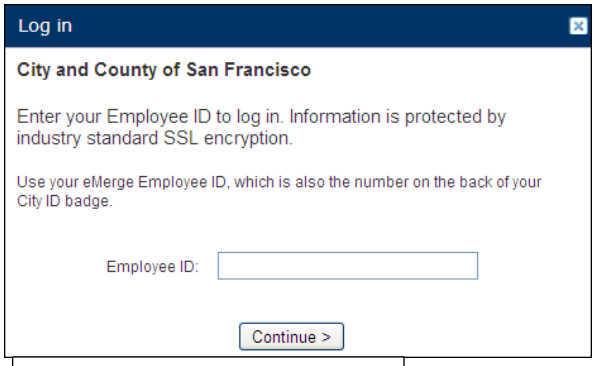
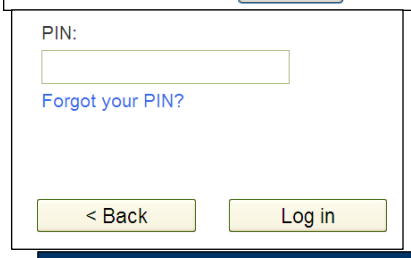
Quick Start User Guide

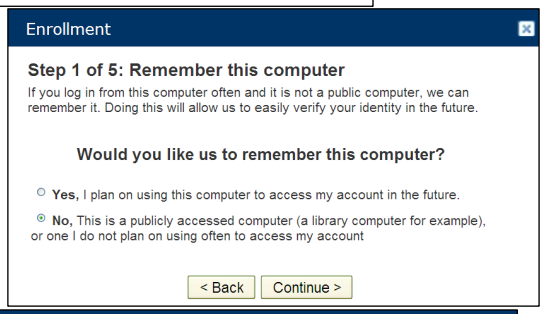
CCSF ePayroll gives you a secure and convenient way to see your pay information. If this is your first time using CCSF ePayroll, use this *Quick Start User Guide* to get started.

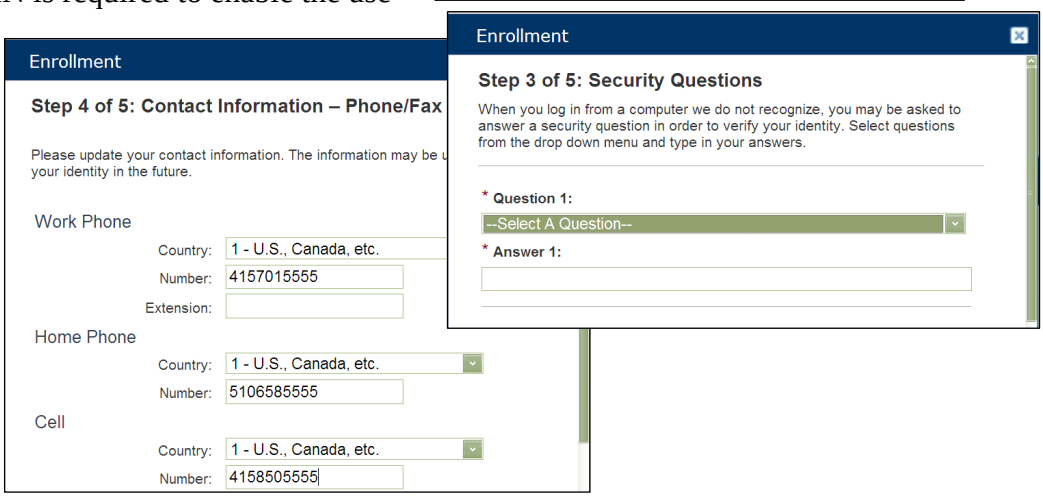
Login to ePayroll and set up your security questions

1. Go to **www.sfgov.org/paystub** (bookmark this page for later use)
2. Select the link: **CLICK HERE TO REVIEW YOUR PAY INFORMATION**
3. Enter your **Employee ID** and click **Continue >**
   - This is your eMerge Employee ID, which is also your DSW number on your CCSF-issued ID badge. If you do not have a CCSF-issued ID badge, ask your department Human Resources for your eMerge Employee ID.
4. Enter your personal identification number (**PIN**) and click **Log In**
   - When you use ePayroll for the first time, enter the last 4 digits of your Social Security number.
5. **Step 1 of 5: Remember this computer…Would you like us to remember this computer?** Select either "Yes" or "No".
6. **Step 2 of 5: Personal Security Image**. Select a personal security image by using the left or right arrows, then clicking **Continue >**.
   - The image you select will display when you login to ePayroll in the future, and confirms you are using the secure ePayroll website and have entered the correct Employee ID.
7. **Step 3 of 5: Security Questions**. Select your six security questions from the drop-down lists and provide answers you will remember.
   - These will be used if you forget your PIN or to verify your identity with ePayroll when using a different computer.
8. **Step 4 of 5: Contact Information – Phone/Fax.** Enter at least one phone number where you can be reached when you access ePayroll. You may be called on that number as part of the security verification process.
9. **Step 5 of 5: Review Security Selections.** This is your opportunity to confirm or change your selections.
10. You will be prompted to create a new PIN. Your PIN must be an 8 to 16 digit number. (A numerical PIN is required to enable the use of the phone service.)









Congratulations! You've securely set up your ePayroll account!

When you want to use ePayroll in the future, go to **www.sfgov.org/paystub**, select **CLICK HERE TO REVIEW YOUR PAY INFORMATION**, enter your Employee ID and PIN, and log in!

CCSF ePAYROLL

Quick Start User Guide

Review, print, and run reports on your pay information

1. To view your current pay information, select the **PayStub Details** tab from the Main Menu.
   - Employees with multiple positions will see multiple paystubs
   - PayStub Details shows pay information organized by Earnings, Pre-tax Deductions, Taxes, After-tax Deductions, Pay Summary (including vacation and sick leave balances), Totals, and Pay Distribution

2. To view historical pay information, select the **Pay History** tab from the Main Menu.
   - Go to the drop-down box to select the desired pay date
   - you can sort your pay information by date, pay type, total hours, earnings, or net pay

   Note: As of August 2011, all employees have paystub data online. Prior to 8/15/11, paystub data online is only available from when you began Direct Deposit.

3. To print your current paystub, select **Print PayStub** from the Main Menu.
   - this button opens a new Adobe Acrobat window with a one-page PDF document showing your most current paystub
   - if you are using a secure computer, you can save the PDF of your paystub to the computer

4. To compare up to four pay periods of your pay history, select the **PayStub Comparison** tab from the Main Menu.

5. Use the **Hide Screen** button shown at the top and bottom of all the ePayroll pages to quickly hide your pay information
   - the "Hide Screen" button provides a privacy feature that allows you to quickly hide your information when using ePayroll, and will not log you out of your session

6. To change your PIN, click the **My Account** link on the Main Menu
   - under the My Account screen, go to the "Security" section and then click "Change PIN"
   - select a new PIN, which must be an 8-16 digit number

   IMPORTANT NOTE: Do not change anything under the My Account screen other than your PIN, security image, security questions, and "remember my computer" options. Do not update any personal information through the My Account screen.

Get help using ePayroll

1. Online – from the Main Menu screen, click "Help" located near the top of the page
   - There are two types of online help: general help with the ePayroll system (topics include: forgot my PIN, site navigation, and alerts); and paystub help (topics include what is the Pay History tab used for, and how do I access old paystubs?)

2. By phone – if you need personal assistance using ePayroll, call the toll-free number:

   1-866-314-3729

   You can reach a live customer service representative between 6:00 a.m. and 6:00 p.m. PST Monday through Friday. You must enter your ePayroll Employee ID, which is your eMerge Employee ID number (your DSW #). If you are calling because of trouble with your PIN, when prompted for your PIN enter "0" (do not press #), and enter "0" when you hear the welcome greeting for the Customer Service Menu. If you know your PIN, enter it when prompted and you will be able to reach Customer Service.
   To verify your identity, you may be asked to indicate how many direct deposit accounts you have for your paycheck and the last two digits of the account number for one of your direct deposit accounts.