

Accessing Applications via Okta

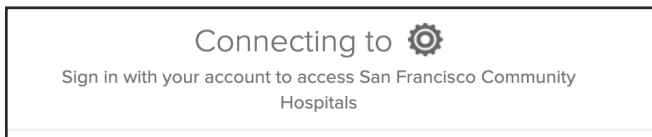
Okta is a platform that connects users with applications. As a UCSF employee, you will use Okta as the method to provide access to some of the applications you will utilize in your day-to-day responsibilities.

Okta is currently used to access the following at UCSF:

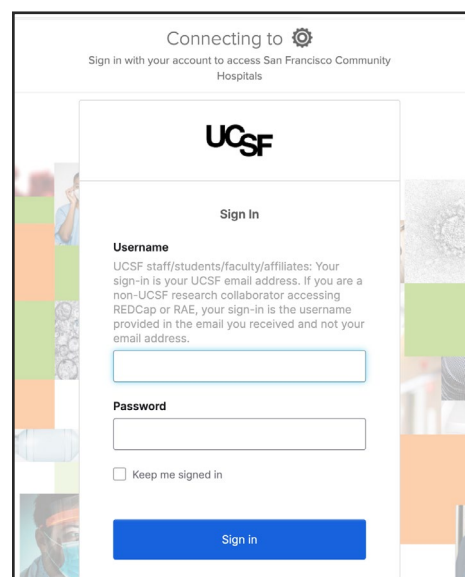
- UCSF Health Saint Francis and St. Mary's Hospitals & Clinics Service Portal
- Symplr (Teams) Timekeeping/Time Entry
- Sedgwick Leave of Absence

Now, let's walk through the process for logging into the applications that use Okta.

1. Navigate to the desired application.
2. Select the **Log In** option.
3. An **Okta login screen** will load, the top of the screen will show the system that you are accessing.

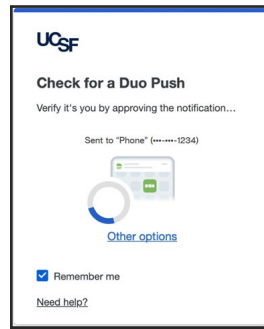


4. Enter your **UCSF email address** into the **Username** field .
5. Enter your **UCSF password** into the **Password** field.



6. Click the **Sign in** button.

7. When prompted, complete the **Duo prompt**.

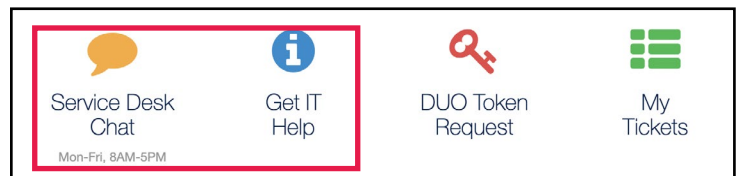
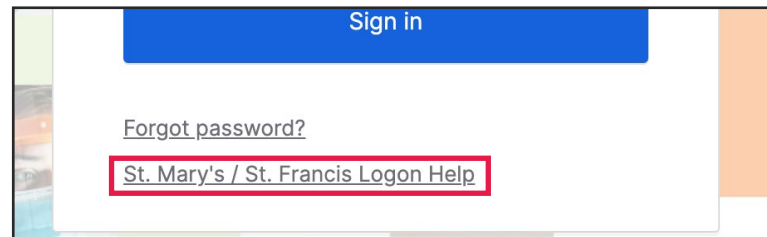


8. Congratulations! You have successfully accessed an application using Okta!

Requesting Support for Okta

There may be instances where you need assistance with Okta in the moment you are attempting to log in. Let's review the multiple options for obtaining support with Okta from the Okta login screen.

1. The *St. Mary's / St. Francis Logon Help* link will take you to the [UCSF Health Saint Francis and St. Mary's Hospitals & Clinics Service Portal](#), where you can initiate a chat session or open a support ticket with the IT Service Desk by clicking the **Service Desk Chat** or **Get IT Help** icons respectively.



NOTE: Service Desk Chat is available Monday through Friday, 8AM-5PM.

2. As a reminder, you can receive phone assistance 24/7 for Okta and UCSF account access questions by contacting the **UCSF IT Service Desk** at **(415) 514-9000**.