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: <u>userID@uvahealth.org</u>

If you do not have a UVA Health Network account (User ID) you can <u>Request a New Medical Center</u> 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**
 - 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.*
 - *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

MUVA Health				
Sign in				
UserID@uvahealth.org				
Can't access your account?				
	Back	Next		

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 <u>Apps Portal link here</u> 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 <u>Apps Portal link here</u> for instructions to access the Apps Portal.

Open the Apps Portal Link <u>portal.uvahealth.virginia.edu</u> and sign in with your UVA Health Network Account UserID and Password.

WVA Health					
Access Portal					
Username					
UserID ()					
UVA Health Password					
Logon					

Follow the Duo authentication prompt.

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

Desktop	Remote Desktop for multiple monitors monitors must have matching resolution settings							
ns ~								
2	Citrix Departmenta		Non-Prod onments	Gitrix UVa Health Enterprise Apps	Citrix Office Applications	Epic Hyperspace Keywords:Primary Mandatory	Epic SRO	
Computer								
					UNA Seath Foral	🐱 Legent		
						٠		
Chie Cite Health Enterprise Apps					Cine Innove			
				💽 ero				
Jo waith strate at App			0					
Via Hažit strona s App Kronos Workforce Management	Citrix Director	§nse itsm	Besate Events	C en	C Lexicomo			
Eronos Workforce	Citrix Director	Sinni ITSM	BeSate Events Kronos Training	Cracto Harrase Resources	K PANDA			
	ns v : Computer on	condutor samp ns V computer on	Computer on	Computer on	Computer on	s v c Control Departmental Computer on Computer	s violation setting: In S v In S v In S v Carix Departmental P S kink NorPool Carix Departmental P S kink NorPool Enkironnents P Carix Departmental P S kink NorPool Carix D S kink NorPool	s v s Caris Departmental Computer on

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)

MUVA	Health	
Sign in		
UserID@uvahealth.c	org	
Can't access your acco	unt?	
	Back	Next

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:

- For non-Medical Center Employees who perform work on behalf of the Medical Center UVA Policy Directory > Medical Center Policy (must be on UVA or MC network)
- For students, <u>Clinician Portal</u> > <u>MC PolicyTech Student Access</u>

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.

Bad Request	Login Name
Your browser sent a request that this server could not understand.	Password
Additionally, a 400 Bad Request error was encountered while trying to use an ErrorDocument to hand	dle the request.
DEPARTMENTS & SERVICES KNOWLEDGELINK	
None	NOTE: To see if the document is still active,
You do not have sufficient privileges to view this resource Why am I seeing this?	search for the document in PolicyTech by title
If you are seeking a particular document, it may have been unpublished by the content owner and/or moved to PolicyTech. Please try searching for the document in PolicyTech. If you run into issues or cannot locate the document, please reach out to the accreditation team by emailing PolicyTech.Admin downhealth.arg. When content is unpublished, it is only accessible by the content owner and web content managers. If the content has moved,	

When content is unsublished, it is only accessible by the content owner and web content managers. If the content has moved, any bookmarks to that content will no longer work and will need to be updated. In addition to PolicyTech, you can try searching for the content on KnowledgetLik.