

UCSF Continuing Education Portal



Logging in to CloudCME®

The CloudCME® portal provides access to continuing education activities, evaluations, certificates, transcripts, and other learner tools. Users may log in using email/password credentials or institutional Single Sign-On (SSO), depending on your organization's setup.

How to Log In

1. Go to <https://ucsf.cloud-cme.com>.
2. Click the **Sign In** button at the top left of the home page.
3. Select your login method:
 - **Single Sign-On (SSO):** Use your UCSF MyAccess username and password. You will be redirected to the Okta login screen.
 - **Email and Password:** Enter the email address and password associated with your CloudCME® user account.
4. Click **Sign In** to access your portal dashboard.

If You Are a New User without UCSF MyAccess Credentials

1. Click **Sign In**, then choose **Login with an Email and Password**, and select **Create New Account**.
2. Complete the registration form with your name, email address, and any required profession or license details.
3. Submit the form to create your CloudCME® user profile.

Forgot Your Password?

1. Click **Sign In**, then click the **Login with an Email and Password** button. Select the **Forgot Your Password?** button.
2. Enter your registered email address and follow the instructions in the password reset email.
3. Check your spam/junk folder if you do not see the email in your inbox.

Troubleshooting Login Issues

- Make sure you're using the correct portal URL for the UCSF Portal.
- Ensure your login method (SSO or email/password) is supported and entered correctly.
- If you continue to experience issues, contact the Office of CME by [Submitting a Support Ticket to our Learner Experience Team](#).

What You Can Do After Logging In

After successfully signing in, you can:

- Register for live or online CE activities
- Download your certificates and transcript
- Complete post-activity evaluations
- Track CE credits by type and date
- View tasks and update your user profile
- Manage your CE activities in the Administration portal

Emails and Passwords

This section outlines the behavior and management of email credentials in CloudCME®.

Depending on your login method, email addresses and passwords may behave differently:

- **Primary Email** – All user accounts require a unique primary email address. This email is used for login (non-SSO), notifications, and profile identification.
- **Email Aliases** – Optional additional email addresses that can also be used to log in. Useful for users who have both institutional and personal email addresses. Aliases do not override the primary email.
- **Password Reset** – For non-SSO users, passwords can be reset using the **Forgot Your Password?** button. A reset email is sent to the user's primary address. SSO users do not use a CloudCME® password.
- **Updating Emails** – Contact the office to change your email address/login username or merge duplicate accounts. Administrators can update the primary or alias emails in Membership Manager. Changing a user's email will affect their login access immediately.

Single Sign-On

Single Sign-On (SSO) allows users to log in to CloudCME® using their organization's identity provider, bypassing the need for a CloudCME®-specific password. Organizations that use SSO should ensure:

- **Email Match** – The user's institutional email address passed via SAML must match a CloudCME® user account's primary or alias email.
- **Account Creation** – If an SSO user's email does not match an existing account, they may be prompted to register, or access will be denied based on system configuration.
- **Mixed Access** – Users should not be set up with both SSO and password-based access unless carefully managed. Use email aliases to support access under both emails, but SSO will take precedence if configured.

CloudCME® does not store passwords for users who authenticate via SSO. Identity verification and account permissions are handled by the organization's identity provider.