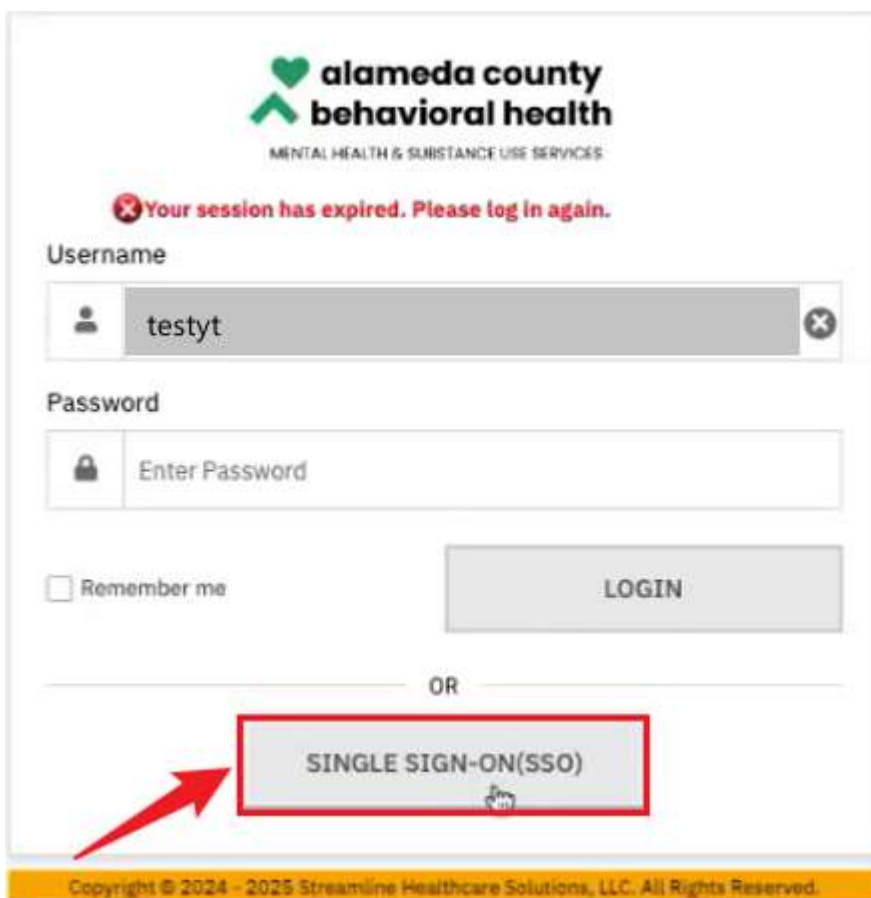# SmartCare Production Login Guide: Single Sign-On (SSO) Authentication

This guide outlines the steps for logging into SmartCare Production using Single Sign-On (SSO) authentication.

Login Procedure

Step #1: Access the Login Page

a. Open your web browser and go to:
    https://alameda.smartcarenet.com/AlamedaSmartcareProd
b. On the pop-up login screen, enter your **username** in the "Username" field.
c. **Do not** enter your password in the "Password" field.
d. Click the "**SINGLE Sign-ON** (SSO)" button.

Step #2: Account Selection

    a. A network login screen will appear.

    b. **Select your account** to log into the county's system.

    a. A network login screen will pop up.

    b. Your password should be auto-populated.

    c. Click on the "**Sign in**" button to log into the county's network.
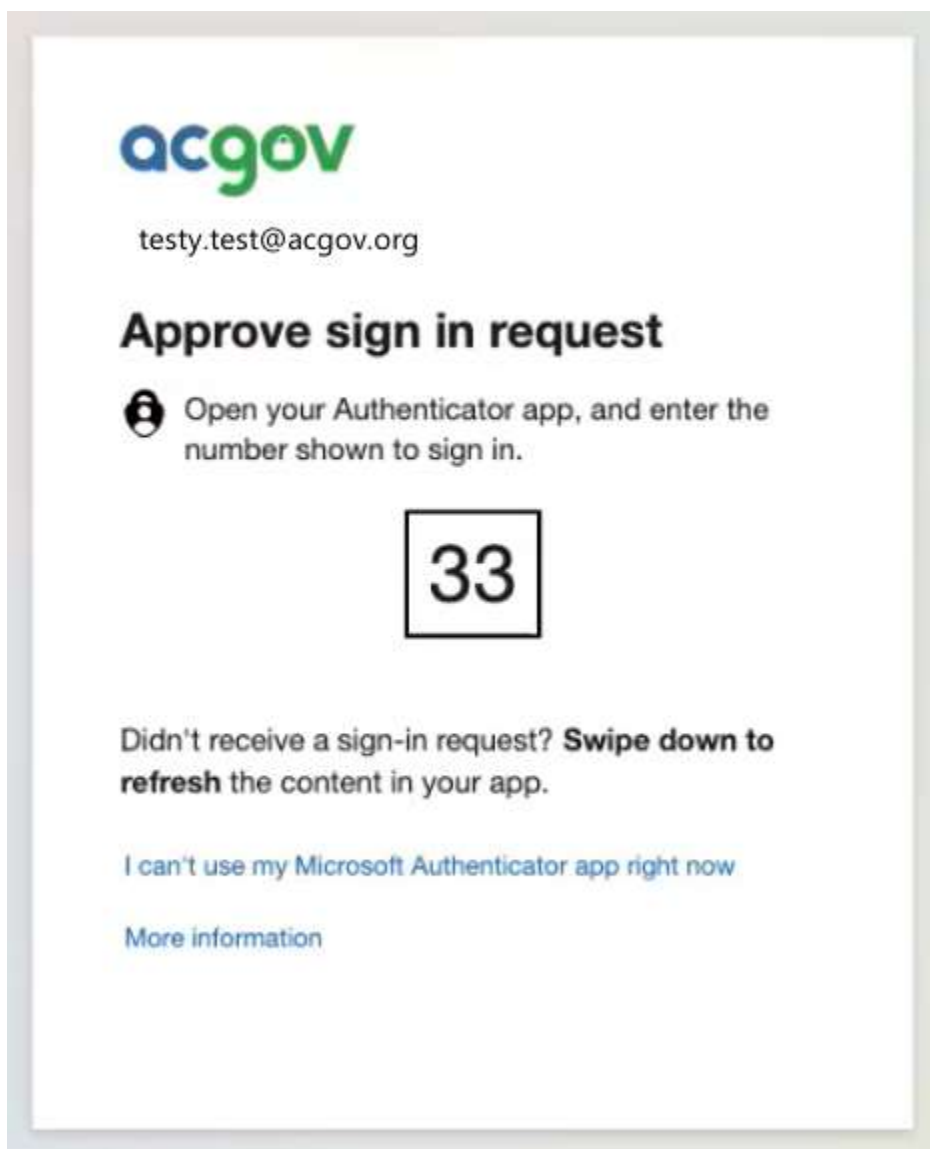
County of Alameda

Sign in

testy.test@acgov.org
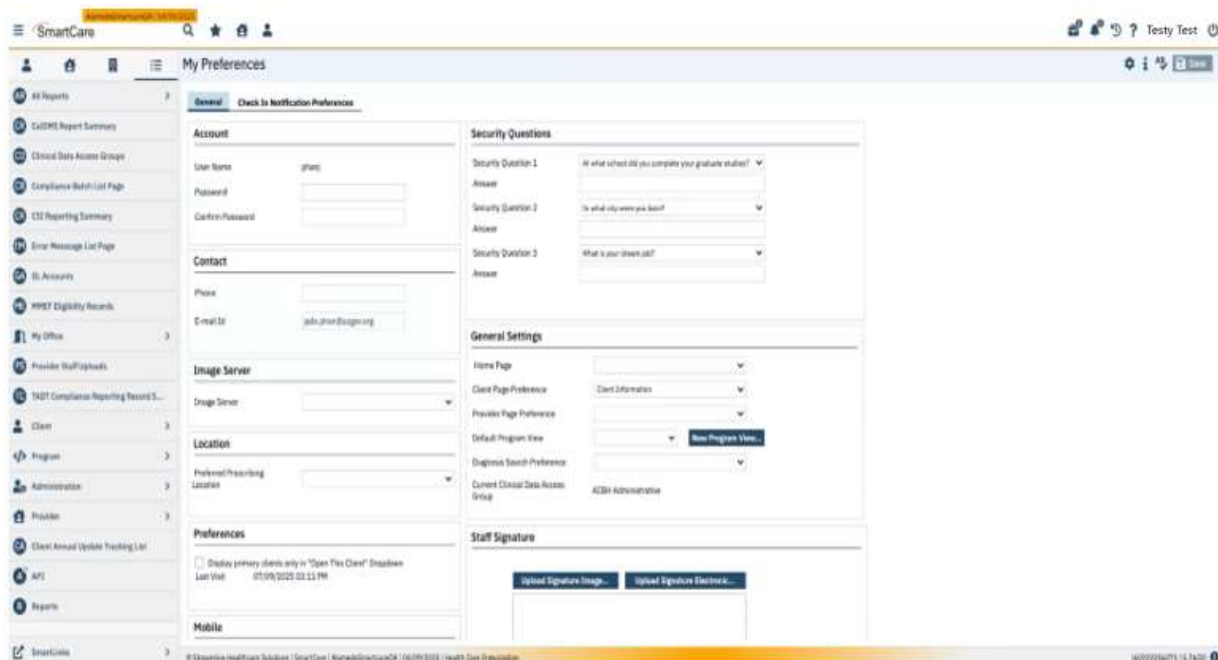
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Sign in

Step #3: Microsoft Authenticator Verification (Multi-factor Authentication)

a. Ensure that you have Microsoft Authenticator installed on your mobile device.
b. Note the **number** displayed on your computer screen.
c. Open the **Microsoft Authenticator app** on your phone.
d. In the app, enter the number shown on your computer screen to **approve the sign-in**.

Behavioral Health Department
Alameda County Health

SmartCare Single Sign On User Guide

Step #4: Access System

a. Once authentication is complete, you will be logged into the system.

If you encounter any issues during this process, contact the **ACBHD Information Systems Help Desk:**

- **Phone Number:** (510) 567-8181
- **Hours of Operation:** Monday - Friday, 8:30 AM to 5:00 PM
- **FAX Number:** (510) 567-8161
- **E-Mail:** HIS@acgov.org