



Welcome to UF Health

As a member of the UF Health team, you will likely need access to and use of our IT systems and services. This guide is intended to help you get started and find what you need.



GETTING HELP

If you need help at any time, you can reach the UF Health IT team using one of these methods:

- **Over the phone**
Gainesville: (352) 265-0526
Jacksonville: (904) 244-7828
24 hours a day, every day
- **In Person, in Gainesville**
Communicore C2-011
8am-5pm, Monday - Friday
- **Online service request**
ithelp.ahc.ufl.edu
- **Online information**
bridge.ufhealth.org/it
- **Self-help**
bridge.ufhealth.org/it-knowledge

URGENT ISSUES

Please remember that **URGENT** issues must be submitted by calling first.

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UF Health Bridge

Bridge is an internal portal for all UF Health staff, faculty, and students that facilitates collaboration and communication. Many links & resources are available by visiting: <https://bridge.ufhealth.org>

On Bridge, you can find out about IT services by visiting our IT Service Catalog, where you can order a computer, request a phone, register for IT training or receive consultation about your IT requirements and needs: bridge.ufhealth.org/it-service-catalog/



YOUR WORKSTATION

Here are some things to know about your workstation

Standard Workstation

UF Health IT manages your standard workstation hardware and applications. Your Windows or Mac workstation comes with the following software:

Microsoft Office 2016

Includes: Outlook, Word, Excel, PowerPoint, Skype for Business, Publisher, OneNote

Internet Browsers

- Internet Explorer 11
- Mozilla Firefox (Windows & Mac)
- Safari (Mac)

*Other browsers are not supported at this time.

Enterprise Software

- Citrix Receiver
- VMWare View
- Trend Micro Antivirus
- Ivanti Management Suite (Patching, updates, application deployment)
- Print Installer (Network printer deployment)

*Other applications may already be installed on your computer.

Standard Hardware

All workstations and devices at UF Health must be purchased through IT. In some cases, you might be asked to return devices that you buy with company funds that did not come to IT first. Standard hardware is kept in-stock and is often available within 48 hours.

Installing Standard Software

Portal Manager

Some software is licensed for everyone and is available for you to install.

1. Open Portal Manager from the Windows Start Menu
2. Check the application that you want to install
3. Click the launch button at the top
4. Follow the prompts to install your software

Order New Software or Hardware

You can order new software or hardware by requesting a cost quote from IT Asset Management. Place an online request at ithelp.ahc.ufl.edu. **Note:** If software or hardware needed is standard and in stock, turnaround can be within 48 hours.

The standard hardware & software catalog is located here: [Hardware & Software Catalog](#)

*Ordering instructions will be provided with your cost quote.

UF Apps

For UF Faculty, UF virtual applications provide access to software applications from any computing device--laptops, tablets, desktops, and smartphones--from any location, at any time. info.apps.ufl.edu/

Risk Assessments

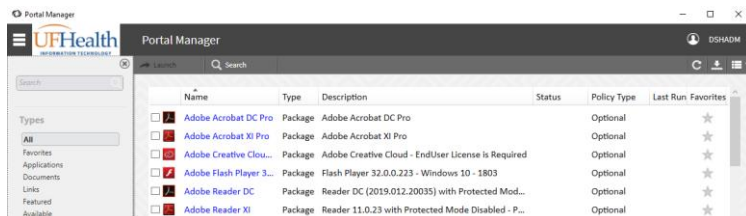
UF requires a risk assessment form to be completed before software can be installed. You can start the risk assessment process here: <https://irm.ufl.edu/>

NOTE: UF Health IT will assist you in meeting this requirement. Place an online request at ithelp.ahc.ufl.edu.

OTHER SOFTWARE NEEDS

We recognize that you may have other software needs that are specific to your research. If your tools are not listed as software already owned by the university call us and we will help you acquire the software you need to be successful.

The prevalence of malware poses a risk and we ask you to work with us on installing software not available in the portal. Call us anytime for help!





SYSTEMS ACCESS

Create a GatorLink username for UF users

For UF users, once you receive your 8-digit UFID number, you will need to create a GatorLink username.

1. Visit my.ufl.edu
2. Click the **Access myUFL** button
3. Choose **Create Account** from the top menu
4. Enter your **UFID** and **Invitation Code**
5. Choose **Next** then follow on-screen steps to create your new account

If needed, you can get an **Invitation Code** by calling IT Support.

Request or modify systems access

Your manager or supervisor must submit an access request for new access or changes to existing access by using IT service request system.

1. Visit <http://ithelp.ahc.ufl.edu>
2. Choose your organization
3. Login with your user account
4. Under “I need assistance with...” section, click Access Request Forms
5. Choose the organization that you need access for
6. Read any special organizational notes
7. Fill out the form and choose submit

ABOUT ACCESS REQUESTS

In most situations, your direct supervisor will need to request access on your behalf.

New access requests or modifications can take 3-5 business days to complete.

Update your contact information

For UF:

You can update your contact information through myUFL.

1. Visit my.ufl.edu
2. Choose the “Access myUFL” button
3. Login with your GatorLink account
4. Go to Main Menu
 - o Hover over My Account
 - o Choose My Directory Profile
5. Update your information

For Shands:

1. Visit bridge.ufhealth.org
2. Navigate to “Employee Services”, then “Employee and Manager Self-Service”
3. Login with your Shands account
4. Navigate to “Self Service”, then “Personal Information”
5. Update your information

Password Resets

For your GatorLink account:

1. Visit my.ufl.edu
2. Choose the Access myUFL button
3. Don't login, instead choose Change Password or Forgot Password from the top menu
4. Follow the prompts to change your password

For your UF Health Shands account:

1. Visit password.shands.org
2. Enter your username and click login
3. Choose answer personal questions
4. Click the Change Passwords link
5. Read the requirements
6. Enter new password
7. Click Change passwords



SPOK ON-CALL

SPOK is the UF Health on-call system. It has a website interface for everyone and a mobile client for clinicians.

Spok Mobile App – Clinicians

The Spok Mobile App is a secure “texting” like application geared towards UFHealth clinicians (MD, DO, PA, ARNP, Residents and Fellows). It provides you with a way to stay connected while juggling your schedule in clinic, the hospital, lab, or office. Whether you work days, nights, weekends, or all of the above, Spok Mobile stays with you. Installed on your personal smartphone, Spok Mobile reduces the number of devices you need to carry to stay in the loop.

Spok Mobile allows other UFHealth clinicians to “text” patient-related messages securely to you. Nurses and support staff may message you and receive confirmation of your acknowledgement without a phone call. You can even take and share photos securely within the app.

You can register your personal mobile device by following the instructions at:
<http://help.spok.ufhealth.org/clinicians/getmobileapp/>

General information and help for Spok (mobile, web and on-call) is available at:
<http://help.spok.ufhealth.org>

Spok Web – For UF Health Staff

Spok Web is an easily accessible online directory and messaging tool that allows anyone at UFHealth to search for and securely message clinicians at UFHealth. Spok Web is geared toward nurses and staff who need to quickly, securely, and accurately send a message to clinicians.

We have embedded Spok Web into Epic so the messaging tools you need are quickly within reach. Messages can be up to 160 characters long. A predefined message drop-down menu also provides you with frequently used phrases such as, “Consult needed...” and “Patient requests...” By sending messages from Spok Web, participating clinicians receive your message in their mobile app. A quick look in your Web message history will show whether that clinician received your message and provided a yes, no, or free-text response.

Although these tools provide the most benefit to transactions between Spok Web and Mobile, Spok Web may also be used to message clinicians who rely on pagers only.

Spok Web is available directly at:

<http://spok.ufhealth.org>

Logging in to Spok Web:

1. Enter your username with your affiliated domain first as shown:
 - **UF:** ufad\gatorlinkusername
 - **Shands:** shands\shandsusername
2. Then enter your account password



CONNECT TO WIRELESS

Get connected to wireless networks

Eduroam wireless

The *Eduroam* wireless network is available in all UF and UF Health buildings. This network can be used by all UF Health faculty, staff and students with a valid GatorLink or Shands account. Once connected, a [VPN connection](#) may be required to connect to some UF and UF Health resources.

Connect your personal device

1. Ensure that your Wireless is on and not in Airplane mode
2. From your wireless network list, select and connect to the **Eduroam** wireless network
 - If using Android, make these settings:
Phase 2 authentication: MSCHAPV2
CA certificate: Do not validate
3. Enter user account:
 - **UF:** Enter *gatorlink@ufl.edu* in the User or Identity field. **NOTE: If you have an email alias, such as one ending with @medicine.ufl.edu do NOT enter it here.**
 - **Shands:** Enter *username@shands.ufl.edu* in the User or Identity field
4. Enter your password in the Password field
5. Choose Next, Connect or Done
 - If prompted, choose the 'trust' button to accept the security certificate

A wireless indicator icon should now be displayed in your devices' notifications area.

'ufhealth' Secure Wireless

Connecting to 'ufhealth' secure wireless

Most work that is completed on your managed, non-personal, device should be done while connected to the 'ufhealth' wireless network. This is the internal secure wireless network. Your computer comes with the wireless profile already listed and devices must be registered as a managed device to be able to connect.

You can get help connecting by calling us at 265-0526.

Guests & Visitors

'ufguest' wireless

Guests can connect their personal devices to the 'ufguest' wireless. Once connected a guest network login page will automatically load. Guests must accept the usage policy then they will be connected.

'ufhealthguest patient wireless network

Patients and visitors can access the Shands wireless network. Once connected a guest network login page will automatically load. Guests must accept the usage policy then they will be connected.



CONNECT TO VPN

UF Health VPN is supported on all modern computer and mobile operating systems

REMOTE DESKTOP

Please call IT If you want to connect to your work computer using remote-desktop when offsite, as your computer at work must be configured first.

Remote Desktop access may not be allowed for some non-exempt employees.

Mobile VPN

1. Ensure that you have a wireless or data connection
2. Go to your "App Store"
3. Search for and install Pulse Secure
4. Once installed, open the Pulse Secure app
5. Click Connect on the UF Health connection.

You may need to add a new connection. If so, you can use the following settings:

Connection name: UF Health
Server name: vpn.ufhealth.org
Username: yourusername
Password: youraccountpassword
Realm/Domain: enter the best one for your account type. **UFAD** or **Shands** or **UMC**

6. Tap on the newly listed connection item to connect

MOBILE VPN

When connection is properly set, you will see the VPN connection indicator in the notifications area on your device.

If you want to disconnect from VPN, you must reopen the app and choose **disconnect**.

VPN Web Portal

1. Click on "vpn.ufhealth.org" or type it into the address field of your web browser and press enter
2. This takes you to the UF Health VPN Web Portal
3. Choose your Realm and enter your login information. Then choose "Sign In"
4. Pick from any Web Bookmarks and other resources located on the VPN Portal

VPN WEB PORTAL

You may see Setup notifications that prompt you for administrative privileges to make changes to your computer. Please always **allow** or **accept** any request for settings change.

If this is your **FIRST** time connecting to the VPN web portal, you might see a request to restart your computer.

Desktop VPN Client

A client (Pulse Secure) is available to connect to VPN from your Windows or Mac computer. VPN will allow you to access UF Health systems as if you were onsite.

1. Visit ufhealth.org/vpn
2. Choose and download the client to install from the right hand side
3. From this download, install the Pulse Secure Client per the onscreen prompts
4. Click the **UF Health** connection
5. When prompted, choose the appropriate realm
6. Enter your login information
7. Choose **Sign In**

When connected properly, you will see the **connected** Pulse Secure VPN client icon in the application tray near the system clock.

HSC VPN (CISCO ANYCONNECT)

While the HSC VPN should let you connect to UF Health resources, please consider using the UF Health VPN, per this guide, over the HSC VPN



CONNECT TO EMAIL

Corporate email is available to all UF Health faculty and staff. UF Health uses Microsoft Exchange services.

Outlook Web Access

You can connect to your email by visiting Outlook Web Access at these addresses:

UF: mail.ufl.edu

Shands: mail.shands.ufl.edu

Jax: mail.ufandshandsjax.org/

From your UF Health computer

On your UF Health computer, you can use the Outlook email client by opening the Outlook icon that is on your desktop.

FIRST TIME STARTING OUTLOOK

If this is your first time starting Outlook, choose “Next” and “Finish” on any first time setup prompts.

Use your mobile device

MOBILE DEVICE SECURITY PIN

For the best results, please have your device configured with a security pin before attempting to setup email. A security pin is required to receive UF or Shands email on your device.

If you do not have a pin, you will be prompted to create one during this setup process.

Setup up your mobile device

1. Go to your device Settings and find the Accounts section or Mail, Contacts, Calendars section
2. Choose “add account” and select “Microsoft Exchange” as the account type.
3. Enter your email address and password, then choose Next
4. After a moment, you should be prompted to enter additional information
5. Enter the following information:

Server Name:

For UF: mail.ufl.edu

For Shands: mail.shands.ufl.edu

For Jax: mail.ufandshandsjax.org

Domain: *use the following based on your account domain, either **UFAD** or **Shands** or **UMC**

Username: your domain username

Password: Enter your account password

1. Choose Next. If successful, you should see a message indicating success
 - At this time you may be prompted to configure a device security pin
2. If the account is successfully added, go back to your home screen and then open your Mail app
3. You should find that this new account has been added and email should begin to synchronize to your device

Email Security

- Ensure that you trust any links before clicking on them from your email box.
 - Hover over the link to better tell where the link actually goes
- UF Health IT will never ask you for your password.
 - Phishing attacks specifically target you and try to trick you into clicking a link and giving up your username and password by logging into fake websites.
- If you suspect malicious activity related to your account, please reset your password right away.

[More about email security](#)



ADVANCED EMAIL

Encrypted Email

While you can confidently send restricted or sensitive information in an email from UF to UF **or** from Shands to Shands, it is important to ensure restricted or sensitive information that is sent to recipients outside the organization be secured.

Sending an Encrypted Email

Sending encrypted email will work with Outlook, outlook web, and your mobile device.

Simply include in brackets, the term **[encrypt]** along with your subject in the Subject field of your email.

Example: Subject: “[encrypt] please review this soon”

Reading an Encrypted Email

Recipients of encrypted emails will receive a special email that contains a **click here** to read this message link.

Clicking the “Read this Message” link will take the recipient to the Proofpoint system website.

- If this is the recipient’s first time receiving an encrypted email, a prompt to register will appear before the recipient can open the secure message.
- Registered recipients will need to login using their registered account information.

Once logged into Proofpoint, the recipient may use the Proofpoint system to read or reply to the secure email.

Saving or forwarding secure emails from Proofpoint may not work.

Sending an eFax

A fax may be sent using your Outlook client.

From UF email

- For local numbers:
in the **To** field type:
[fax:9thephonenumber]
Example: [fax:92650526]
- For long-distance numbers:
in the **To** field type:
[fax:91thephonenumber]
Example: [fax:913522650526]

Note: the square brackets are required.

From Shands email

- For local numbers:
in the **To** field type:
faxnumber@gwfax.shands.ufl.edu
Example: 6274477@gwfax.shands.ufl.edu
- For a long-distance numbers
In the **To** field type:
1areacodefaxnumber@gwfax.shands.ufl.edu
Example: 18005551212@gwfax.shands.ufl.edu

File Attachments

Most of the common file formats such as *docx, xlsx, pdf, jpg, png, txt* and more may be attached to an email.

- To protect you from malicious attack, some files such as *exe, zip, and others* will be automatically removed from the email you are sending or receiving.
- You can include files up to 35MB as attachments.



UF HEALTH CITRIX

The UF Health Shands Citrix environment is used to publish wide-use enterprise applications such as Epic.

UF Health Shands Citrix website:

From Off-site: mycitrix.shands.org

On-site: citrix.shands.org

On your UF Health Workstation

The Citrix Receiver application should be installed on your workstation or laptop already. Some Citrix applications, such as Epic, may have a shortcut displayed on your desktop.

CITRIX WORKSPACE APP

Using Citrix applications require that a **Citrix Workspace App** client be installed on your computer or mobile device.

You may want to start by installing the “Citrix Workspace App” client for your respective operating system.

Please visit Citrix.com, find Downloads and choose the Citrix Workspace App client that is appropriate for your operating system. Once installed, proceed to mycitrix.shands.org and launch your needed application.

Get connected using Windows or Mac

1. Open your internet browser and visit mycitrix.shands.org
2. Login using your Shands username and password
3. Choose and click the Citrix application that you would like to use (Epic Production, etc.)
4. Once the application opens, please login

Get connected with Android or iOS:

1. Open your “app store”
2. Search for and install “Citrix Workspace App”
3. Once installed, go to your home screen and open the Citrix Workspace App
4. When prompted, enter the following information and press Save

Address: mycitrix.shands.org

Username: your Shands username

Password: your Shands password

Domain: Shands

1. If login is successful, you will see an “Add favorites” notice with an arrow. Tap the plus sign to add published applications to your favorites list
2. Once added, tap the application that you want to use from the Favorites’ list
3. Once the application opens, please login



EPIC

Launching EPIC

You can launch EPIC HyperSpace Production through Citrix from your desktop, laptop or mobile device.

1. Login to mycitrix.shands.org and choose EPIC HyperSpace Production
2. Login to EPIC with your UF Health Shands username and password
3. Choose your login department

Training & information for EPIC

You can find training resources and up to date information for EPIC at: epictrain.health.ufl.edu



STORING & SHARING YOUR FILES

Network Share Drives

Network share folders offer robust data storage capability and is the preferred supported method for storing any of your work-related information.

File Protection

Network share folders are protected with 45 daily and 12 weekly snapshots to ensure that data is recoverable in the event of data loss.

Standard Network Share Letters

In your Windows file browser, you will find several mapped network drives listed by letter.

- **G:** is the **root** folder path for **Shands** employees. Here you can navigate to folders to which you have access.
- **O:** is the **root** folder path for **UF** employees. Here you can navigate to folders to which you have access.
- **V:** is your **department** share folder. Here you can share files within your department.
- **P:** is your **personal** network share folder that only you have access to see. Use this folder for storing work related personal files.

Network Share Paths

If you have to map to a network share folder, here are the basic root paths for network shares:

For UF users:

- **Windows:** \\ahcdfs.ahc.ufl.edu\files
- **Mac:** smb://ahcdfs.ahc.ufl.edu/files

For Shands users:

- **Windows:** \\shandsdfs.shands.ufl.edu\files
- **Mac:** smb://shandsdfs.shands.ufl.edu/files

OFFSITE ACCESS TO SHARE DRIVES

Because access to your files is important, a VPN connection can be used to access share drives offsite.

OneDrive for Business - GatorCloud

If you have a valid GatorLink account as an employee, faculty or student, you can use OneDrive.

OneDrive provides 1TB of cloud file storage. Cloud storage makes it easier to access files from different devices and locations. There is no need to save documents to a flash drive when traveling or using a different device.

Visit OneDrive at: <https://uflorida.onedrive.com>

In addition to file storage, OneDrive allows you to create and edit Microsoft Word, Excel, PowerPoint, and OneNote documents within your web browser or on your mobile device.

Alternative approved cloud storage solutions, such as Dropbox for Education can be found at:

<https://cloud.it.ufl.edu/uf-dropbox/dropbox-sign-up/>

OTHER CLOUD SERVICES

Using cloud storage services such as Google Drive, AWS, and other could result in a data protection violation for which you may be held responsible.

USB drives

While keeping files on your USB drive is convenient, the drive must be encrypted.

The UF Health IT Mobile Computing and Storage Devices Standard requires that all portable storage devices be fully encrypted. UF Health IT recommends the Kingston Data Traveler Vault Privacy, which is also hardened against physical damage. You can order one by placing an IT service request.

File-Express for large files

Use UF File-Express to share files that are too large to send in an email. Using a secure server and the GatorLink Authentication system, users can easily share files with members of both the UF and Non-UF community. File-express is located at:

<https://file-express.ufl.edu>



USING YOUR DESK PHONE

Get a new desk phone or move one

You can request to get a new desk phone or move one by placing an online request at:

<https://ithelp.ahc.ufl.edu>

Phone Directories

You can view the following directories.

- [UF Health Directory \(all UF Health\)](#)
- [UF Directory](#)
- [On-Call Schedule \(Spok\)](#)
- [On-Call Schedule \(JAX\)](#)
- [Infonet Directory \(JAX\)](#)
- [Shands Phonebook \(GNV\)](#)
- [VIVO \(Research Directory\)](#)

Using your desk phone

To place a call, lift the handset and dial as follows:

- **UF** – Last 5 Digits of telephone number
- **Shands** – 5 + 5-Digit Extension
- **Local Call** – 9 + 7-Digit Phone Number
- **Long Distance** – 9 + 1 + (Area Code) + 7-Digit Phone Number
- **International** – 9 + 011 + Country Code + Phone Number

To answer an incoming call

1. Lift the handset, or
2. Press the “speaker” button to answer hands-free

To end a call

1. Return the handset to the cradle, or
2. Press the “speaker” button if using the hands-free mode

To place a call on hold

1. While on the call, press the corresponding “hold” soft key
2. To return to the call, press the corresponding “hold” soft key again or the “resume” soft key

To transfer a call

1. While on the call, press the corresponding “transfer” soft key
2. Dial the number of the extension you wish to transfer the call to
3. When the party answers, announce that you are about to transfer a call
4. If the party accepts the transfer, press the corresponding “transfer” soft key again and hang up

Voicemail for Cisco Phones

From your desk phone perform the steps then follow the prompts

1. Pickup your personal line and press the “envelope” voicemail soft key
2. Enter your voicemail pin and press #

From outside UF Health perform the steps then follow the prompts

1. Call your phone number and wait for the voicemail message prompt
2. Press the * key to start the system prompts
3. Enter your ID which is your 5-Digit extension and press #
4. Enter your voicemail pin and press #

Voicemail for NEC Phones

From your desk phone, dial 31400 and follow the prompts

1. Enter your security code, the **First time** pass code is 12345

From outside UF Health, dial 352-733-1400

1. When the system greets you, Press * and then enter your ID (your extension number)
2. Enter your security code, the **First time** pass code is 12345

Conference calling

You can join other callers into your call.

Press the conference button on your phone and dial the number you want to include. Wait for the party to answer then press the conference button again to bring all parties together.



INFORMATION SECURITY

The IT Security team works with employees to protect information systems and the confidential information that resides within them.

SECURITY ISSUES

To report a suspected information security issue, please call the IT Support Center.

General Security

- Never tell anyone your password
- Log off or lock your computer workstation whenever leaving it unattended
- Be suspicious of any unexpected emails
- If you must use the Internet at work, browse only to well-known web sites
- Save your work documents to the network drives
- If you work at home on a personally owned computer
 - install antivirus software and updates
 - set up automatic security updates
 - require a password to logon and unlock
- Make sure that your mobile devices
 - lock after no more than 15 minutes
 - use encryption
 - have device wipe enabled after 10 incorrect password attempts
 - have tracking software enabled
 - connect to the correct Wi-Fi network

Acceptable Use

UF Health information systems may only be used for authorized purposes.

- Each user is responsible for maintaining the confidentiality, security and integrity of UF Health computers and systems they use and the Confidential Information contained therein.
- Under no circumstances should UF Health systems be used for gambling, personal profit, or to download or distribute materials, comments, pictures, or other forms of communication of a sexual nature or which are otherwise obscene, intimidating, offensive, or create a hostile work environment.

Confidential Information

Confidential Information, also called Restricted Information by UF Health's Data Classification Policy, is any information protected by state or federal law or by contract.

Examples of confidential information:

- Protected Health Information (PHI)
- Personally Identifiable Information
- Social Security Numbers
- Credit card information
- Financial records
- Passwords, PINs, or other security codes

UF Health Confidential Information can be:

- On paper
- On your work computer
- On your personal smartphone or tablet
- On a CD/DVD or USB Drive
- In a voice mail

Printed confidential information must be stored securely in a locked cabinet and shredded when it is no longer needed.

CONFIDENTIAL INFORMATION

Regardless of its form or location, you are responsible for protecting confidential information from unauthorized disclosure.

File Storage

To ensure that your work-related documents and files are appropriately protected and backed up daily, save them to the provided network drives.

PROTECT YOUR FILES

To protect your files, it is best to store them on your network share drives and not save your documents to the local internal C: drive of your computer.

User IDs and passwords

Your user ID and Password uniquely identifies you at UF Health.

PROTECTING YOUR PASSWORD

- No one should ever ask you for your password
- Never voluntarily give out your password to a co-worker, friend or family member
- Be aware of scams to trick you into disclosing your password or other sensitive information through phone calls or emails
- Passwords should be:
 - Memorized
 - Never written down so that others can see or use them
 - Kept secret from other people

Passwords Creation

A strong password is your first defense against many types of computer attacks.

The key to a good password is to not only choose something that no one will guess, but also something that is easy to remember.

UF Health passwords:

- Must be at least 8 characters or longer
- Must include at least 1 uppercase letter
- Must include at least 1 lowercase letter
- Must include at least 1 number
- May not use dictionary words longer than 3 characters
- May not contain user names, forward or backward
- May not contain more than 2 pairs of repeating characters

Email Security

Be suspicious of any unexpected emails even from a friend, family member, or coworker

Sometimes phishing and other unwanted emails reach our mailboxes.

PHISHING ATTACKS

Phishing attacks often begin with a cyber-criminal sending you a convincing email or calling you pretending to be a person or an organization you know and trust, such as the helpdesk, a friend, your bank, your favorite online store, or a charity.

- suspect emails usually require immediate action, start with a generic salutation, and may have grammar and spelling mistakes
- be suspicious of attachments and only open those that you were expecting
- do not click on hypertext links, use a previously saved favorite to check something from the helpdesk or your bank. Or better yet, call a known phone number to confirm it

Web Browsing

The largest source of computer viruses comes from browsing to compromised or malicious web sites.

Practice these safe habits:

- Be careful where you browse
 - The ability to connect with a specific website does not in itself imply that it is safe.
- If you must browse the Internet, use only well-known web sites
 - Be aware that web sites of any size and popularity can be compromised
- Obtain permission from the UF Health IT before downloading or installing any software to your computer



WEB SERVICES

UF Health Web Services is a full service shop offering UF Health units with high-quality solutions for their public and internal web-based communications needs.

Learn more at webservices.ufhealth.org/services/

Web Services is responsible for the design and maintenance of the following web presences:

- UFHealth.org, the primary home page for the UF Health system, and its associated websites.
- Health Science Center Colleges, Centers and Institutes' public web pages
- [UF Health Bridge](#) (internal portal/intranet)

Who can use our services?

We provide services to all major UF Health units, including:

- Health Science Center Colleges, Centers & Institutes
- UF Health Hospitals and clinics
- ...and everything in between

Costs

Web Services is a centrally funded IT unit, which means most of our services and tools can be used free-of-charge to UF Health entities.

Services

- Website Design
- Web Applications
- Usability Testing
- Website Refurbishment
- Accessibility
- Training and Support on centrally supported web tools and best practices for web site design and content
- Search Engine Optimization (SEO)
- Metrics & Analytics
- Social Media Consultation
- Email Newsletters
- Graphics and Multimedia

Getting Started with Web Services

Most major projects will start with a discovery meeting. It is here when we learn about your project's goals, requirements, and timelines. After we have an appreciation of the scope and purpose of your project, we can then begin to discuss whether one of our existing solutions is a good fit or if custom development work will be required.

GET HELP WITH YOUR WEBSITE

Having trouble updating your website, building a form, adding files, or other issues? Try our 'How To Guides': <http://support.webservices.ufhealth.org/>

Still having issues? Send us an email at WebServices@ahc.ufl.edu or call us at 352-273-5770

RESTRICTED DATA

Remember that restricted data must not be uploaded to our websites or solicited through web forms without first getting written approval from Web Services.



TECHNICAL SERVICES

UF Health IT offers a range of technical services to help you achieve your goals, to keep the integrity of your data and maximize the availability IT systems.

Server Administration

- Consultation to understand server resource, software, network access, external audit, recovery time, and availability requirements
- Support for the following platforms: Microsoft Windows Server, Red Hat Linux, and Debian Linux
- A DMZ for public or campus facing application/web servers, separated from the internal UF Health network and the UF Campus Network/Internet by firewalls
- Firewall administration
- Creation of a virtual and/or physical server configuration proposal with quotes for physical hardware and bill back costs for virtual servers
- Procurement of hardware, if applicable
- Maintenance of server hardware under vendor warranty, vendor maintenance programs, and through the HP Self Maintainer program
- On-site stock of commonly failed hardware components, such as power supplies and hard drives
- Staff with vendor certification to replace commonly failed hardware components
- Creation of virtual servers or installation of physical server hardware in a UF Health Data Center
- Operating System installation, configuration, ongoing maintenance, version upgrades, and support, including:
 - Anti-malware protection
 - Anti-ransomware protection for Windows
 - File Integrity monitoring to log changes made to server files
- Monthly security patching of the Operating System and Operating System provided applications
- Daily backups with backup data written to a different UF Health Data Center to provide separation of data
- Monitoring and alerting of server availability, health and performance, and daily backup success or failure
- Load balancing or content switching to distribute application requests across multiple servers
- Digital certificate creation and administration
- Domain name registration and administration
- Application availability monitoring with alerts sent to application support team (i.e. URLs, service/processes, log entries, directory/file monitoring, etc.)
- Centralized SFTP services, both Ad-hoc and Scheduled
- 24x7x365 on-call support
- Scheduled downtime windows for server maintenance

- Assistance with audit and UF IT Security documentation/information requests

Database Administration

- Support for the following platforms:
 - Oracle on Red Hat Linux
 - MySQL on Red Hat Linux
 - Microsoft SQL Server on Microsoft Windows Server
- Centralized, shared database environments, including both test and production, per RDBMS platform
 - Dedicated database servers as required
- Maintenance of RDBMS software under vendor support contract
- RDBMS software installation, configuration, ongoing maintenance, version upgrades, and support
- Database Administration services include:
 - Database creation and deletion
 - Scheduled database administration tasks (i.e. re-indexing, update statistics, etc.)
 - Data exports, if needed
 - Run DDL scripts, if needed
 - Access Provisioning
 - Hourly database backups with backup data written to a different UF Health Data Center to provide separation of data
 - Database restores
 - Performance diagnostics and tuning, on request
 - Monitoring and alerting of database availability, health, and backup success or failure
 - Auditing of data access, on request
 - 24x7x365 on-call support
 - Scheduled downtime windows for database maintenance

Data Protection Services

- IBM Spectrum Protect (formerly TSM) protects both physical and virtual servers
- Veeam provides virtual server image backups of C drives for bare metal recoveries
- Backups are run as part of an automated schedule
- Backup logs are reviewed daily by staff
- Automated email reporting
- Backup data is stored in a separate location from the primary server data, providing data separation
- Long term data archiving
- All backup data is encrypted at rest
- Backup data can be compressed and encrypted at the client prior to sending the data over the network
- Custom policies to address data retention requirements
- File/Server recovery is available 24 hours a day, seven days a week



ADDITIONAL RESOURCES

IT Training Resources

UF Health IT offers targeted training for business related desktop applications.

More information about what type of IT related training can be found at: <http://training.health.ufl.edu/>

Other learning resources

There are several places to visit for training materials.

Some of these include:

- UF Health [myTraining](#)
Several UF Health related departments use myTraining to distribute learning modules.
- How-to's are available for Microsoft Office 2016 through myTraining.
- **UF IT provided training** (requires a valid GatorLink username) Offerings can be found at <https://training.it.ufl.edu/>

UF CAMPUS IT SERVICES

UF Health IT offers many services to you in the Health Science center colleges, Shands Gainesville and Jacksonville, and University of Florida Physicians.

University of Florida IT also offers many services to UF related colleges, departments, and staff. For details, visit UFIT at <http://www.it.ufl.edu/>

UF Health IT Systems/Database Development

Systems programming and database development is provided by the CTSI and also by UF Health [IT Enterprise Systems Engineering \(ESE\)](#). ESE offers design, development, delivery, and support of custom software applications. They have experience developing modern web applications as well as Android/iOS applications.

Research Computing

UF Department of Research Computing

UF Research Computing (UFRC) staff provide HiPerGator support at no additional charge for requests such as:

- Installing software on HiPerGator
- Writing and optimizing complex submission scripts for HiPerGator jobs
- Analyzing performance problems with software or job flows within the UFRC environment

More services can be found here: <https://www.rc.ufl.edu/services/>

If you have any questions, would like to contact UFRC, or would like help with any HiPerGator tasks, please visit the UFRC support page: <https://www.rc.ufl.edu/help/>

UFRC also offers Linux OS support for a variety of circumstances including:

Linux Desktop Support:

- Introductory Linux training
- Workstation setup and imaging
- Operating system installation
- Software installation/troubleshooting
- Authentication setup
- Remote Linux collaboration setup

Linux Research Support:

- Linux-based file transfers
- Setup of remote applications (Xpra, X11, etc.)
- Data storage and layout
- Data flow optimizations and group access
- Permissions setup
- Lab directory synchronization on Linux

If you have any questions or would like to know more about available support options please see: <https://www.rc.ufl.edu/services/support/linux-support/>

REDCap

REDCap (Research Electronic Data Capture) is a secure, web-based application designed to support traditional case report form data capture for your research studies and is provided at no cost for use with any research project.

- [REDCap info](#)
- [Overview](#)
- [Get Started](#)
- [Training](#)
- [FAQs](#)