



Monthly Agency Leads Meeting

San Francisco, July 2026

Today's Agenda

Welcome!

System Updates

Auth0 MFA Overview

New ONE System Interface

Wrap Up

Welcome!

What is Your Least Favorite Food?

---> Please share your name, pronouns, and agency in the chat!



System Updates

→ New Auth0 Multi-Factor Authentication starts on July 28th

→ ONE switching to the new interface on October 1st



Auth0 Multi-Factor Authentication

Coming July 28, 2026

New MFA page on Help Site

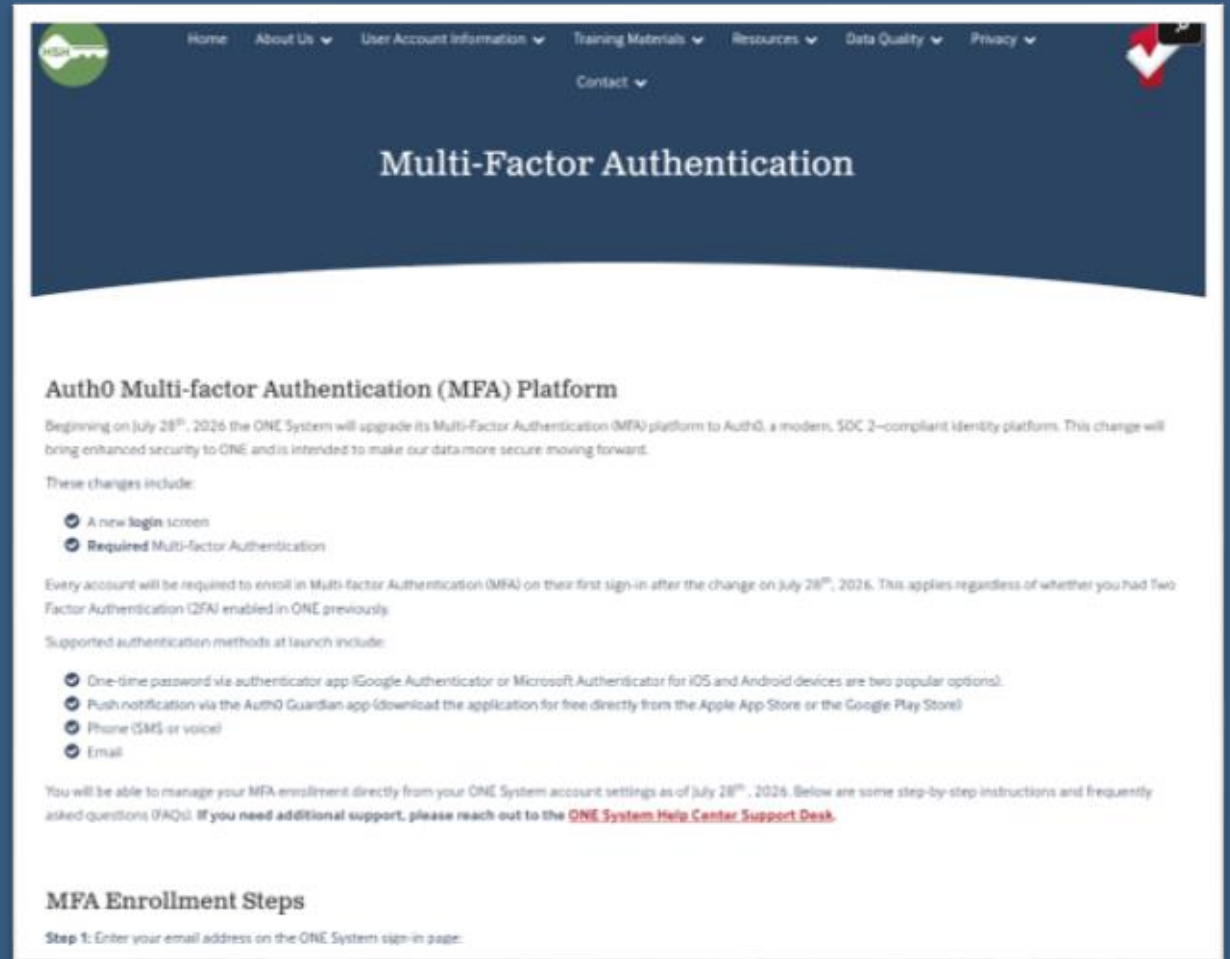
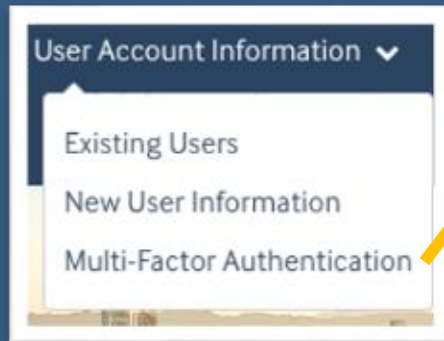
→ onesf.bitfocus.com/mfa

→ New page with all information related to the MFA change.

→ Enrollment step by step walkthrough

→ FAQs

→ How to get support



Multi-factor Enrollment Walkthrough

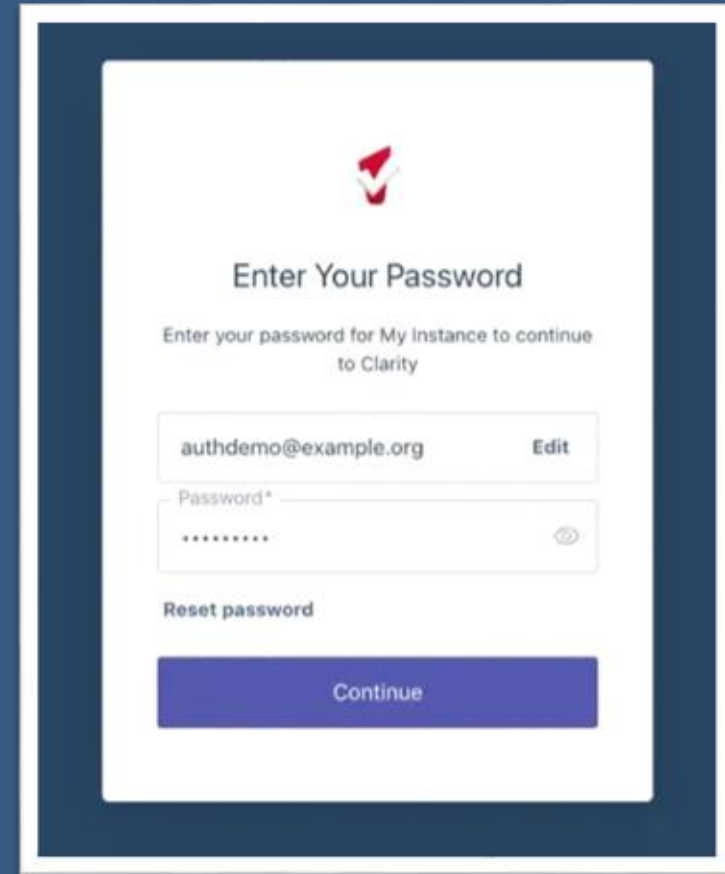
Step 1



The login page for Clarity Human Services. It features the company logo at the top, which consists of a stylized diamond icon and the text "CLARITY HUMAN SERVICES". Below the logo is a text input field containing the email address "authdemo@example.org". At the bottom of the page is a large, dark blue button with a white lock icon and the text "SIGN IN".

Enter email on the new login page

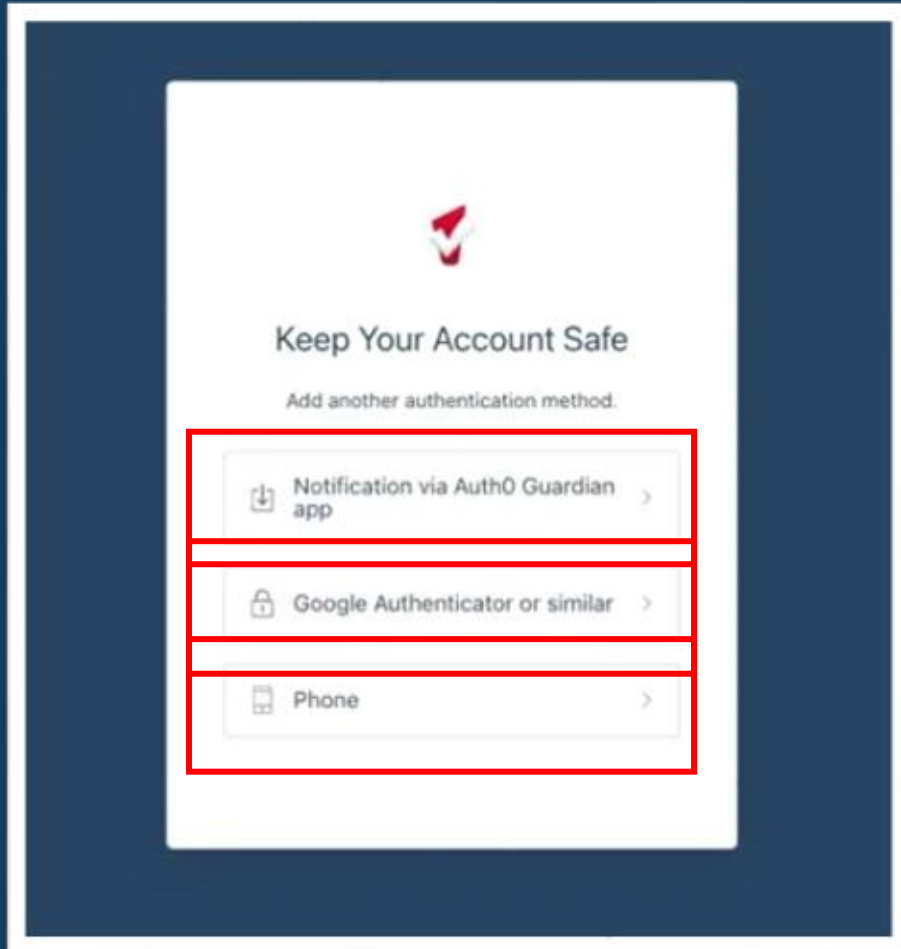
Step 2



The Auth0 login page. It features the Auth0 logo at the top, which is a red checkmark icon. Below the logo is the heading "Enter Your Password". Underneath is a subheading: "Enter your password for My Instance to continue to Clarity". There are two input fields: the first is for the email address, containing "authdemo@example.org" with an "Edit" link to its right; the second is for the password, labeled "Password*" and filled with asterisks, with an eye icon to its right. Below the password field is a link that says "Reset password". At the bottom is a large, dark blue button with the text "Continue".

Enter your ONE System account email and password on the Auth0 login page

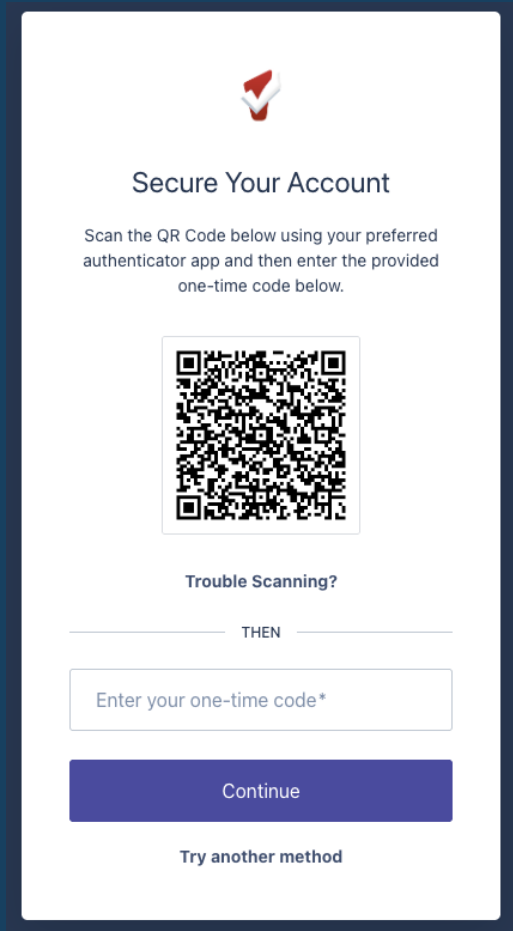
Step 3



Select new authentication method:

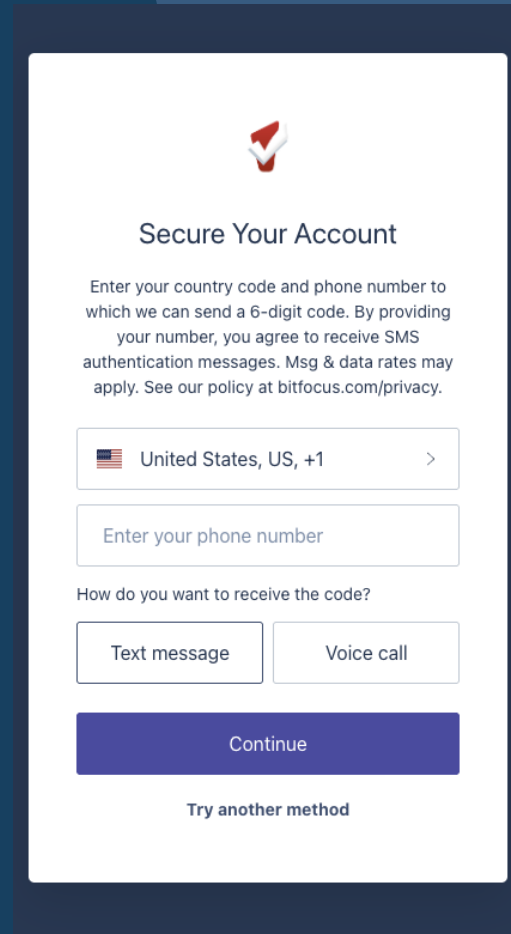
- 1. Notification via Auth0 Guardian App**
---> Download the Auth0 Guardian app and receive a code from it to log in
- 2. Google Authenticator or similar**
---> Download an authenticator app (Google Authenticate, Microsoft Authenticate, etc.) scan a QR code and enter the generated code to login
- 3. Phone**
---> Enter a phone number and receive a text with the code to the number you enter

Step 4



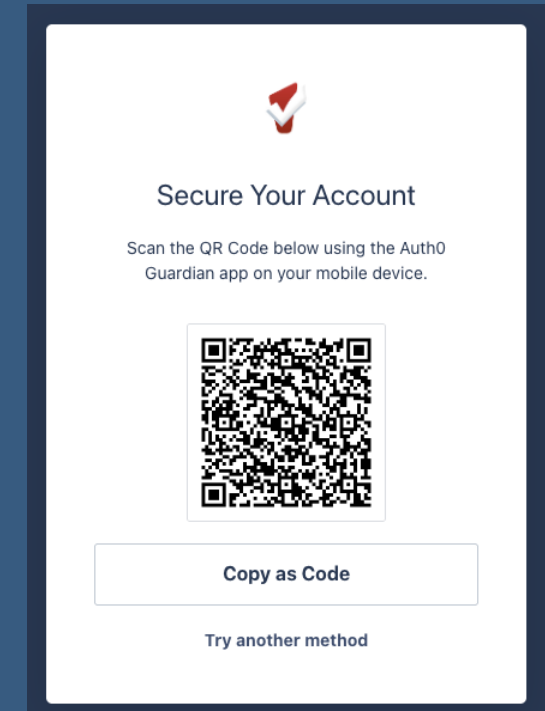
The screenshot shows the 'Secure Your Account' screen for the Google/Microsoft Authenticator App. At the top is the Bitfocus logo. Below it, the title 'Secure Your Account' is followed by instructions: 'Scan the QR Code below using your preferred authenticator app and then enter the provided one-time code below.' A QR code is displayed in the center. Below the QR code is a link 'Trouble Scanning?'. A horizontal line with the word 'THEN' in the center separates this from the next section. Below the line is a text input field labeled 'Enter your one-time code*'. At the bottom is a large purple 'Continue' button and a link 'Try another method'.

Google/Microsoft
Authenticator App



The screenshot shows the 'Secure Your Account' screen for Phone Text/Call. At the top is the Bitfocus logo. Below it, the title 'Secure Your Account' is followed by instructions: 'Enter your country code and phone number to which we can send a 6-digit code. By providing your number, you agree to receive SMS authentication messages. Msg & data rates may apply. See our policy at bitfocus.com/privacy.' Below this is a dropdown menu showing 'United States, US, +1' with a right arrow. Underneath is a text input field labeled 'Enter your phone number'. Below that is the question 'How do you want to receive the code?' with two buttons: 'Text message' and 'Voice call'. At the bottom is a large purple 'Continue' button and a link 'Try another method'.

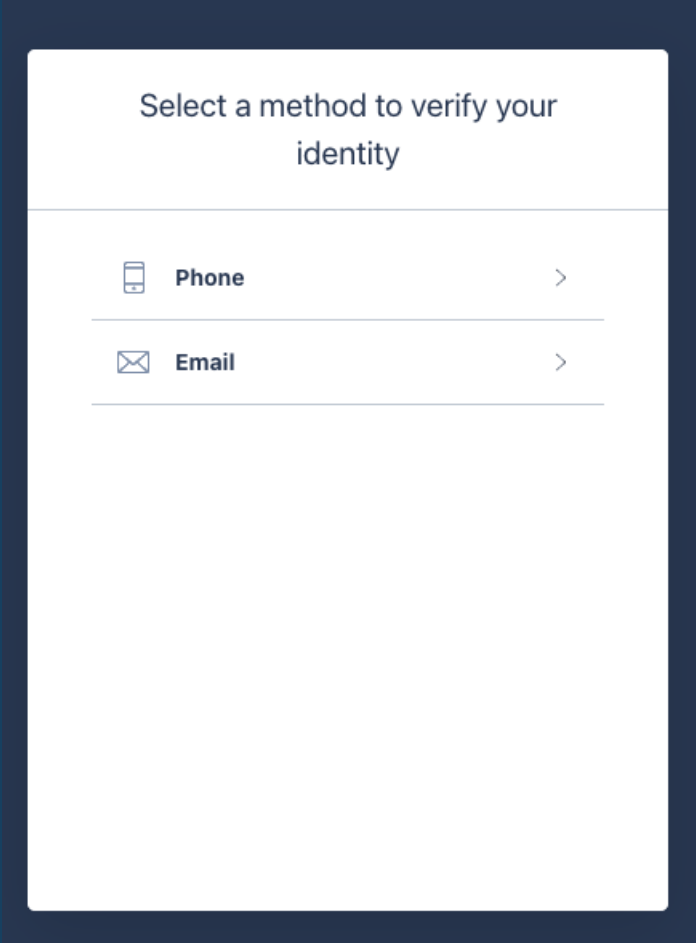
Phone Text/Call



The screenshot shows the 'Secure Your Account' screen for the Auth0 Guardian App. At the top is the Bitfocus logo. Below it, the title 'Secure Your Account' is followed by instructions: 'Scan the QR Code below using the Auth0 Guardian app on your mobile device.' A QR code is displayed in the center. Below the QR code is a button labeled 'Copy as Code'. At the bottom is a link 'Try another method'.

Auth0 Guardian
App

Step 5

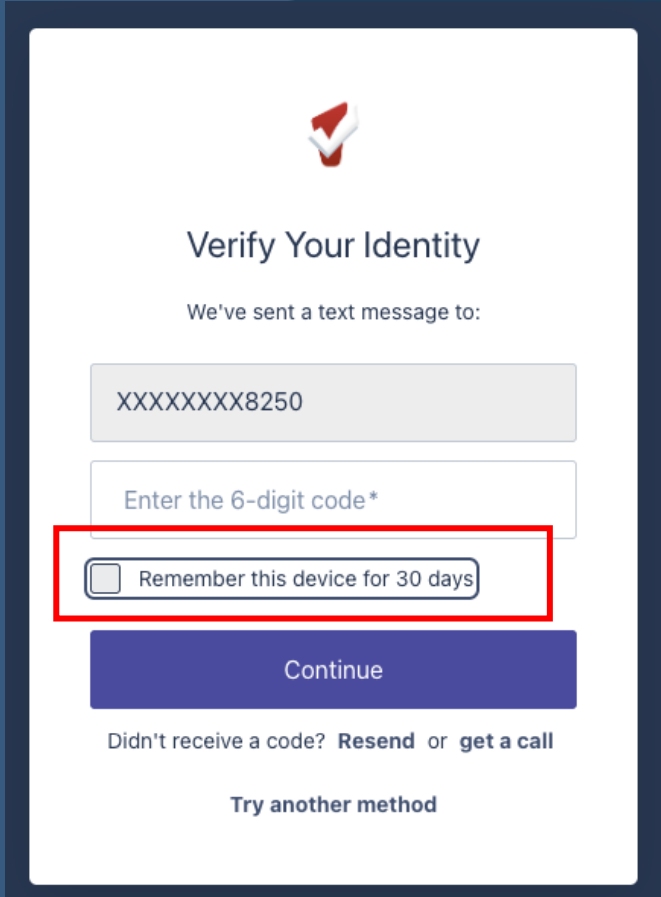


Select a method to verify your identity

Phone >

Email >

Upon logging in again, you will reauthenticate and be given the option to use email as an authentication method





Verify Your Identity

We've sent a text message to:

XXXXXXXXXX8250

Enter the 6-digit code*

☐ Remember this device for 30 days

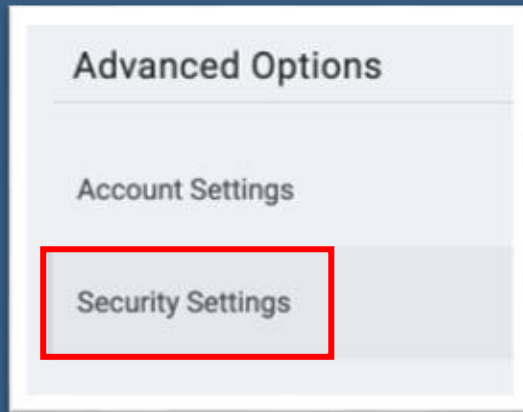
Continue

Didn't receive a code? [Resend](#) or [get a call](#)

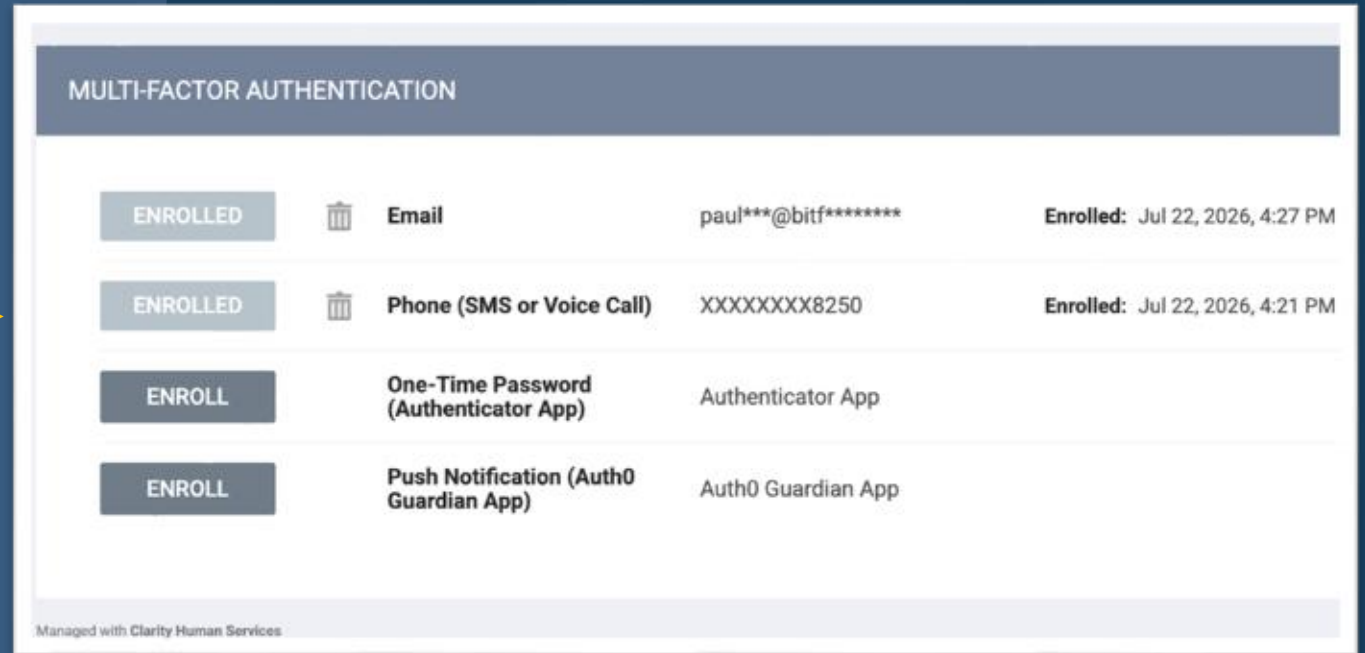
[Try another method](#)

You can click “remember this device...” to not have to authenticate for another 30 days

Managing MFA From Your User Account



You can manage your MFA settings from your user account

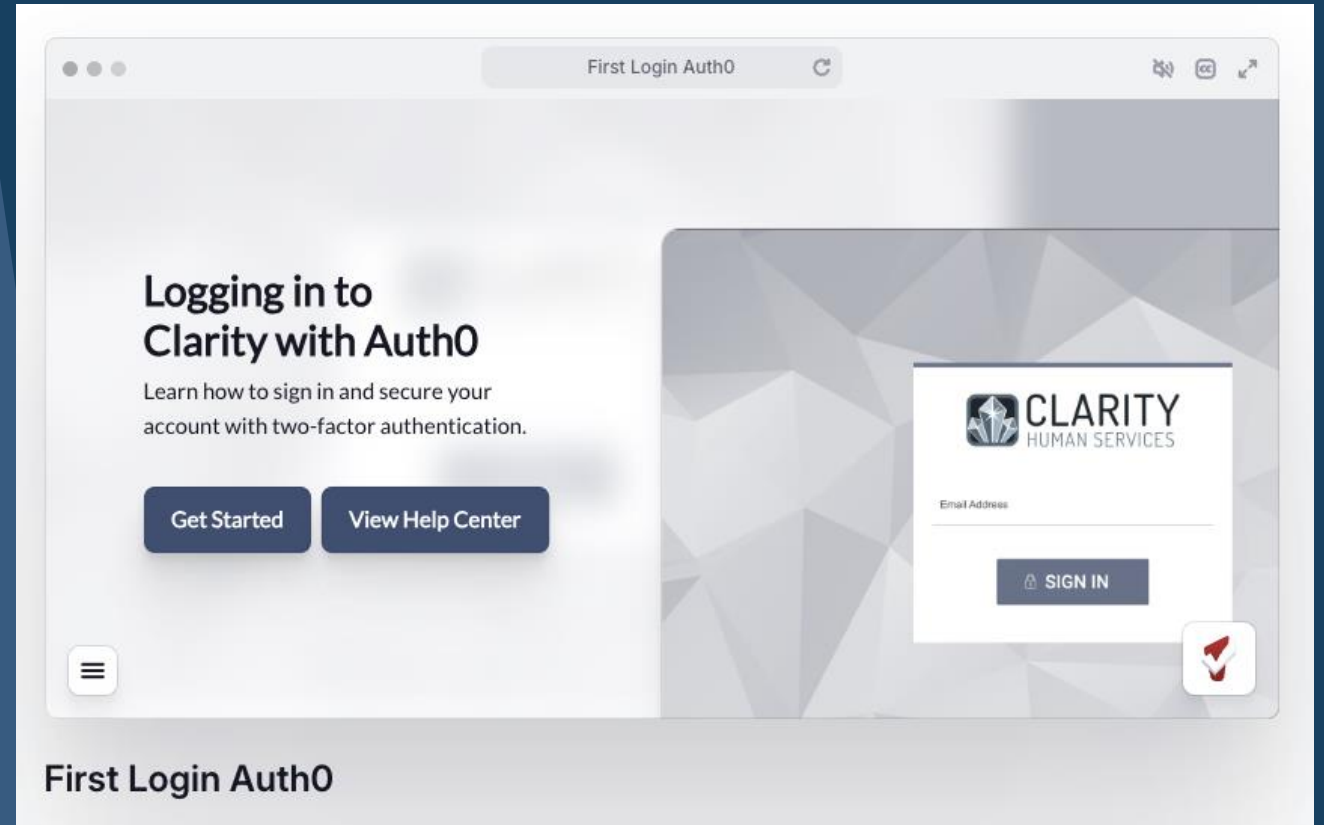


→ Enroll in new MFA methods

→ Remove old MFA methods

MFA Enrollment Demo

https://app.arcade.software/share/5SuwmTLeDS4gPJPLkw0r?embed_referrer=https%3A%2F%2Fhelp.bitfocus.com%2Fauth0-for-clarity-human-services-toolkit



New One System Interface

Coming October 1, 2026

Client Search Page

Clients

Referrals

Reports

Calendar

Merge

Data Import

Outreach

Inventory

Manage

Setup

Unsheltered PIT

<<

7

Active enrollments

0

Status due

0

Case manager

0

Navigator

Paul Devencenzi

Demo Agency

7

Active enrollments

0

Status due

0

Case manager

0

Navigator

Clients

Search for a client

Showing recently accessed clients. Use the search bar above to find other clients.

Client	DOB	SSN	ROI	Alias
Archer, Danny 6AB15977F	3/18/76 Age: 50	# 1281	Yes	142536
Test, Annie 0BB70B635	5/22/94 Age: 32	# 8290	Yes	142548
Ternagen, Ana A660C0647	6/21/02 Age: 24	# 7777	Yes	(No value)
West, Maya 4177922BC	8/17/02 Age: 23	# 9999	Yes	(No value)
Valencia, Leila D03D1C2B7	6/20/03 Age: 23	# 2222	Yes	(No value)
Leonard, June D3DA7C529	2/3/04 Age: 22	# 4444	Yes	(No value)
Lewis, Marta D971F46D1	11/22/06 Age: 19	# 3333	Yes	(No value)
Sanchez, Dina 95E021298	1/1/01 Age: 25	# 2222	Yes	(No value)
Sandoval, Pablo C47180953	8/11/86 Age: 39	# 5486	Yes	Panda
Wiseman, Gregory B4146B328	11/11/75 Age: 50	# 9876	Yes	Reid

1 - 10 of 20

Client Profile Page

Client Search > Annie Test > Profile

AT Annie Test
You are currently viewing the Client Record pages for Annie Test.

Profile

Privacy

Household

History

Programs

Services

Assessments

Care Team

Notes

Alerts

Files

Forms

Contact

Location

Referrals

Restrictions

Annie Test
Client profile information

Social Security Number *
000-00-8290

Quality of SSN *
Full SSN Reported

First name *
Annie

Last name *
Test

Middle name

Suffix
None

Quality of Name *
Full name reported

Quality of DOB *
Full DOB Reported

Date of Birth *
05/22/1994
MM/DD/YYYY

Age
32

Race and Ethnicity *
White

Additional Race and Ethnicity Detail

Cancel

Save

1 - 3 of 3

Active programs
View programs that the client is currently enrolled in 4

Active services
View services that the client is currently receiving 0

Recent Services and Events
View services and events that the client has recently received 0

Active Contacts
View active contacts for this client 0
No results yet!
Results will be displayed here when they are available.

Care Team
View care team for this client 2
SP Swati Pande
PD Paul Devencenzi

Client Program Enrollment Page

...

Programs

Coronado Hotel - GF (338541)

Entry

5895

PD

Paul Devencenzi

Demo Agency

No Contact Information

AT

Annie Test

Expand this section to view more details about the client that this program enrollment is for.

CH

Coronado Hotel - GF
TRAIN - Community Forward SF
PH - Housing with Services (no disability required for entry)

7/10/26 - Active
14 days ago

Home

History

Group

Services

Assessments

Notes

Units/Beds

Files

Forms

Assigned Staff

Exit

Edit Client Program

Update client program for Annie Test in Coronado Hotel - GF

Program Date
07/10/2026

Last Permanent Zipcode
No value

Quality of Zip Code
Client doesn't know

Disabling Conditions and Barriers

Disabling Condition
No

Physical Disability
No

Developmental Disability
No

Chronic Health Condition
No

HIV - AIDS
No

Mental Health Disorder
No

Substance Use Disorder
No

Available Resources

- Clarity Human Services New Look Demo [HERE](#)
 - Bitfocus' official demo of the new interface
- Clarity Human Services New Look Common Functions [HERE](#)
 - Several training modules to show new ONE System workflows for common tasks
- Clarity New User Interface Icon Glossary [HERE](#)
 - Glossary of new icons that are used in the new ONE System interface
- SF Help Website New Interface Page [HERE](#)
 - Information about the new interface catered specifically for SF



Don't forget about Office Hours!

- ONE System Office Hours occur every 4th Tuesday of the month at 2pm
- Available to everyone who is a user of the ONE System
- No problem too big, no question too small!
- Register at [bitfocus.zoom.us/meeting/register/tZcrce-rqTouHNZejrOoeyxlqx7faH4_LdNK#/registration](https://bitfocus.zoom.us/join/tZcrce-rqTouHNZejrOoeyxlqx7faH4_LdNK#/registration)

Helpful Resources



ONESF Help Center Website

- onesf.bitfocus.com

Bitfocus Help Center

- help.bitfocus.com

Bitfocus Helpdesk

- onesf@bitfocus.com
- 415.429.4211

Announcements

Monthly Office Hours:

- July 28th @2pm
- August 25th @2pm

Agency Leads Meeting:

- August 24th @ 10:30am
- September 28th @10:30am

Registration Links: onesf.bitfocus.com



Thank You From Your SF Team!



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