



# DEPARTMENT NOTICE

24-102

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## Evidence.com System Access Transitioning to MyApps Portal

On Tuesday June 11, 2024 at 10:00am PST, access to the Evidence.com system that manages digital evidence collection will be re-directed through the MyApps portal

This change is part of a bigger SFPD initiative; the Identity and Access Management Single Sign On (IAM SSO) project. The objective of this project is to consolidate and standardize access to all SFPD systems by using one user ID and password.

The login credentials for Evidence.com, Axon View and Axon Interview applications will now require the members' DSW# and the current MyApps portal password. There is no system enhancement as the functionalities remain the same.

The change on Tuesday June 11<sup>th</sup> at 10:00am should not interrupt any ongoing open system session.

Members might experience issues logging in between 10:00am and 12:00pm while the change is brought to completion.

Axon View on the phone may not prompt for new credentials for up to 11 days.

As part of this change, members will receive an automated email from Axon <no reply@evidence.com> with the subject "Username Change Complete Confirmation;" this email can be ignored.

The desktop shortcut will be removed and primary access to Evidence.com will be through the MyApps portal.

Instructions for accessing the [Axon Interview](#), [Axon View](#), and [Evidence.com](#) are available on the SFPD Intranet page under the Bulletin Board section.

For questions or for members experiencing login/password issues, please contact the helpdesk via email at [REDACTED] or by phone at [REDACTED]

  
WILLIAM SCOTT  
Chief of Police

*Per DN 23-152, all sworn & non-sworn members shall electronically acknowledge this Department document in PowerDMS within (30) thirty calendar days of issuance. Members whose duties are relevant to this document shall be held responsible for compliance. Any questions regarding this policy should be sent to [sfpd.writel1directives@sfgov.org](mailto:sfpd.writel1directives@sfgov.org) who will provide additional information.*