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*Director*

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**To:** All Community-Based Organizations

**From:** AC Health Information Systems

**Subject:** Transition from Citrix Access for SmartCare, Clinician's Gateway, Yellowfin and other Alameda County Resources

**Date:** July 11, 2025

Dear Community Partners,

AC Health will officially retire the Citrix application on August 4, 2025. Moving forward, all users will access AC Health applications (SmartCare, Clinician's Gateway, Yellowfin and other AC Health applications) using a county provided Microsoft security account using Multi-Factor Authentication (MFA). You will utilize new usernames and your existing password.

- All AC Health applications (currently accessed through Citrix) will be accessible via:

<https://myapplications.microsoft.com/>

**Action Required:**

Please instruct all of your staff that currently use Citrix to complete the AC Health MFA Registration Form by July 25, 2025, using the link below:

[MFA Request Form](#)

For questions or technical assistance, please contact the AC Health ONE Service Desk:

- Email: [ACHSupport@acgov.org](mailto:ACHSupport@acgov.org) - Phone: (510) 817-0076

We appreciate your cooperation and commitment to a smooth and secure transition.

Sincerely,

AC Health Information Systems

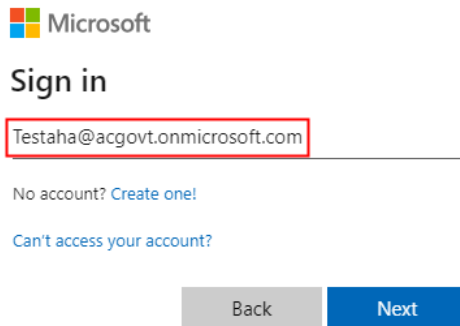
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### *FREQUENTLY ASKED QUESTIONS*

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Q: What is my username for MyApps?

A: Your login name will follow this naming convention: [username@acgovt.onmicrosoft.com](mailto:username@acgovt.onmicrosoft.com)



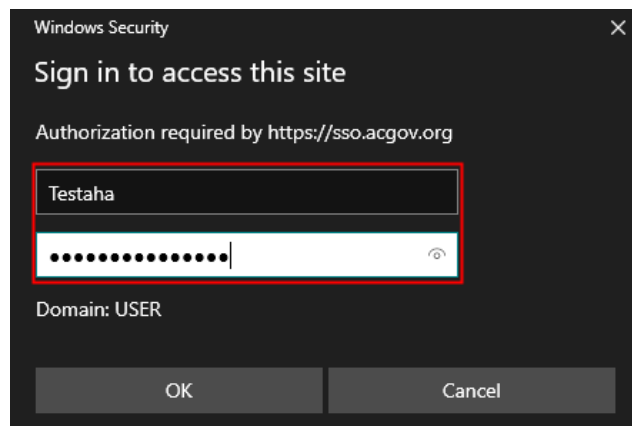
The screenshot shows the Microsoft Sign in interface. At the top is the Microsoft logo. Below it is the text "Sign in". A text input field contains the email address "Testaha@acgovt.onmicrosoft.com", which is highlighted with a red rectangular box. Below the input field are two links: "No account? [Create one!](#)" and "[Can't access your account?](#)". At the bottom are two buttons: a grey "Back" button and a blue "Next" button.

Q: What is my password for MyApps?

A: Your password will be the same as your existing Citrix password.

Q: I entered my email, now I see a second window asking for username and password. What do I enter?

A: Please enter in your username (**not email**) and you're existing Citrix password.



Q: Why don't I see any applications?

A: Please make sure you are not logged in with your internal company email. You can check by clicking on the circle in the top right corner and it will display what email is being used to login. Please make sure to logout and sign in with your county issued email such as ([username@acgovt.onmicrosoft.com](mailto:username@acgovt.onmicrosoft.com))

