

UCSF FastPay ID Change Directions



Your UCSF-issued ID badge is the link to purchasing food and products with your FastPay account powered by FreedomPay. If your badge changes, you need to link the new ID badge to your account. There are three ways to make this change:

1. Login to your member account at www.myfreedompay.com.
 - a. On the left menu click Manage Tags.
 - b. Click on the Inactivate button next to your current ID Badge.
 - c. Under the Add New Tag heading they will need to enter your new Tag ID Number. This number can be found on the back of their ID Badge at the bottom, and is only the first 8 digits of the number printed (see graphic below).
2. Contact FreedomPay Member Services via email at memberservices@freedompay.com. Please provide your name and new Tag ID Number. This number can be found on the back of your ID badge at the bottom, and is only the first 8 digits of the number printed.
3. Contact FreedomPay Member Services via phone at 888-495-0222. Be ready to provide the 8 digit card number as below.



Please note that it may take up to 24 hours for the change to take effect depending on when you make the changes in your FastPay account relative to receiving your new ID. For questions or issues related to your FastPay account, please contact Dan Henroid, Director, Nutrition and Food Services, at dan.henroid@ucsfmedctr.org.