

# 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](mailto: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

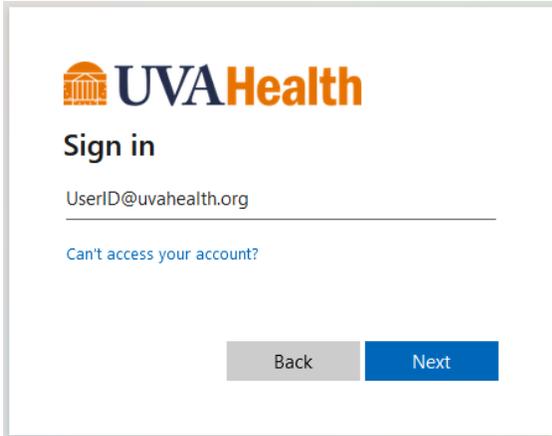
- On-site connected to the UVA Health Network (Hardwired or via WiFi)
- Remotely through the F5 BigEdge VPN
- Remotely through the Citrix App Portal **\*\*\* Requires VPN Access via AMP\*\***
  - o **Citrix Apps Portal is the recommended connection method for NON-UVA issued devices.**

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](http://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".



- 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, [Clinician Portal](#) > [MC PolicyTech – Student Access](#)

## 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

Your browser sent a request that this server could not understand.

Additionally, a 400 Bad Request error was encountered while trying to use an ErrorDocument to handle the request.

Login Name

Password



The screenshot shows the UVA Health Health System Documentation website. At the top, there is a navigation bar with the UVA Health logo and the text "HEALTH SYSTEM DOCUMENTATION". Below this, there are two menu items: "DEPARTMENTS & SERVICES" and "KNOWLEDGELINK". A "Home" link is also visible. The main content area displays an error message: "You do not have sufficient privileges to view this resource". Below this, there is a section titled "Why am I seeing this?" which provides instructions on how to search for documents in PolicyTech and contact the accreditation team if needed. The text includes: "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 PolicyTechAdmin@uvahealth.org." and "When content is unpublished, 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 KnowledgeLink."

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