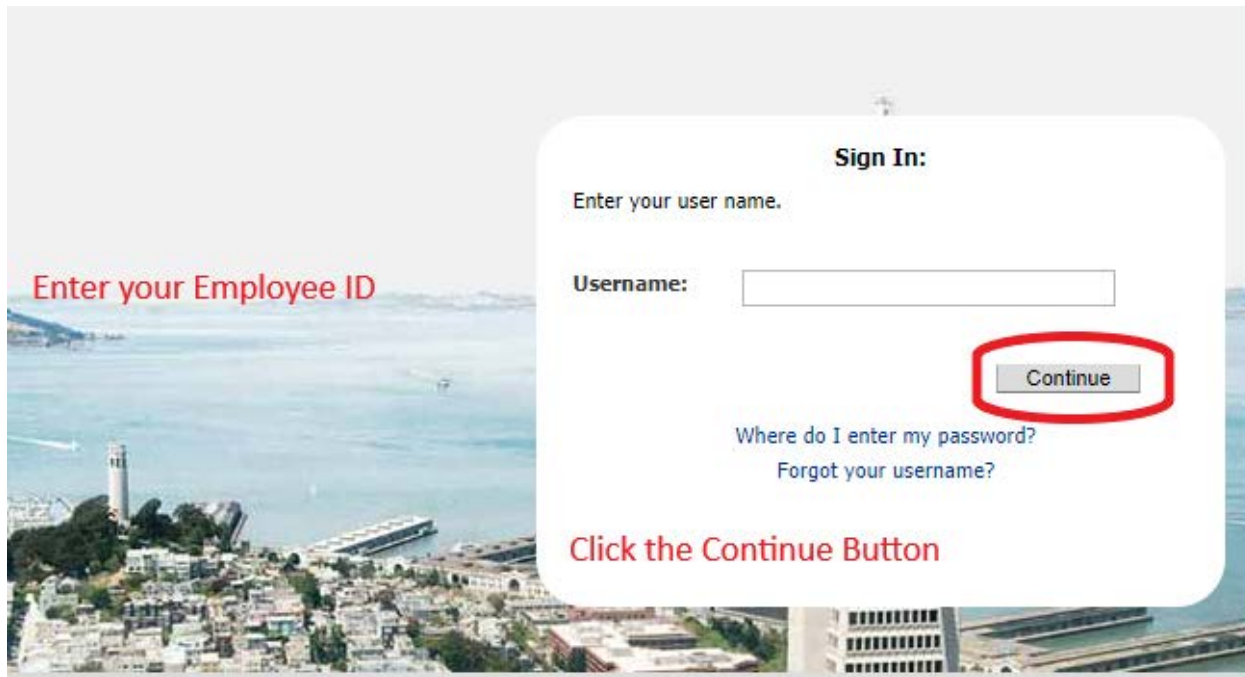Click to view full Privacy Policy

Agree

Sign In:
Enter your user name.

Username: [   ]

Continue

Where do I enter my password?
Forgot your username?

For issues logging in, resetting your passwo... the 628-652-5000 or dtis.helpdesk@sfgov.c... AM profile, please contact Service Desk at

Step 2:

Before you can continue, you MUST click on the Agree button for the City's Use and Policy Statement:

I agree to the City & County of San Francisco's System Use and Privacy Policy

This is a City & County of San Francisco computer system, which may be accessed and used only for official Government business by authorized personnel. You are advised to read the Privacy Policy regarding the personally identifiable information that we collect, maintain, and use. Unauthorized access or use of the computer system may subject violators to criminal, civil, and/or administrative action in compliance with federal, state and local laws, regulations and policies. All information on this computer system may be intercepted, recorded, read, copied and disclosed by and to authorized personnel for official purposes, including criminal investigations. Access or use of this computer system by any person whether authorized or unauthorized constitutes consent to these terms.
Click to view full Privacy Policy

Agree

2

SAN FRANCISCO
HEALTH SERVICE SYSTEM

Once you have clicked on the Agree button, you can now enter information into the Sign In box on the right side of the screen.
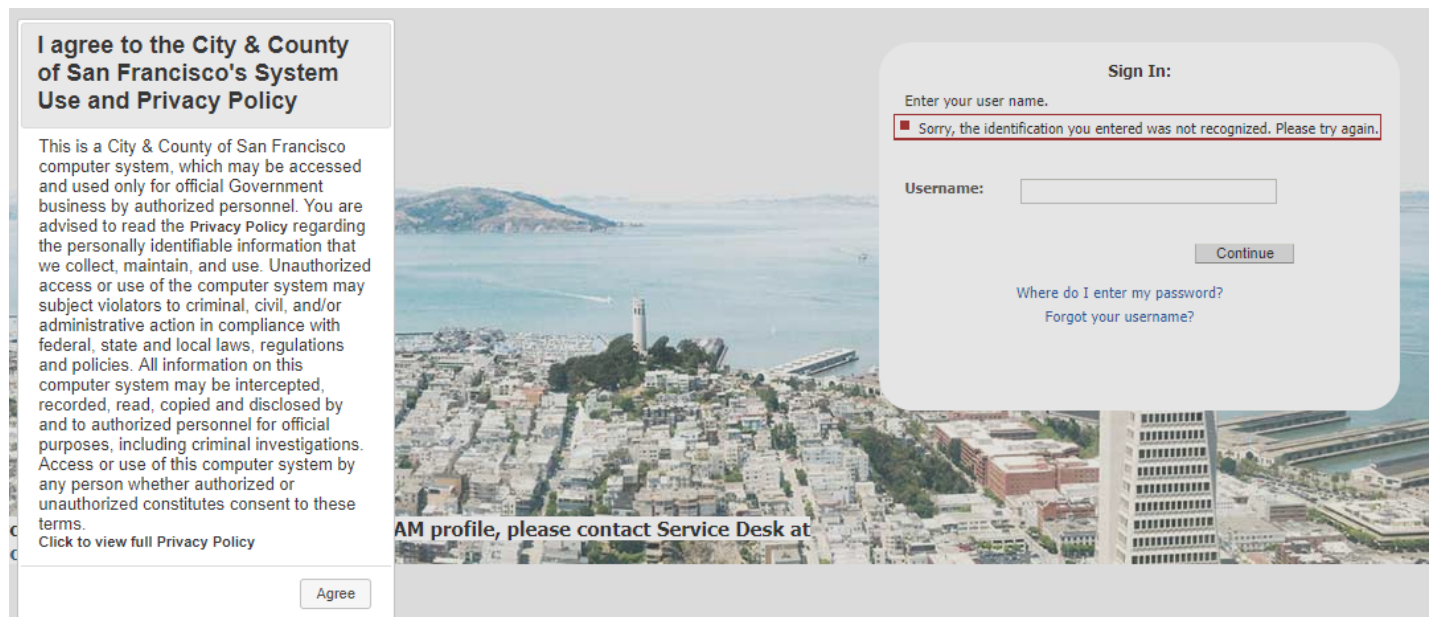
Step 3:

Enter your Employee ID into the Username Field and click on the Continue Button.

If you receive an error that your username was not recognized, please repeat both steps 2 and 3:

Step 4:

Enter your temporary password. This is the password sent to you by SFHSS. Click Continue.

Step 5:

You should now be brought to the Question Page. This is where you will select security questions from the dropdown box and provide answers. You must complete all 5 questions. Try to choose questions which only you know the answers.

After you click continue, you will receive a confirmation message that your profile has been successfully updated. You must click on the word "here" to continue.
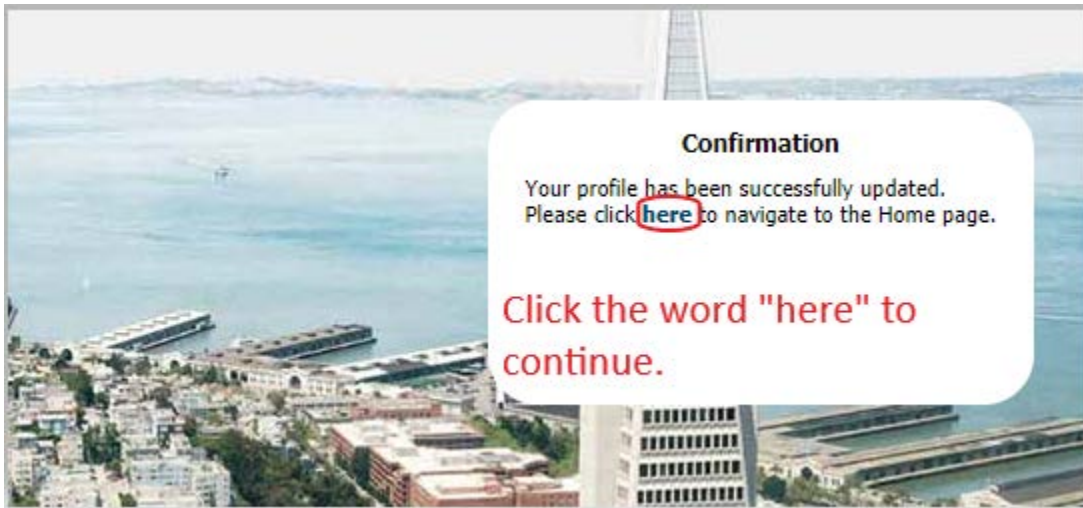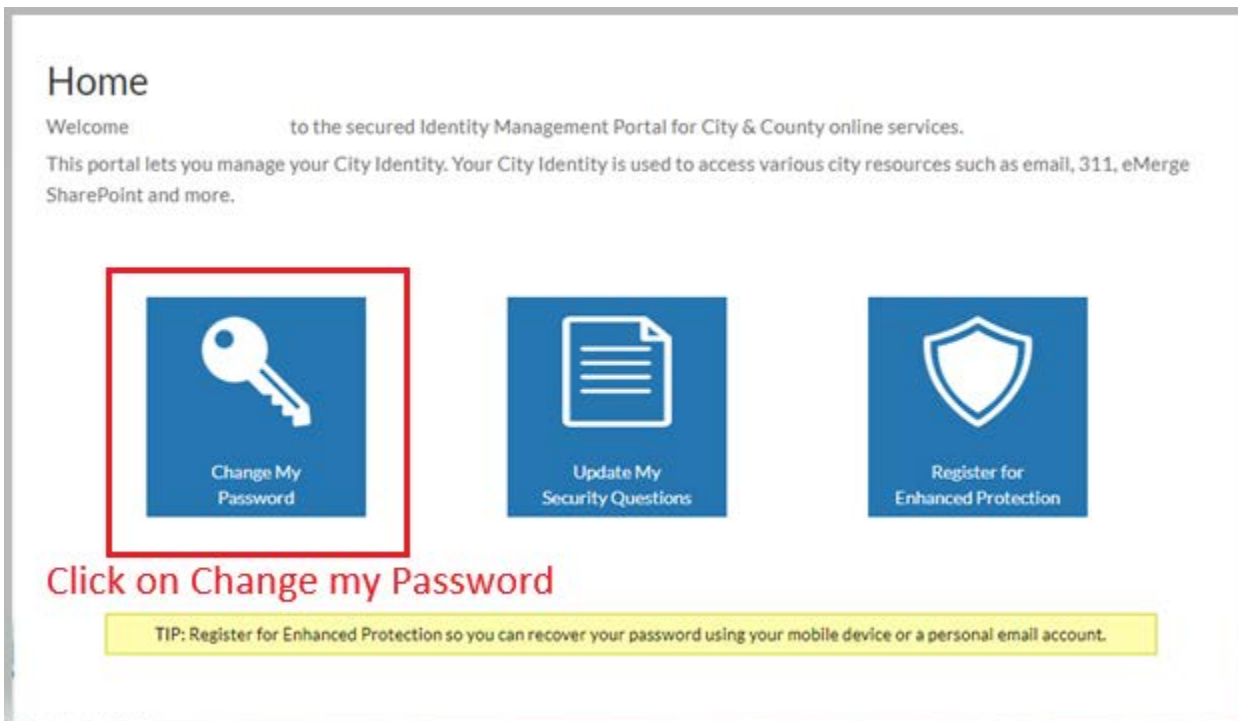

Step 6:

Once you click continue, you will arrive at the portal to manage your City identity. This is where you can change your password, update your security questions and register for enhanced protection.

Since your temporary password is due to expire, you MUST change it at this time.

Click on the blue box labeled Change My Password:

Step 7:

Type in the Old Password which is the temporary passcode sent to you by SFHSS. Enter a new password. The password must meet the following criteria:

- Must be a minimum of 10 characters in length
- These 10 characters must include one each of the following:
    - upper case value
    - numeric value
    - special character (e.g., !, #, &, etc.)
    - Does not contain spaces, tabs, or line breaks
    - Does not contain your first name or last name
- Reuse of previous seven passwords is not allowed

Repeat the new password in the "Confirm New Password" box. Click continue.
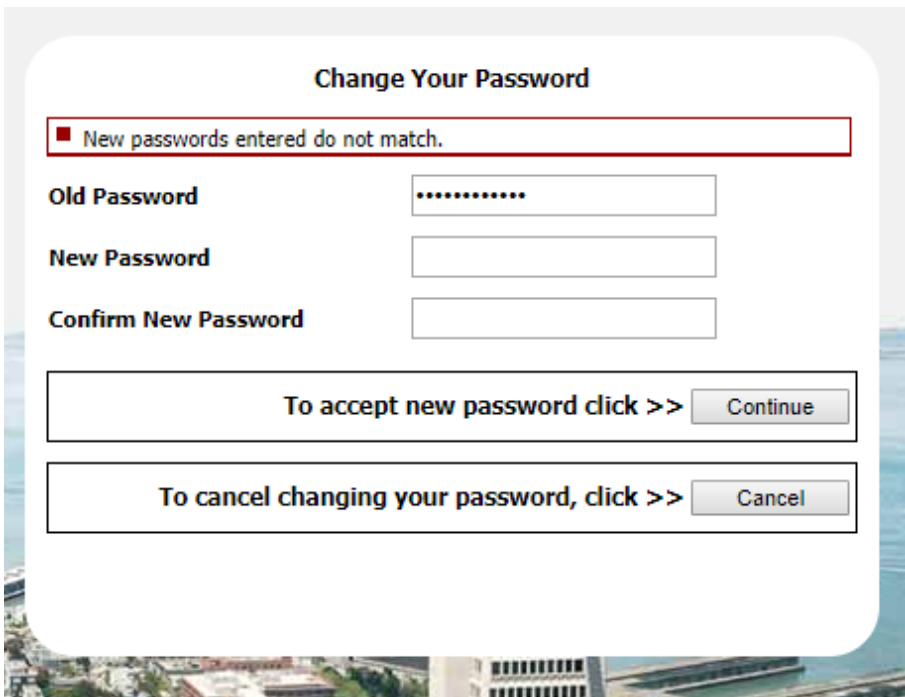
The passwords must match. If they do not, you will need to re-enter the new password into the New Password and the Confirm New Password boxes.
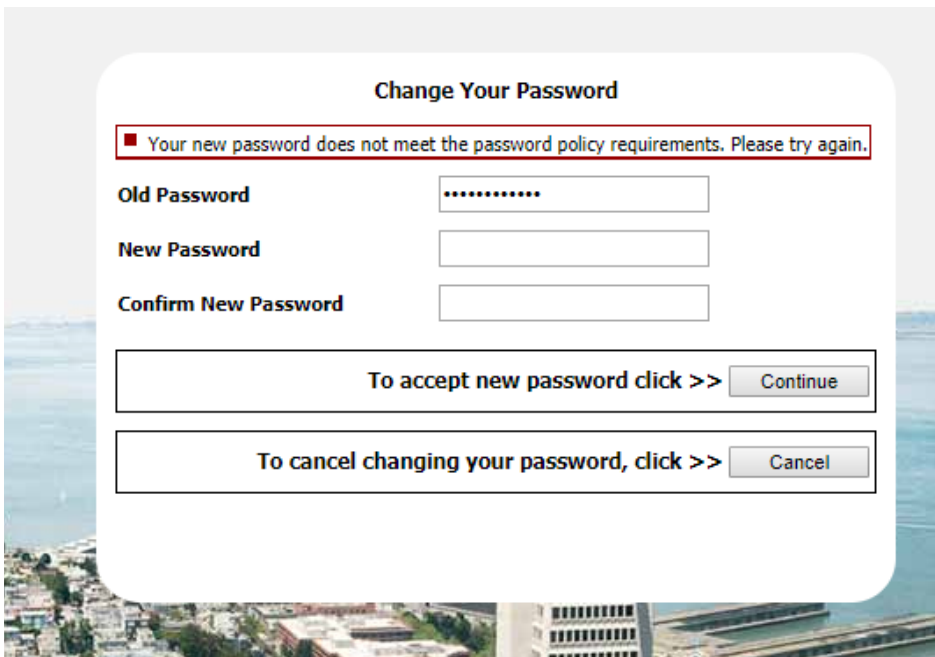
If your password does not meet the requirements you will receive an error message. You will need to re-enter a new password into the New Password and the Confirm New Password boxes which meets the password requirements.

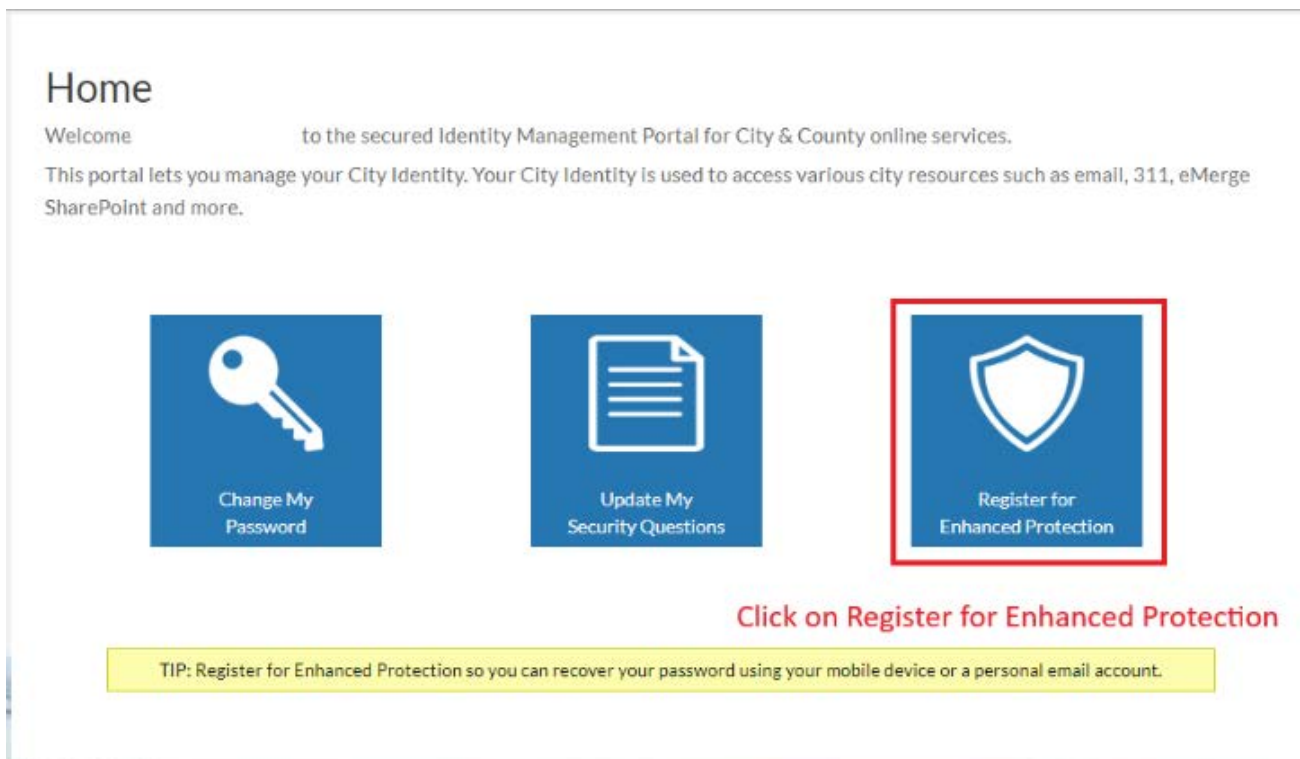If you have successfully set your new password, you will receive a confirmation. Click on the word Agree to accept the City's Use and Privacy Policy and then click on the word "here" in the Confirmation Message to continue.

I agree to the City & County of San Francisco's System Use and Privacy Policy

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Click to view full Privacy Policy

Agree

First Click on Agree

Confirmation

Your profile has been successfully updated. Please click here to navigate to the Home page.

Next click on the word "here"

Step 8:

You will be returned to the portal page for managing your City identity. At this time, click on the box labeled "Register for Enhanced Protection" to set up your account for enhanced protection. This will provide enhanced security and allow you to perform a self-service password reset in the future without contacting the Department of Technology (DT) Service Desk should you become locked out of your account. Passwords expire every 90 days. **As a retiree who may not log into the portal frequently, enabling this feature will help you quickly reset your password and gain access to the system for those few times a year you will log in.**

Home

Welcome   to the secured Identity Management Portal for City & County online services.

This portal lets you manage your City Identity. Your City Identity is used to access various city resources such as email, 311, eMerge SharePoint and more.

Change My Password

Update My Security Questions

Register for Enhanced Protection

Click on Register for Enhanced Protection

TIP: Register for Enhanced Protection so you can recover your password using your mobile device or a personal email account.

Step 9:

You can choose to enter a personal email address, a mobile telephone number or both, depending upon your preference. Once you have entered your contact information, click on the check box to agree to the City's terms and conditions and then click on the Continue button.

The information will be used to send a one-time verification code to recover or reset your password should you forget your password, or should you become locked out of your account.
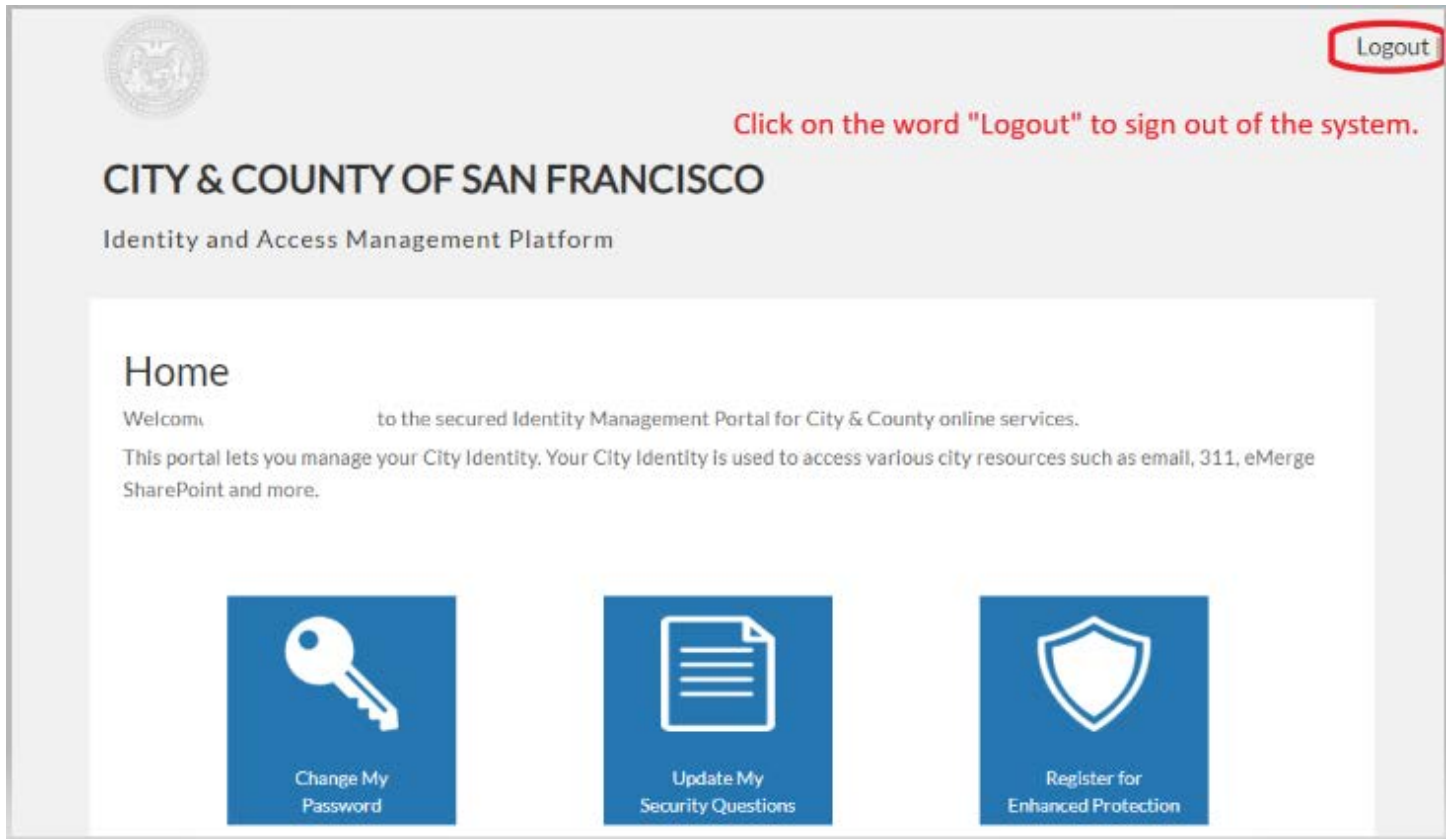

After you click continue, you will receive a confirmation message that your profile has been successfully updated. You must click on the word "here" to continue.
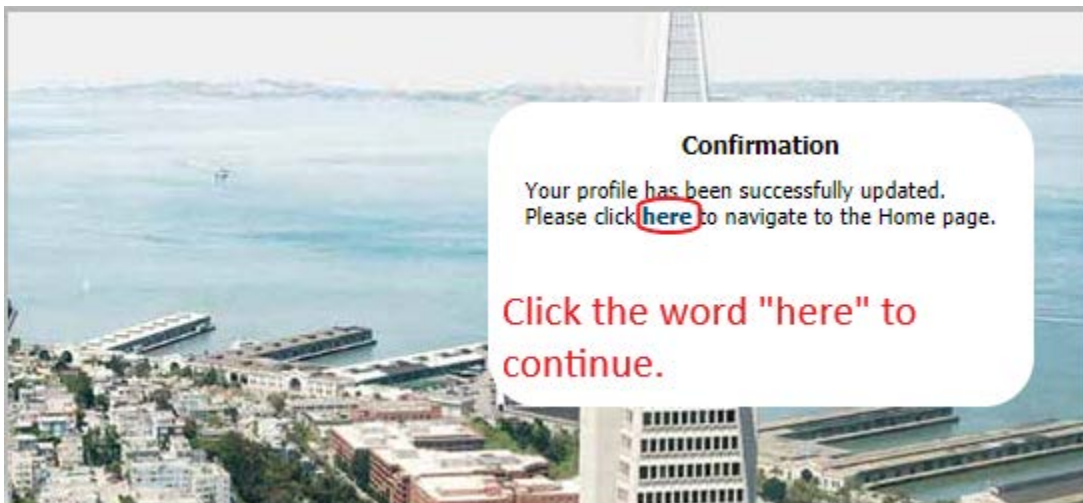
Step 10:

You have completed all of the one-time steps required to set up your account. You may now logout of the Identity and Access Management Portal.

Come October 1st, you'll be able to log into the SF Employee Portal for *eBenefits*! You'll be able to make your annual health benefit elections online from October 1 – 31st. Instructions will be sent with your Open Enrollment packet.