Troubleshooting UVA University Medical Center PolicyTech Access

If you are looking for UPG or Community Health PolicyTech, call the Help Desk at 434-924-5334.

Policy Tech Login Access Requirements

Account Requirements

Please make sure you are signing into PolicyTech with your UVA Health Network Account:

userID@uvahealth.org

If you do not have a UVA Health Network account (User ID) you can Request a New Medical Center Network Account - Health Information Technology (virginia.edu) here.

- You only need to request a UVA Health Network Account. A UVA Health Email Account is not required.

Network Requirements

PolicyTech can be accessed while connected to the following networks below

- On-site connected to the UVA Health Network (Hardwired or via WiFi)
- Remotely through the F5 BigEdge VPN
- Remotely through the Citrix App Portal *** Requires VPN Access via AMP**
  o Citrix Apps Portal is the recommended connection method for NON-UVA issued devices.

PolicyTech CANNOT be accessed via the connections below

- CANNOT be accessed while connected to the HS VPN (High Security VPN) or Academic VPN
- *CANNOT be accessed while on the Academic Network.*
  o *Exception for read only access – See Below.

Signing Into PolicyTech while connected to F5 BigEdge VPN or While connected to UVA Health Network

Please sign in with your UVA Health Network Account (User ID) as identified in the screenshot
Signing into PolicyTech through the Apps Portal.

If you are on a non-UVA issues computer, we recommend accessing Policytech through the Apps Portal. Citrix Workspace is required to use this page and a Client Installers link is located at the bottom of the [Apps Portal link here](#) providing installation instructions.

NOTE: You will need VPN Access in AMP is required in order to access PolicyTech through BigEdge IP or through the Apps Portal. This can be requested through the Access Management Platform (AMP) [AMP: Login (virginia.edu)](#)

Please follow this [Apps Portal link here](#) for instructions to access the Apps Portal.

Open the Apps Portal Link [portal.uvahealth.virginia.edu](#) and sign in with your UVA Health Network Account UserID and Password.

Follow the Duo authentication prompt.

PolicyTech can be found under the folder “Citrix UVa Health Enterprise Apps”. 

![Sign in](Image)
When clicking the PolicyTech Link – It will open a new Browser page which will prompt you to enter your UVA Health Network account (User ID@uvahealth.org)

NOTE: PolicyTech will NOT open if you are clicking on a link in Epic when using the Apps Portal due to security settings. You must open the PolicyTech app and search for the document by title.

PolicyTech Read Only Access – No Login Required

Read Only Mode

Read-only (students, individuals who require intermittent access to Medical Center policies and procedures)

- You must be connected to a UVA Medical Center or Academic network (defined by IP range)
- You must use a read-only URL:
Other Access Questions and Common Errors

Error Messages
If you receive any of the following error messages, it is because you are attempting to access a document link outside of PolicyTech.

NOTE: To see if the document is still active, search for the document in PolicyTech by title.