

**Toll-free
phone #**

**To hear a summary
of your direct
deposit information
over the phone:**

1. Call the toll-free number:

1-866-314-3729

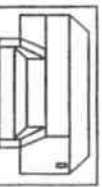
2. When prompted to enter your
"Employee ID", press:

The following 12 characters: Birthdate
(MMDDYY) + last 6 digits of your SSN.

3. When prompted for your "PIN,"
enter your PIN, and then press "#".

You will hear summary information about
your earnings and the amount deposited in
your account. To navigate through the
system, just follow the voice prompts!

Note: If you use the toll-free PayStub Online
phone number first, before going online, enter your
default PIN and the phone system will prompt you
to select a new PIN (see web instruction #4).



FAX

**To have a hard
copy of your pay
stub information
FAXed to you:**

1. Call the toll-free number and log in
(see the instructions above).

2. Select "1" for Paystub Review/
Request a FAX

3. Select "3" for the FAX option.

You will then be prompted to enter the
FAX number where you want your pay
stub information to be sent.

4. Enter the area code and number for
the FAX machine.

In a few minutes, go to the FAX machine
and pick up your pay information FAX.

Note: the system will not send the FAX if it takes
longer than 15 minutes to access your FAX
number. You can check the status of your FAX
request by calling the toll-free number and following
the instructions.



**If you need personal assistance
using PayStub Online:**

Call the toll-free number

1-866-314-3729

between 6:00 a.m. and 6:00 p.m. PST
(Monday through Friday). After calling
the number, enter your Employee ID.

When prompted for your PIN, press the
"#" key to reach a live Customer Service
Representative.

**If you have a question about
your earnings or deductions:**

Contact your Supervisor or Department
Payroll Office.

Issued by:

City and County of San Francisco
Office of the Controller
Payroll/Personnel Services Division

March 2004



**PayStub
Online**

See your pay in a whole new way!

**User's
Quick-Start**

Guide

WELCOME TO PAYSTUB ONLINE!

This new City payroll service gives you a secure, convenient, and more informative way to see your direct deposit pay stub information. The instructions in this brochure will help get you started on using the new tools available to you.

BEFORE YOU BEGIN

You can access this system two different ways:

1. Using the Internet
2. Using a toll-free telephone number.

To access your pay stub information online, please make sure that your computer meets the following minimum settings:

1) Internet browser:

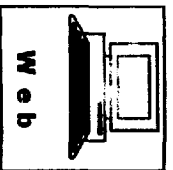
- Microsoft Internet Explorer 4.01, SP2 or later
- Netscape 4.x to view; Netscape 6.0 to view and print

Note: Web TV is not an option

2) PC monitor settings:

- 800 x 600, 256 colors

Note: You will not be able to click the "BACK?" and "FORWARD?" buttons on your web browser to navigate through the PayStub Online web site. You must use the "PREVIOUS" buttons on the actual web page to go back.



**To view and print your
direct deposit paystub
information online:**

1. Type the following web address:

www.sfgov.org/paystub

2. Click on the link that reads: "**CLICK HERE TO REVIEW YOUR PAY INFORMATION**".

This takes you to the PayStub Online login page (<https://epayroll.theworknumber.com/ccsf>). If you want to quickly return to this login page in the future, click "Bookmark this page" (this link is to the right of the Continue>>> button). When the "Add Favorite" pop-up window appears, click "OK".

3. In the "Employee ID" field, type:

The following 12 characters: Birthdate (MMDDYY) + last 6 digits of your Social Security Number (SSN).

4. In the "PIN" (personal identification number) field, type your default PIN. Click on the "Continue>>>" button.

The default PIN (what you enter the first time you use the system) is the last 4 digits of your SSN. After you access the system for the first time, you will be prompted to select a new PIN. To change your PIN, go to the "My Account" box on the left of the page, and click on "Change PIN."
Your new PIN **must** be 4 to 8 numeric

5. Click on the image that says "Paystub Review".

The "Your PayStub Summary" screen shows your hours and the amount deposited into your account on payday.

Beginning March 22, 2004, PayStub Online will start to build up three years of your pay stubs. In the future, to review information from a prior pay stub, go to the drop-down box to the right of "Pay Date" and select the desired pay date.

Note: Employees with multiple positions will see two paystubs for each pay date in the drop-down box.

6. To view your detailed earnings and deductions, click on "MORE INFO."

This takes you to the "Paystub Detail" screen. This screen 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.

7. To print your paystub detail, you have two choices:

- To print your pay information on a single, formatted page, click on the "Adobe PDF" icon. This generates a one-page paystub in a new window—please be patient, as this process can take over a minute! In the Adobe Acrobat window, click the printer icon.

- To print your pay information as it is shown on the computer screen, click on the printer icon. This prints information quickly, on two