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 *(628) 652-4700* or visit [sfhss.org](http://sfhss.org).

Thank you!

Your payment is being processed. Your transaction number is 24686.

You will receive a confirmation email shortly. If you do not receive a confirmation of your transaction, check your spam folder.

Please contact SFHSS Member Services at 415-514-1750 if you have questions about your payment.