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



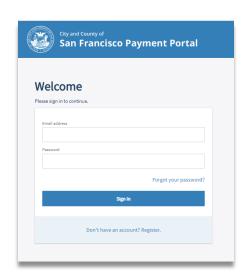


2. LINK YOUR BENEFITS TO YOUR ACCOUNT

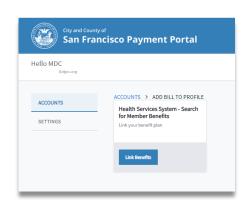
- ☐ To pay your healthcare premiums, you need to link your SFHSS benefits to your new account. Click **Add an Account**.
- ☐ Find your benefits using your **Employee ID (DSW) Number** + the **last four of your Social Security Number**. Call SFHSS if you do not know your Employee ID Number.

3. PERSONAL SETTINGS AND PAYMENTS METHODS

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







SAN FRANCISCO
HEALTH SERVICE SYSTEM

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.

