For Retirees, City College 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/

1. Click the "First Time Registration for Retirees, City College or SFUSD" weblink.
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.

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.
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

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

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

Click on the Login button to continue with your registration.
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

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.

Note: Email is not supported
10. Once you have selected an MFA option, follow the on-screen instructions to complete setting up multi-factor authentication.

11. 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/](https://myapps.sfgov.org/)

Refer to Step by Step Instructions for Life Events and the Step by Step instructions for New Hires. Visit [https://sfhss.org/how-to-enroll](https://sfhss.org/how-to-enroll)