

How to Create a New SF Payment Portal Account

To create a new account on the San Francisco Payment Portal and make one-time or recurring payments, follow the steps below.

1. REGISTER FOR AN ACCOUNT

- ☐ Go to <https://pay.sfgov.org>
- ☐ Click on **Register**.
- ☐ We recommend you **use a personal email address** so you can access your account when you are out of the office.
- ☐ Look for your **Verification email**, which can take up to 10 minutes, in your spam folder. Mark [do not reply@sfgov.org](mailto:do_not_reply@sfgov.org) as a safe sender in your email account.
- ☐ Once you create your account, **bookmark** <https://pay.sfgov.org/login> for future use.

2. LINK YOUR BENEFITS TO YOUR ACCOUNT

- ☐ To pay your healthcare premiums, you need to link your SFHSS benefits to your new account. Click **Add an Account**.
- ☐ Find your benefits using your **Employee ID (DSW) Number** + the **last four of your Social Security Number**. Call SFHSS if you do not know your Employee ID Number.

3. PERSONAL SETTINGS AND PAYMENTS METHODS

- ☐ Select **Add Address**, **Add Phone**, and **Add Email Address** to add your information.

- ☐ Next, select on **Add New Payment Method**, then **Add Credit Card**. The system only accepts **VISA** or **MasterCard**. You can add more than one credit card (a \$2.00 minimum fee is charged if 2.25% of your subtotal is less than \$2.00).
- ☐ **Pay by Check** – Avoid paying service fees and pay by **electronic check** (one-time and autopay) To add a **checking account** (no savings accounts accepted), click on **Add Bank Account**.

4. AUTOPAY PAYMENTS AND ONE-TIME PAYMENTS

Save time and ensure on-time payments by setting up autopay for your healthcare payments. Auto-payments are processed on the 1st of each month starting the following month.

If you set up autopay on September 15, your first auto-payment will start on October 1st. You must add a payment in **Settings** before setting up **Autopay**.

- ☐ Go to the **Accounts** page, select **Account Details**, then select **Set Up Autopay**.

Remember, when you first set up the **Autopay** feature, it will not start until the first of the *next month*.

- ☐ All autopay and one-time credit card payments include a 2.25% service fee (minimum \$2.00).
- ☐ Click on the checkbox to agree to the **Terms and Conditions**. Next, click **Confirm**. Check your email for a **payment confirmation receipt**. You can **deactivate** your Autopay request at any time by moving **Autopay Status** to **Off**.
- ☐ **One-Time Payments** - If you have a payment that is currently due or overdue, you will need to make a **One-time payment** to avoid termination of your health benefits. **One-time payments** are processed immediately. Services fees apply.

Questions? Call SFHSS at **(415) 554-1750** or visit sfhss.org.

