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 as a safe sender in your email account. Click on the Verification link in the email.

☐ 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.