Date: **June 2nd, 2023**

To: **AGENCIES**

From: **APP Help Desk**

Subject: **APP Login Issues (OKTA)**

Dear Valued APP User,

The APP Helpdesk wanted to ensure users set to Single Sign on via OKTA are using the correct methods of logging into the APP Portal. If you are an Okta Agency user please reference the following guide in regards to correctly accessing APP.

OKTA Sign-On please bookmark: [OKTA Application Dashboard](#)

Supporting QRG: [OKTA Login Assistance](#)

Additional Reminders:
-You must go through Okta 1st before using ANY applications including APP.
-Please remember to utilize only state approved machines when accessing OKTA/APP to ensure proper machine authority is used.
-Please ensure Cache and Cookies are cleared within your internet browser used to access APP.

If you are a non OKTA Agency user please use App.az.gov to log in using your EIN # as your login ID and your pre-set password, if you fail to be able to log in after **5 attempts**, you will be set to a "Blocked" status in APP and must have your status activated.

If you have any questions or concerns please feel free to reach out to the APP Helpdesk at APP@Azdoa.gov or you can us at 602-542-7600.

Thank you.
The APP Help Desk
602-542-7600
app@azdoa.gov
https://spo.az.gov/app-service-request